

REPORT TO THE COMMUNITY

A Message From Our CEO

Since returning to my home area and settling here with my family, I've been genuinely touched by the **warm welcome** I've received. It's been a privilege to meet so many community members, to hear your stories, and to see firsthand the pride you have in your local health system.

We've made great strides, from the installation of our **on-site CT Scanner** to the early stages of our **Epic electronic health record** transition. We've reduced our reliance on agency staffing, strengthened our **recruitment** efforts, and invested in new wellness resources to support the people who make care possible.

But what I'm most proud of is how our team continues to **lead from the HEART**. Every day, I see our values —honesty, empathy, accountability, respect, and teamwork— reflected in the way we care for our patients, residents, clients, and for one another. As we look ahead, we remain focused on our shared vision of creating a thriving community together. We are proud to be your partner in health, delivering compassionate, innovative, quality care, each and every day.



Jeremy Stevenson
President & CEO

Highlights

- Through the use of **Pay-for-Results** funding, the Emergency Department trialed a Patient Care Aide position, and renovated the triage room for improved workflow and safety of staff and patients.
- The Hospital rolled out **smart pump technology** across ARH to enhance medication safety.
- The **Hospitalist program** was launched on the Inpatient Unit, including the successful recruitment of 8 local physicians and 6+ new physicians to the program.
- The Grove Home partnered with the **EarlyON Centre** to offer ongoing intergenerational programs.
- We launched **iPeople Downtime** so staff have continuous access to clinical data during MEDITECH outages.
- Developed a Truth and Reconciliation Action Plan, and achieved 100% completion of Indigenous health training by ARH managers, executives, and Board Directors.



A Message From Our Board Chair



Throughout the past year, Arnprior Regional Health (ARH) has proudly led the way as a rural health care leader, delivering **high quality, innovative care** to every patient, resident, client and family that comes through our doors.

Despite ongoing challenges in Ontario's health care landscape, our remarkable team of physicians, staff, contractors, and volunteers has consistently embodied our **HEART values** (Honesty, Empathy, Accountability, Respect, Teamwork) every single day. Under the guidance of our new President and CEO and the Senior Leadership Team, we have not only weathered the storm but also enhanced the programs and services that we are able to offer to our local community.

Today, I wish to recognize some of our **retiring leaders** who have made significant contributions to ARH over the years. **Dr. Florin Padeanu** has served as our Chief of Staff since 2022 and as lead physician, he has spearheaded transformative programs such as the Total Knee Replacement Program and Hospitalist Program in the In-Patient Unit (IPU). Known as an actively engaged and collaborative leader across the hospital and in the community, Dr. Padeanu has left an indelible mark:



"He is a remarkable Chief of Staff—intelligent, level-headed, and consistently respectful. His openness to dialogue, thoughtful problem-solving, and sense of humour have made him an integral and much-admired leader."

THANK YOU, DR. PADEANU!

In addition, **Cathy Jordan, Colleen MacPhee and Curtis McGrath** have brought decades of personal and professional experience to their service on the ARH Board of Directors and I am tremendously grateful for their strong leadership, keen insights, and strategic guidance around the Board table.

Since 1945, Arnprior Regional Health has been a cornerstone of our local health care system as an anchor partner for community partnerships and our Board of Directors is fully committed to planning for the future of health services for all residents – current and future. As we begin renewing our **Strategic Plan** this fall, we remain steadfast in our commitment to innovation and to creating a thriving community together—with you at the heart of our journey.

Thank you for your continued partnership and support!

Oliver Jacob
Board Chair



Pete
Kenney



Rick
Holock



Dr. Christina
Veale



Colleen
MacPhee



Curtis
McGrath



Jacqueline
Asselin



Shyam
Ramrekha



Beth
Ciavaglia



PERSON-CENTRED CARE

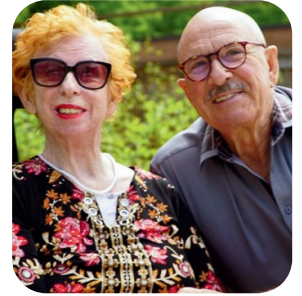
Small Changes, Big Impact at the Grove

Over the past year, residents helped transform the look and feel of their home by selecting **custom door skins** for their rooms. These personalized finishes replaced the standard doors with options that feel more familiar and inviting.

One of the most joyful moments of the year came during **resident photo day**. Staff, volunteers, and families came together to help residents select their favourite outfits, style their hair, and pose for professional portraits. Many residents who are typically quiet or reserved lit up in front of the camera. Families were deeply moved to receive the portraits of their loved ones so full of life.

Even in the more difficult moments, there is opportunity to center the residents. When a resident begins their **end-of-life journey**, a butterfly is placed on their door. It's a quiet signal to staff and visitors that extra care and compassion are needed. After the resident passes, the butterfly is replaced with a dove, signifying their passing and honouring their presence as they remain with us. A candle is placed at their dining table seat, quietly sharing their absence with fellow residents and holding space for remembrance.

"It's all about the small touches," says Jen Powley, VP Seniors Care. "They might seem minor from the outside, but they carry so much meaning for the people who live here. That's what person-centred care really is: **making sure every person feels seen.**"



OUR PEOPLE

Caring for Those Who Care for Others



We saw encouraging results in our **recruitment and retention** efforts, with a noticeable reduction in agency staffing at both The Grove and the Inpatient Unit. This shift has led to greater consistency for patients and residents, stronger team cohesion, and a more stable, connected workplace environment.

To support **staff wellness**, we introduced Homewood Health, our new Employee and Family Assistance Program. Available 24/7, Homewood provides confidential support for mental health, relationships, finances, legal concerns, caregiving, and more. We also expanded our wellness supports to include **financial well-being**. Through a new partnership with Eleva Finance, all employees now have access to free, personalized consultations with licensed financial advisors.

These initiatives reflect our ongoing commitment to building a workplace where people are equipped to thrive.

Creating a thriving community together.



OUR PARTNERS

Growing Our Own With Willis College

As the health care system faces growing staffing challenges, Arnprior Regional Health is taking a local approach: training future caregivers right here in our own community.

Through a partnership with **Willis College**, ARH welcomed a cohort of Personal Support Worker (PSW) students to complete their placements at The Grove. The results were powerful—for the students, for our residents, and for the future of care in our region. Of the 11 graduates, ARH proudly **hired 9 into part-time and full-time roles**.

For Ria, an Arnprior resident, the experience was exactly what she had hoped for. *"I love working with the residents. Sometimes they're sad, and you get them talking, and suddenly they're laughing. One of them told me, 'Ria, I love you.' That's when you know you're in the right place."*

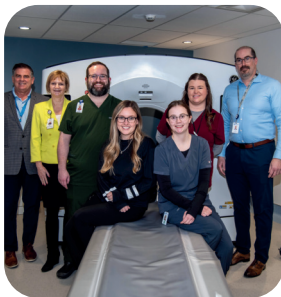
The program also created a smooth transition into the workplace. Hardeep, who moved to Arnprior from Saskatchewan, shared, *"It was awesome to do the practical here. The residents need us in every way—mentally, emotionally, physically. You have to be here for them."*

This partnership didn't just strengthen our team, it offered local students a chance to build careers where their roots already run deep. And in doing so, it helped us address the growing demand for skilled, compassionate caregivers in our long-term care home.



OUR INFRASTRUCTURE

Investing in Tools for the Future



With our new CT Scanner fully installed and operational, imaging is now available right here at ARH. Since becoming operational, ARH has provided critical scans to **586** Emergency Department patients, saving over **2,000 hours of transport time** (that's *nearly three months!*). This has meant faster diagnoses, quicker care decisions, and ambulances staying local for 911 calls instead of tied up on the highway to Ottawa. In total, there have been **2483 patient scans** since operation began.



At the same time, we laid the groundwork for our next leap forward: **Eplic**, a region-wide electronic health record system. This project began in early 2025 and will go live in late 2026, connecting ARH to over two dozen hospitals across Eastern Ontario. With EPIC, care teams will have **real-time access** to a patient's complete health history, improving communication, reducing duplication, and supporting safer, more coordinated care. Patients will also benefit from tools like **MyChart**—a secure portal for viewing test results, managing appointments, and connecting with care providers.

Together, the CT Scanner and EPIC represent a bold investment in modern, connected, and **high-quality care**.



Creating a thriving community together.

Building a Future for Seniors

This year, an exciting step forward was taken in our commitment to support seniors in our community. The ARH Board of Directors has directed the organization to begin developing a full and comprehensive plan to redevelop the old Grove building into a **seniors' supportive housing complex**, in partnership with the County of Renfrew.

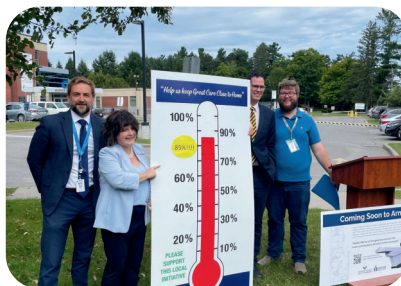
This direction reflects a strategic investment in the future of health care in our region, and will fill a growing gap for older adults who need accessible, assisted living options.



Giving Back to Arnprior Regional Health



The Arnprior Regional Health Foundation is proud to celebrate the incredible success of our CT Scan Campaign, which reached its goal thanks to the generosity and dedication of our community. We are now turning our focus to the **Scope For Hope Campaign**, an exciting new initiative to enhance Endoscopy services and continue strengthening local healthcare. This is an opportunity for all of us to give back in a meaningful way—investing in the tools and care that keep our families, friends, and neighbours healthy and safe. We extend our heartfelt thanks to our partners, local businesses, staff, and community members for their unwavering support and commitment to advancing care close to home.



The Auxiliary includes more than 165 volunteers, ranging in age from 15 to 92. Across five teams: including those supporting The Grove, the Inpatient Unit, the hospital Gift Shop, and the downtown Opportunity Shop, these dedicated volunteers logged over **20,000 hours** last year alone. This year, their impact reached new heights. Through the combined efforts of the Gift Shop and Opportunity Shop, the Auxiliary contributed an extraordinary **\$480,000 toward the purchase of ARH's new CT Scanner**, an investment that now brings life-saving diagnostic care closer to home. The Auxiliary was also able to purchase a new state-of-the-art X-ray chair, and a NuStep recumbent cross trainer for the Grove Home physiotherapy team.

