



December 17, 2020

Dear Residents, Family, Friends, Volunteers, Employees, and Supporters of Dom Lipa,

2020 has been a year that none of us will soon forget. The events of this year have shown that together we truly are "Dom Lipa Strong"!

Our priority is the health and safety of our residents and staff. Our residents have demonstrated strength and resilience in the face of COVID-19 (the invisible enemy). They remain so grateful to our dedicated and caring staff, many of whom have become their "extended" family. Our staff have demonstrated strength, ingenuity, and courage. There have been challenges along the way but time and again both residents and staff have responded with renewed unity and respect.

There are no words to properly express our gratitude to the families, friends, volunteers, employees, supporters of Dom Lipa and the Board of Directors! With your assistance, encouragement and well wishes, you have truly motivated us to be strong, so that we could keep everyone safe and healthy!

We will start with HVALA LEPA (THANKS):

- for responding so generously to our urgent Pandemic Appeal fundraiser. Monies raised were used to purchase much needed Personal Protection Equipment. We were able to purchase air purifier units, a special machine to filter air and special HVAC filters to improve air quality in the Home.
- for donating much needed items - face masks, sanitizer, and plexiglass dividers.
- for answering our request to participate in our virtual Lipathon fundraiser, which not only raised much needed funds, but was a celebration of Dom Lipa's Slovenian roots. Your enthusiasm and generosity so inspired us!
- for your expressions of heartfelt gratitude, support, encouragement, gifts, food "treats" and "goodies", which lifted our spirits throughout the year.
- for donating towards gift certificates and providing "treats" for staff over the holiday season.

We have had many other accomplishments this year as well:

- The Kastelic Wing elevator had a part replaced and is now working reliably. This is good news as many of our Retirement residents have difficulty using the stairs.
- The Home received a Canada Summer Job Grant, which benefited our Retirement residents because we were able to hire three students for 8 weeks to provide extra activities.
- We updated our office computers, changed to more feasible printers, and streamlined procedures.
- The Board of Directors applied for a redevelopment project through the Ministry of Long-Term Care. We are waiting for their decision.
- Dom Lipa staff work tirelessly on improving Infection Prevention and Control activities.

The residents at Dom Lipa celebrated Sveti Miklavž on December 6th. His presence put a smile on many faces, and all received a gift of chocolate from him.

The Annual Christmas Luncheon for residents and families (via ZOOM) was held on December 16<sup>th</sup>. Under these extraordinary circumstances, all staff joined in to create the best festive atmosphere possible. The decorations, table settings, food, music (virtually, with gratitude to Milan) and a special appearance by Santa Claus made for a lively Christmas celebration!

Together we made it through this challenging year! We hope that the Christmas holidays are healthy and happy, with a much brighter 2021 ahead!

Merry Christmas and Happy New Year!  
Veseli božič in srečno novo leto!

Jolanta Linde  
and Dom Lipa Management Team

