

ANNUAL REPORT

2025-2026



RIVERSIDEHEALTHCARE.CA



@OurRiversideHC

*Cover Image: Rainycrest Interactive Mural



BUILDING TODAY FOR TOMORROW

The Rainy River District is a remarkable place to call home. Stretching from Atikokan to Rainy River and encompassing diverse communities across Northwestern Ontario, it is a region defined by resilience, connection, and a deep commitment to caring for one another.

At Riverside Health Care, those same values guide our work every day.

Over the past year, we made meaningful investments across our organization — not simply to address the needs of today, but to help build a stronger healthcare system for tomorrow. While made with the future in mind, many of these injections are already making a difference in the lives of patients, residents, clients, families, and communities across the district.

Throughout this report, you will see how Riverside continues to strengthen care across the continuum of services by investing in our people and places. From helping more seniors remain independent, to enhancing emergency and hospital services, modernizing infrastructure and technology, and expanding access to care closer to home, each initiative reflects a broader commitment to meeting the evolving needs of our communities.

Providing healthcare in Northwestern Ontario requires innovation, collaboration, and a willingness to think differently. The geography and diversity of our communities require us to continually adapt and plan for the future through partnerships, education, cultural understanding, and the dedication of the people who serve our communities every day.

Few initiatives better represent that future than the impending arrival of MRI services at our La Verendrye General Hospital facility.

For generations, residents of the Rainy River District have travelled hours from home to access MRI diagnostics, often during an already stressful and uncertain time. It has meant time away from family, lengthy journeys in challenging conditions, and delays in receiving important information.

The addition of local MRI services will change that.

As one of the most significant healthcare access advancements our district has seen in decades, the MRI will help bring faster answers, earlier diagnoses, and more timely treatment. It will ease the burden on patients and families and strengthen local care. Most importantly, it will help ensure that more people can access the diagnostic services they need, when they need them, right here in the district.

Yet the MRI is also part of a larger story. It reflects a shared belief that people living in our region deserve access to high-quality healthcare close to home and that strategic investments today can create lasting benefits for future generations.

While we are proud of the progress made last year, we are equally excited about what lies ahead. The achievements reflected in these pages are the result of a collective effort involving staff, physicians, board members, donors, community partners, volunteers and the people we are privileged to serve. Together, we are building a stronger, more connected healthcare system—one that continues to evolve alongside the communities that depend on it.

Thank you for your continued trust, support, and partnership. We invite you to explore this report and learn more about the people, programs, and investments helping shape the future of healthcare across the district.



Henry Gauthier
President & CEO

Diane Clifford
Board Chair

Dr. Lucas Keffer
Chief of Staff



SUPPORTING SENIORS ACROSS THE DISTRICT



9,888
Meals on Wheels
Delivered

Investing in programs and environments that support independence, dignity, and quality of life for older adults both at home and in long-term care, we continued to strengthen senior care services across the Rainy River District in 2025–26.

With the expansion of Riverside Health Care's Assisted Living program to 64 spaces, the program now reaches from Atikokan, through Fort Frances and Emo to the western border of Rainy River — helping more seniors remain safely in their own homes longer while receiving personalized support with daily routines, meal preparation, medication reminders, transportation and other essential needs.

Through community volunteers, we expanded our Meals on Wheels services to include parts of Alberton. We grew our specialized transportation programs that help seniors and community members across the district access meals, medical appointments, diagnostics, and other essential services. Programs including Handi-van services, Medically Stable Patient Transportation, and the Specialist and Diagnostic Regional Transportation Program to Thunder Bay play an important role in helping residents remain

connected to care and community close to home.

At Rainycrest Long Term Care Home, Riverside invested significantly in both resident experience and infrastructure improvements. Enhanced activation programming introduced new life stations, virtual reality experiences, sensory supports, and expanded social spaces designed to encourage engagement, familiarity, and connection for residents, including those living with dementia. For the 128 residents who call Rainycrest home, these investments help support not only clinical care needs, but also dignity, comfort, and quality of life.

Additional improvements included facility-wide flooring improvement removing the cobblestone and creating a level surface that promotes noise reduction, fall prevention and creates a dementia friendly environment. Major HVAC improvements, roofing upgrades, and advancement of a modernized nurse call system are all part of our ongoing commitment to strengthening compassionate, community-based senior care.



16,355

**Assisted Living and
Homemaking Hours**

STRENGTHENING THE FOUNDATIONS OF CARE

Behind every patient interaction is a network of systems, infrastructure, and facility improvements that allow healthcare teams to continue delivering care safely and reliably under any circumstance.

During the last fiscal year at Riverside, we advanced major infrastructure initiatives to strengthen emergency preparedness, operational resilience, and patient care environments district wide.

One of the organization's most critical infrastructure projects is the preparation for housing a new generator for La Verendrye General Hospital (LVGH). The upgraded system will increase backup power coverage at the hospital from approximately 40 per cent to 100 per cent during an outage – ensuring patient care units, diagnostic services, communication systems, heating and cooling, and other essential hospital operations remain fully functional during emergencies or power interruptions. Existing generators will be redeployed, improving backup power capacity and emergency preparedness at multiple sites throughout the organization.

Work is nearing completion on a new home for our pharmacy at LVGH, meeting strict national regulation guidelines, and supporting critical local cancer care through chemotherapy.

In addition to our flooring replacement project at Rainycrest, we advanced several facility



294,840+
Square Footage Cleaned



improvements enhancing accessibility, coordination, and patient flow. At LVGH, registration services, security and operational support spaces were relocated near the main entrance, creating a more welcoming and efficient experience for patients and visitors entering the hospital. At the Rainy River Health Centre, a specialized safe room was established designed to support patients experiencing severe behavioural or mental health crises in a secure, low-stimulation environment while care teams provide stabilization and arrange further supports.

These projects reflect our continued focus on strengthening the physical infrastructure that supports safe, reliable, and responsive healthcare services for every patient in every location.



14,436

Maintenance Work
Orders Completed

TRANSFORMING CARE TOGETHER

Riverside received **\$1,287,817** this past year through donations, grants, sponsorships, fundraising activities, and memorial giving.

Importantly, 100% of funds raised directly support equipment purchases, patient and resident care enhancements, capital projects, and innovative health care initiatives across our organization, helping strengthen access to care close to home, and for that, we could not be more grateful.

This past year, fundraising efforts remained focused on one transformational initiative, the Lights, Camera, DIAGNOSIS! Campaign, supporting the future arrival of advanced diagnostic imaging technology, including the district's first MRI unit. The incredible support shown throughout the campaign reflects the shared belief that access to advanced care should remain close to home. Together, these efforts are helping create meaningful improvements for patients, families, and communities, with project completion anticipated in 2027.



Donation & Fundraising by Impact Area:

Lights, Camera, DIAGNOSIS! Campaign	\$1,198,345
Rainycrest LTC	\$52,429
Rainy River Health Centre	\$18,816
La Verendrye General Hospital	\$7,931
Chemotherapy Department	\$6,213
Physician Recruitment	\$2,495
Palliative Care	\$647
Community Health Services	\$525
ELDCAP/CCC	\$316
Emo Health Centre	\$100



5 Grants
Awarded



19 Community
Events

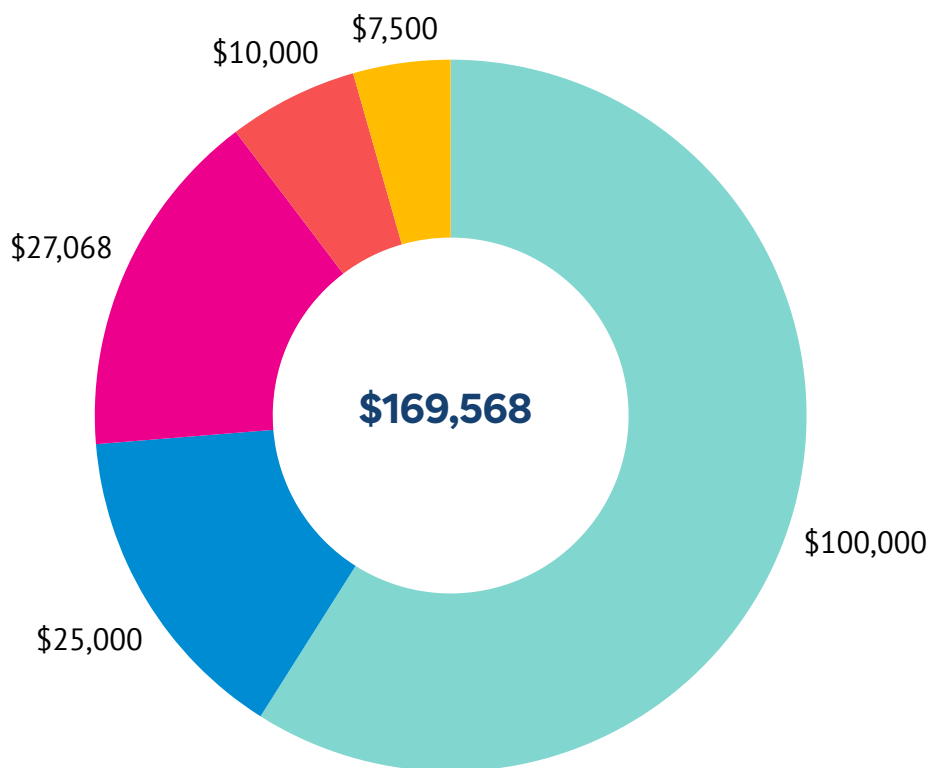


1,746,657
50/50 Tickets Sold

Our Auxiliaries

Our four dedicated Auxiliaries play an important role through generosity, compassion, and countless volunteer hours. Whether operating gift shops, supporting fundraising activities, volunteering with residents, or helping make our facilities warmer and more welcoming places to be, Auxiliary members make a meaningful difference every day. We are deeply grateful for everything these remarkable volunteers do in support of local health care.

This year, Auxiliary contributions and pledges included:



La Verendrye General Hospital Auxiliary:

\$100,000 Pledge toward Lights, Camera, DIAGNOSIS!

Rainycrest Auxiliary: \$25,000 toward Lights, Camera, DIAGNOSIS!

Rainycrest Auxiliary: \$27,068 Pledge toward Therapeutic Bathing System

Emo Auxiliary: \$10,000 toward Lights, Camera, DIAGNOSIS!

Rainy River Auxiliary: \$7,500 toward purchase of a Vital Signs Machine

In Memoriam Giving

We are deeply grateful to those who chose to honour loved ones through a gift in support of local care. To view a list of tributes, please visit riversidehealthcare.ca/donate



ADVANCING CARE THROUGH TECHNOLOGY AND INNOVATION

Healthcare continues to evolve rapidly, and Riverside Health Care is investing in the technology, equipment, and systems needed to support more connected, efficient, and advanced care.

From emergency care to workforce coordination, we introduced and upgraded several modernization initiatives aimed at improving both patient experience and operational efficiency.

At all our point-of-care sites, new digital triage technology was introduced in the Emergency Departments to help support patient assessment and improve workflow during busy periods. We also expanded critical care capabilities at La Verendrye General Hospital through investments in new Intensive Care Unit equipment,

helping frontline teams monitor and care for patients with greater precision and responsiveness.

We modernized internal systems that support staff coordination and safety across the organization, including implementation of Titan GPS fleet management and driver safety monitoring for our fleet of vehicles. New scheduling technology through the UKG platform is helping streamline workforce management and scheduling, upgraded Axiom access systems and expanded CCTV monitoring support more secure and efficient operations across multiple facilities.



2,202
Surgeries



Clinical innovation also continued to expand locally. Building on our growing surgical capabilities, the organization successfully performed its first Thulium LASER prostate procedure - further enhancing access to advanced surgical care closer to home for our community members.

As healthcare continues to evolve, these advancements are helping us build a more connected, responsive, and technology-enabled care environment for patients, staff, and communities across the district.



23,674

ER and Urgent
Care visits

STRENGTHENING CARE THROUGH PEOPLE AND LEARNING

Building strong healthcare teams means investing in education and skills, but also in understanding, relationships, and culturally safe care.



824

Riverside Staff
Members

Over the last fiscal year, we expanded opportunities for staff growth, professional and leadership development through new roles, specialized training, certifications and ongoing education designed to strengthen patient care and support evolving community needs.

We continued to invest in our commitment to Indigenous understanding and culturally safe care practices. More than 200 additional Riverside Health Care staff members participated in an in-person Indigenous Cultural Training program, doubling our numbers and helping deepen understanding of Indigenous history, experiences, and perspectives while strengthening relationships with our communities.

Our Indigenous Liaison role advanced in partnership with Gizhewaadiziwin Health Access Centre's Indigenous Care Coordinators, helping ensure our patients and families feel respected, heard, and supported as they navigate their healthcare experience.

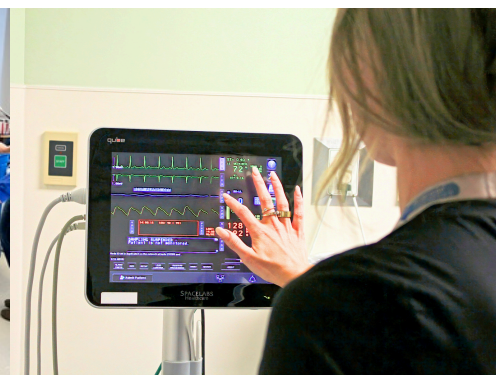
Alongside cultural learning, we prioritized workforce development through specialized certifications, clinical education, and ongoing training opportunities to strengthen patient care. This included advanced wound care certification for personal support workers at Rainycrest, critical care education supporting our Emergency Departments, Intensive Care Unit and Obstetrics programs, as well as advanced cardiac rhythm interpretation training aimed at strengthening cardiac care expertise.

By expanding care and navigation roles in several areas, including the addition of a Hospital Social Worker at La Verendrye General Hospital, we are providing more comprehensive support for patients and families during complex healthcare experiences, strengthening communication, discharge planning, and overall patient-centred care.



62 Students Trained

By encouraging and facilitating continuous learning, collaboration, and cultural understanding, we are helping build stronger healthcare teams and more meaningful care experiences.



FINANCIALS

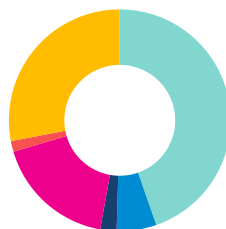
Long Term Care & Other Ministry Community Programs

Revenue



MOHLTC Envelope Funding	25.7%
MOHLTC Activity Based Funding .	27.8%
Resident Revenues	13.2%
Other Recoveries & Revenues	2.3%
Grants & Donations	0.1%
Other Ministry Community Programs	30.9%

Expenses

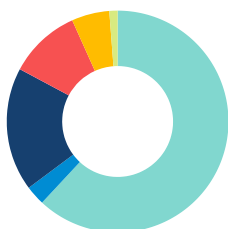


Nursing Personal Care	44.7%
Program & Support	5.8%
Raw Food	2.4%
Other Accommodations	17.6%
Other Expenditures	1.6%
Other Ministry Community Programs	28.0%

Total Revenue
\$26,054,782
Total Expenses
\$29,751,041
Surplus (Deficit)
(\$3,696,259)

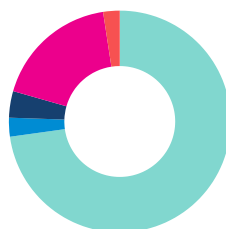
Hospitals La Verendrye General Hospital / Emo Health Centre / Rainy River Health Centre

Revenue



MOHLTC Global Funding	61.9%
MOHLTC Activity Based Funding .	2.9%
Other Ministry Funding	18.0%
Cancer Care Ontario	0.02%
Other Recoveries & Revenues	10.5%
Patient Revenues	5.5%
Grants & Donations	1.2%

Expenses



Compensation & Benefits	72.8%
Medical & Surgical Supplies	2.8%
Drugs	3.9%
Other Supplies & Expenses	18.2%
Amortization	2.4%

Total Revenue
\$61,909,478
Total Expenses
\$62,614,247
Surplus (Deficit)
(\$704,769)

Read Full Report : To view the full audited financial report, visit: riversidehealthcare.ca/public-reports

OUR **RIVERSIDE**

 **285**

Specialist &
Diagnostic
Transportation

 **867**

Medically Stable
Patient Transport

 **1,485**

Diabetic Education
Visits

 **2,012**

ALC Back to Home
Days

 **963**

Adult Day Program
Days

 **141**

Newborns

 **2,012**

General Surgical
Cases

 **121**

Knee Arthroplasty

 **69**

Hip Surgeries

 **1,033**

Chemo Treatments

 **357,575**

Lab Tests

 **11,942**

CT Scans

 **1,559**

Mammograms

 **11,304**

X-Rays
LVGH 9,969
Rainy River 1,335

 **6,081**

Ultrasounds
LVGH 5,459
Rainy River 622

 **23,468**

ER Visits
LVGH 19,283
Rainy River 4,185

 **206**

Emo Urgent Care

 **4,479**

Ambulatory Visits

 **4,029**

Mental Health Visits

 **765**

Addictions &
Problem Gambling
Visits

 **685**

RAAM Clinic Visits

 **40**

Crisis Response
Visits

 **19**

Active Physicians

 **824**

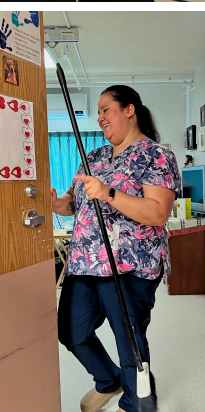
Riverside Staff
Members

 **9**

Board Members

 **275+**

Auxiliary Members
& Other Volunteers



OUR RIVERSIDE

- La Verendrye General Hospital
- Emo Health Centre
- Rainy River Health Centre
- Rainycrest Long Term Care Home
- Mental Health & Addiction Services
- Community Support Services