



Cornwall Community Hospital
Hôpital communautaire de Cornwall

Annual Report 2024-2025





Cornwall Community Hospital
840 McConnell Avenue



Community Addiction and Mental Health Centre
850 McConnell Avenue



a message from our **Chair *and* President & Chief Executive Officer**

On behalf of Cornwall Community Hospital (CCH), we are pleased to present our 2024-2025 Annual Report.

This year, we continued to make meaningful strides in implementing our 2022-2027 Strategic Plan, guided by our mission to collaborate as a team in delivering exceptional, people-centered care. Through our ICARE values of Integrity, Compassion, Accountability, Respect, and Engagement, we remained focused on enhancing access to care, supporting our people, and advancing integration across the health system.

This report highlights the progress we've made across our strategic pillars – Recovery, People, and Integration – and celebrates the collaboration, innovation, and dedication that define our work.

We are especially proud to have achieved Accreditation with Exemplary Standing from Accreditation Canada last year in recognition of our unwavering commitment to quality, safety, and continuous improvement.

We are deeply grateful to our staff, physicians, and volunteers whose compassion and dedication made this year's accomplishments possible. Their commitment to Exceptional Care. Always. ensures that our patients and clients continue to receive the highest standard of care.

Sincerely,



Alice Wilson-Haramis
*Chair,
Board of Directors*



Jeanette Despatie
*President &
Chief Executive Officer*



2024-2025 BOARD OF DIRECTORS

- Chair: Alice Wilson-Haramis
- First Vice-Chair: Deborah Tropea
- Second Vice-Chair: Kristen MacDonell
- Secretary: Jeanette Despatie

ELECTED DIRECTORS:

- M. Owais Aziz
- Isabel Blanchard
- Debora M. Daigle
- Taj Dhinsa
- Josh Eamon
- Suzanne Farag
- Gérald Laneville
- Dale McSween
- Shawna Spowart
- Lori Tarbell

APPOINTED DIRECTORS:

- Chief of Staff: Dr. Anastasios Boubalos
- President of Medical Staff: Dr. Neil Davis
- Vice-President of Medical Staff: Dr. Olugbenga Dehinbo
- Auxiliary Board Chair: Jack Lindsay
- Chief Nursing Executive: Kelly Shaw

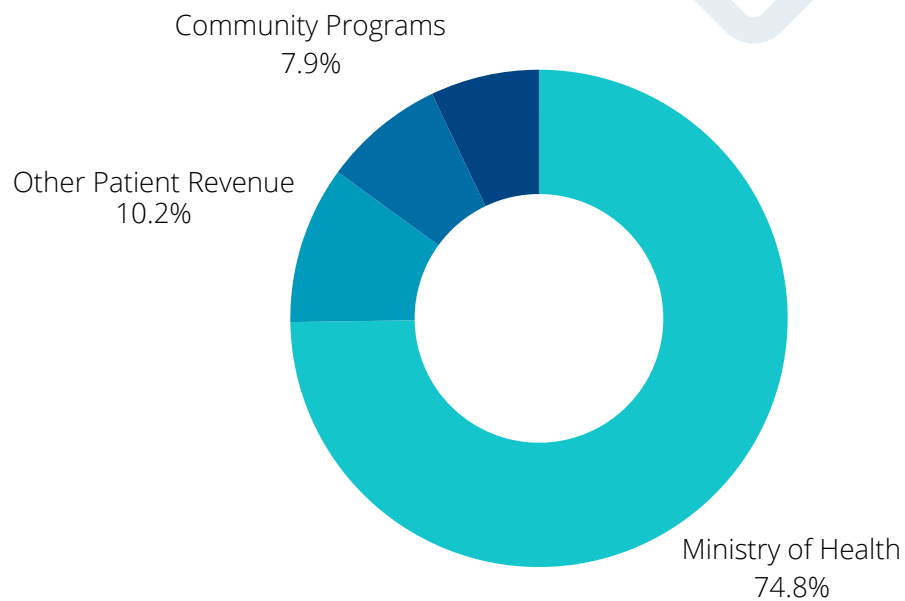


OPERATING STATEMENT

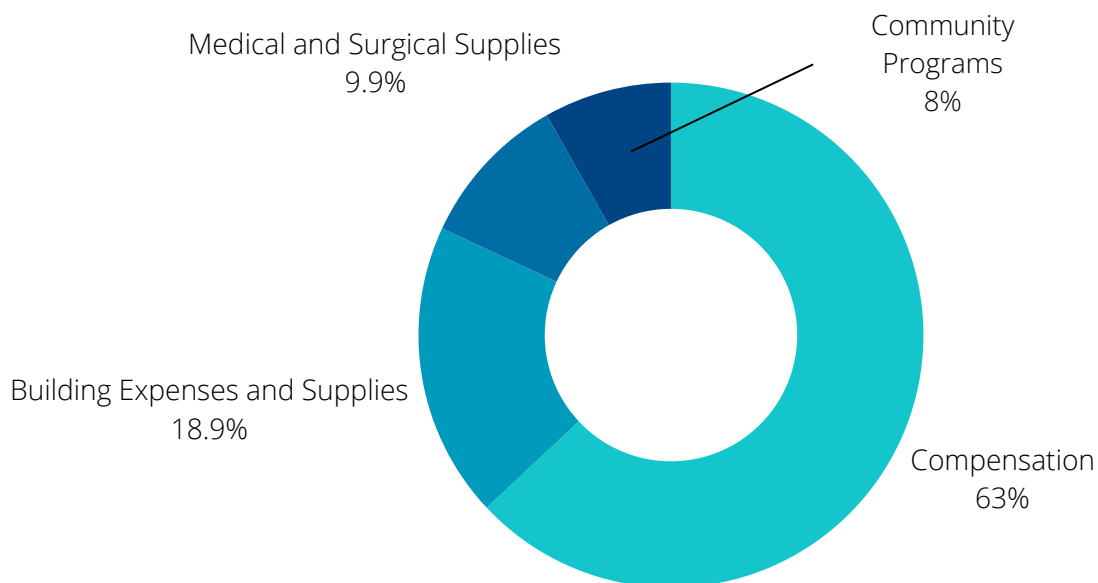
Fiscal Year: April 1, 2024 - March 31, 2025

- REVENUE: \$191,620,971
- EXPENSES: \$190,769,160

REVENUE



EXPENSES



OUR 2022-2027 STRATEGIC PLAN

LEADING INNOVATIVE TRANSFORMATION



OUR VISION:

Exceptional Care. Always.

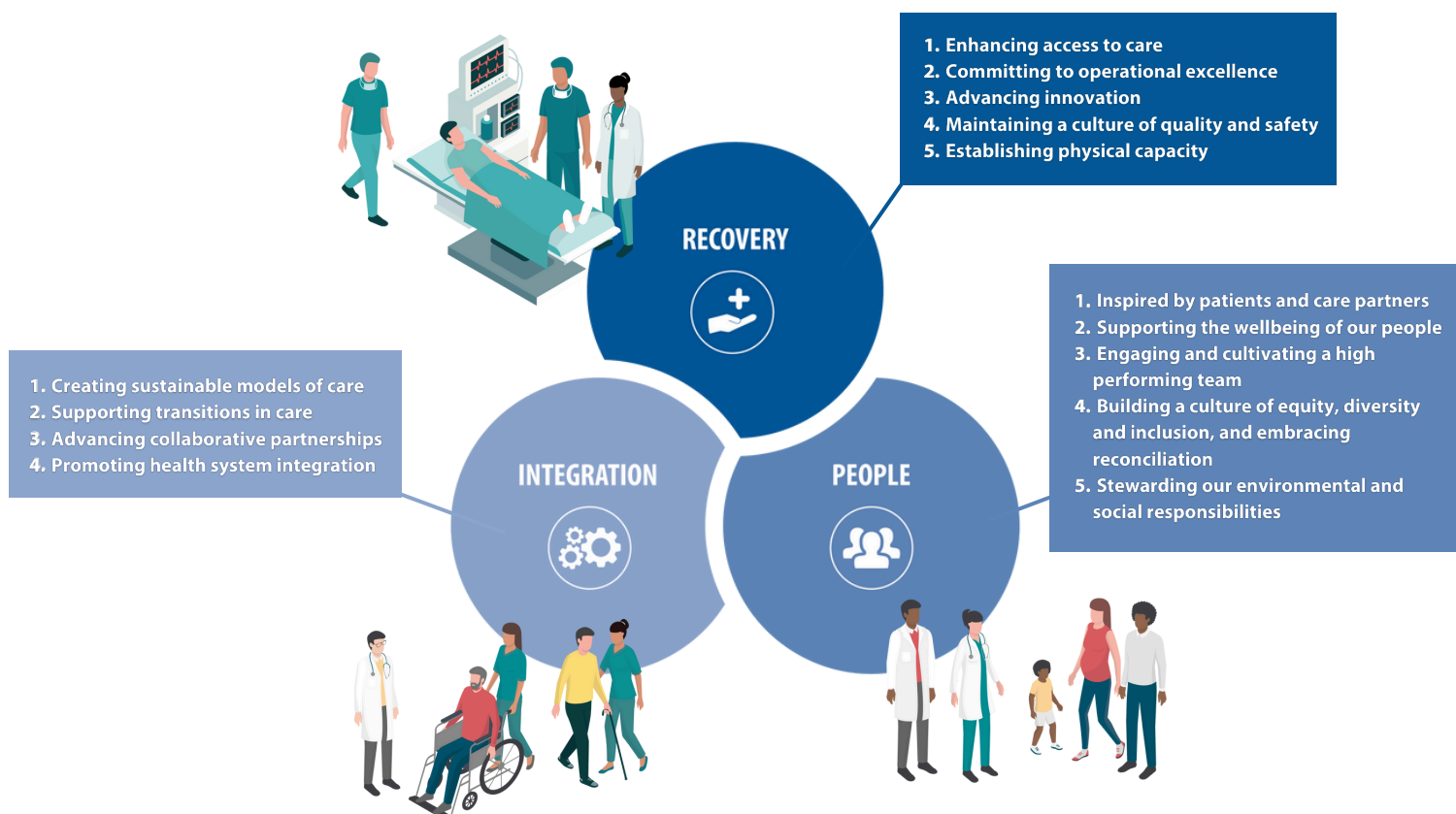
OUR MISSION:

Our Team collaborates to provide exceptional people-centered care.

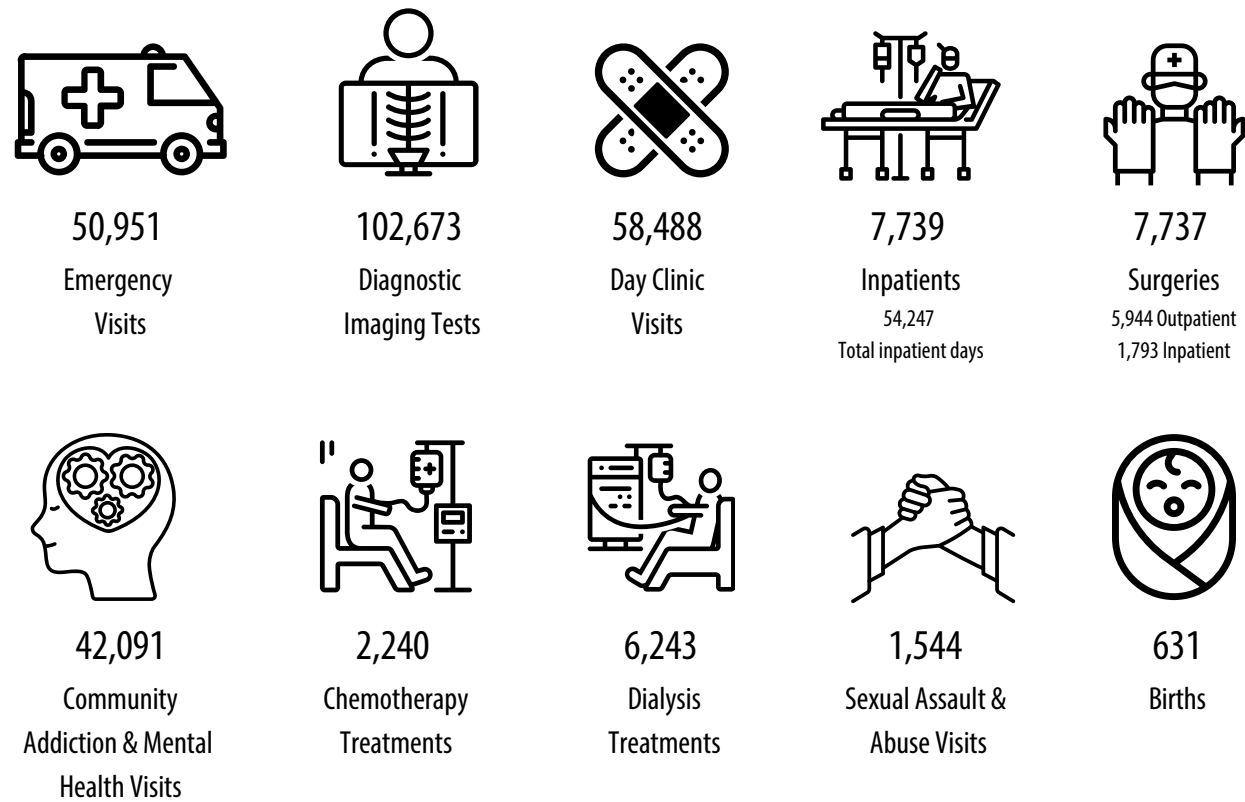
OUR ICARE VALUES:

- I** **Integrity:** We will act with honesty and demonstrate strong moral principles.
- C** **Compassion:** We will care for all people with empathy and kindness.
- A** **Accountability:** We will take responsibility for our words, our actions and our results.
- R** **Respect:** We will treat everyone with dignity and recognize the individuality and inherent value of all people.
- E** **Engagement:** We will create a trusting environment that encourages teamwork.

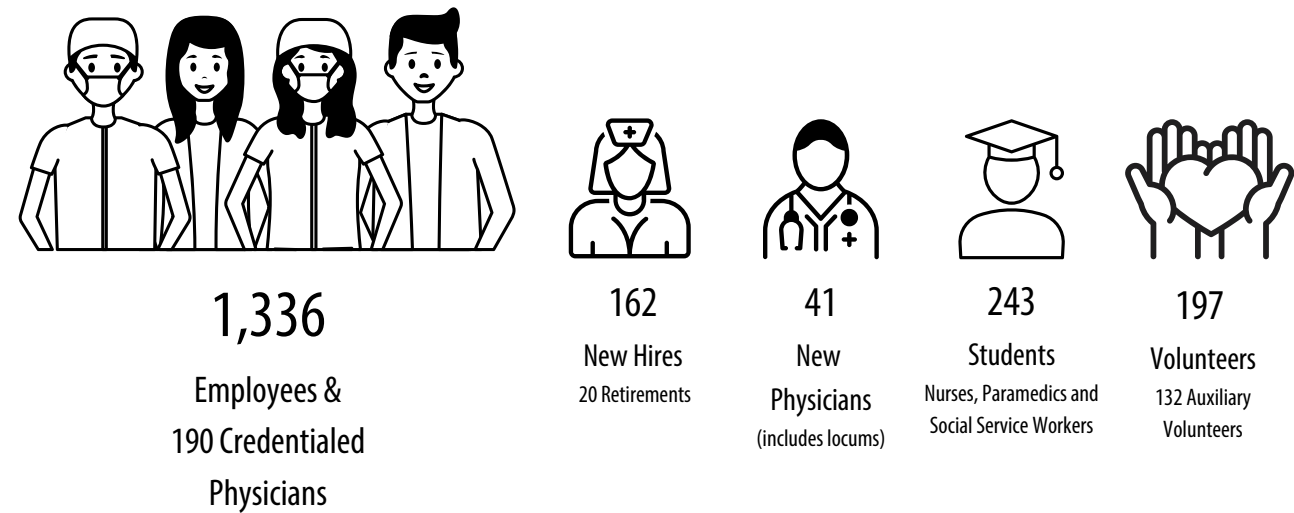
OUR STRATEGIC DIRECTIONS:

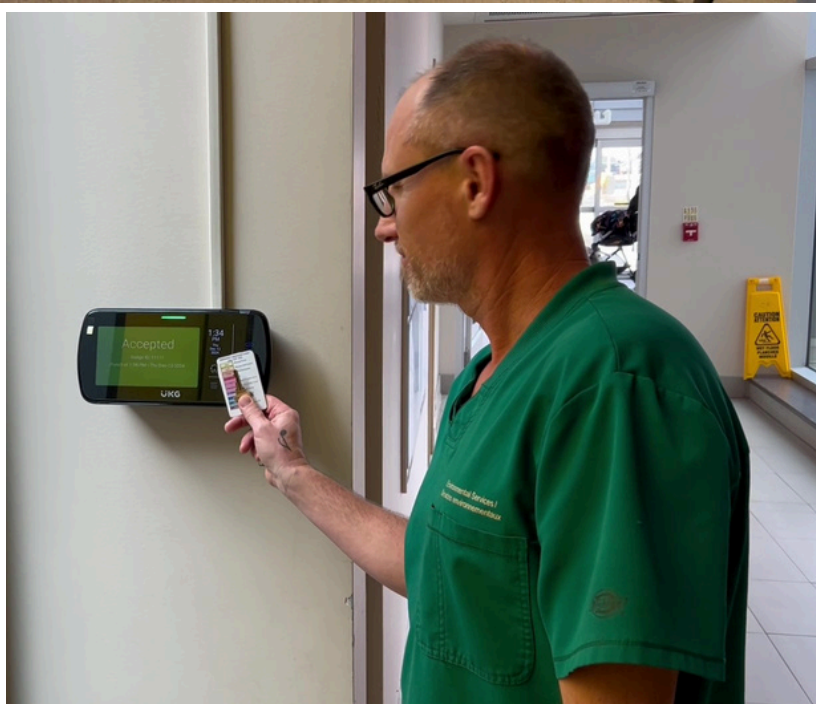


EXCEPTIONAL CARE, BY THE NUMBERS



OUR TEAM, BY THE NUMBERS





2024-2025: Our Progress in Leading Innovative Transformation

RECOVERY

Expanding Critical Care with New Step-Down Unit to Support Patient Recovery and Improve Transitions

CCH enhanced its critical care capacity with the opening of a new four-bed Critical Care Step-Down Unit. Located on the first floor in a newly retrofitted space, this specialized unit bridges the gap between the Critical Care Unit (CCU) and inpatient units by providing intermediate-level care for patients who require close monitoring but not full intensive care. Equipped with advanced life-saving technology and real-time telemetry monitoring from a centralized nursing station, the unit allows for better management of high-acuity cases and smoother transitions in care. This expansion supports improved recovery for stabilized CCU patients and reduces the need for transfers to other facilities.

PEOPLE

ICARETime Goes Live: New Digital Scheduling System Empowers Staff with Flexibility and Efficiency

CCH implemented a new digital scheduling system called ICARETime, developed by UKG, to replace paper-based scheduling across the organization. This modern platform gives staff convenient on-the-go, real-time access to their schedules and introduces features like remote shift swapping, shift pickups, and vacation requests. It has also streamlined the clocking in and out process; staff can now simply tap their badge at a punch clock or use the mobile app, ensuring accurate time capture for payroll. This significant organizational update supports a more flexible, efficient and people-centred work experience.

INTEGRATION

CCH and Great River OHT Expand Access to Mental Health Care with New Integrated Models

In 2024, Community Addiction and Mental Health Services (CAMHS) at CCH introduced two key initiatives grounded in a stepped care approach to enhance integration, reduce wait times, and improve mental health and addiction services. The Shared Care Pilot created a collaborative model between primary care providers and mental health specialists including psychiatrists, therapists, peer support workers, and nurses to deliver coordinated care through mobile psychiatry clinics, Shared Care Cafés, psychotherapy, and more. Since March, over 525 new clients accessed psychiatric services, with 235 referred for primary care attachment. Expansion into Child and Youth Psychiatry is planned for June 2025. The Shared Care Pilot is a partnership between CCH, Seaway Valley Community Health Centre, Centre de santé communautaire de l'Estrie, and the Glengarry Nurse Practitioner-Led Clinic. Simultaneously, in partnership with the Great River Ontario Health Team, CAMHS launched Solution Focused Therapy (SFT), a brief, strengths-based approach offering up to four sessions to help clients build solutions, not focus on problems. Early results show 80% of clients met their goals, with 92.5% recommending the program, demonstrating strong outcomes and client satisfaction.



Your donations in 2024-2025 enabled exceptional care. On behalf of the Cornwall Community Hospital Foundation (CCHF), we thank you.

CCHF's Board and staff greatly appreciate the donors, partners, and sponsors across our community who invest in our charitable mission. Your continued generosity helps us fill the gaps where government funding stops, providing CCH with impactful medical equipment and programming to make local healthcare stronger.

With gratitude, we reflect on the 2024-2025 fiscal year and proudly share highlights of our shared accomplishments.

Because you give, the following medical equipment was purchased to help CCH's physicians and staff care for local patients:

- State-of-the-art surgical room lighting - OR
- 5 new patient stretchers - Emergency Dept
- A new patient lift - Emergency Dept.
- New medication fridges
- A blanket warmer & cart - PICC unit
- New spirometry equipment
- Electronic treatment table
- New treadmills for rehab patients
- New training bike for chronic disease patients
- Gazebo, box fans, & air conditioning unit for mental health clients
- Downpayment for new urology table
- Stress test equipment

Innovative mental health projects were fueled by the Robert Marion Memorial Fund:

CCHF is proud to steward the Robert Marion Memorial Fund, working with the Marion family to create stronger healthcare pathways and support for individuals working through mental health concerns.

Thanks to donors of this important initiative, two meaningful projects were mobilized in late 2024. Fully funded by the Robert Marion Memorial Fund, a full-time, one-year contract position for a Peer Support Worker began in November 2024. This individual is hard at work providing hands-on support for local patients. The Fund also inspired the development of mental health resource booklets to help patients and community members in the Emergency Department or admitted to the Inpatient Mental Health Unit better understand and navigate the healthcare system.

From major gifts to estates, donors may now contribute to the CCHF Forever Fund.

Thanks to a \$1 million gift from the estate of local sisters, Rhoda and Minnie Bartle, the CCHF Forever Fund was officially established as our charity's first endowment program in October 2024. This long-term investment strategy will increase our impact on local healthcare over time, placing less strain on the community as expensive projects arise. Since the fund's principal remains invested, yearly interest revenue can grow to help purchase medical equipment to local patients. Together, we can create a legacy of good health, right here at home.

Once again, our CCH Stars danced their way to success!

Thanks to our incredible sponsors, donors, partners, and volunteers, the third annual Dancing with the CCH Stars event on Saturday, March 1, raised \$180,174.90 in net dollars for our hospital.

Sponsored by the Kinsmen Club of Cornwall, Joy Cella and Dr. Garry Weinberg's dance team brought home the Clinical Cup and assured the purchase of their project, a new anesthesia system for the OR! Although they were awarded the coveted cup, every participant is a star in our eyes! Funds raised over our \$100,000 grand prize will support more items serving CCH's frontlines and local patients. Based on popular demand, we'll be back at Aultsville Theatre on Saturday, March 7, 2026! Please save the date and plan to join us next year!

For more information on CCHF's programs, please visit www.cornwallhospitalfoundation.ca, or email amy.gillespie@cornwallhospital.ca.

Yours in gratitude,



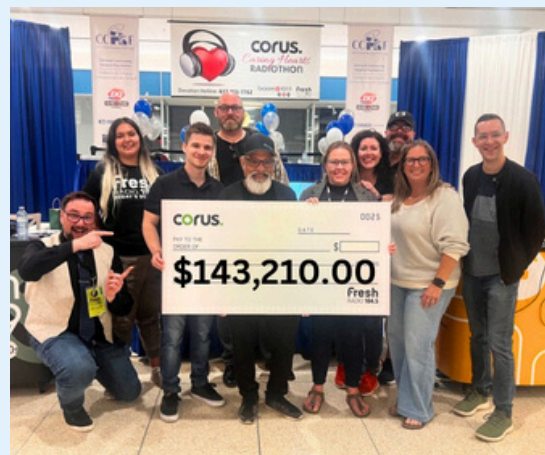
Stephanie Gibson,
Board Chair, CCHF



Amy Gillespie,
Executive Director, CCHF



Dancing with the CCH Stars participants pictured on stage at Aultsville Theatre on March 1, 2025.



The final tally from the Corus Caring Hearts Radiothon in support of CCHF, which took place on August 22, 2025 at the Cornwall Square.



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840 McConnell Avenue
Cornwall, ON K6H 5S5
tel: 613-938-4240

cornwallhospital.ca