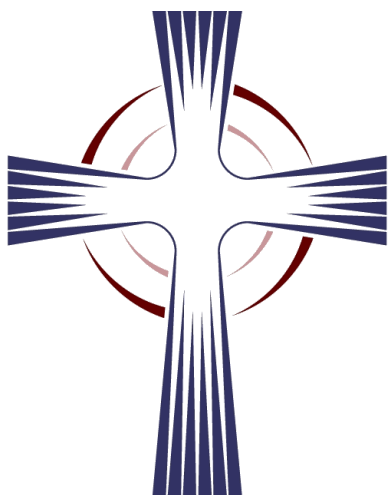


2025-2026



CENTRE DE SOINS PROLONGÉS
ST. JOSEPH'S
CONTINUING CARE CENTRE

Annual Report

St. Joseph's Continuing Care Centre

14 York Street
Cornwall, ON K6J 5T2
WWW.SJCCC.CA

Executive Message

On behalf of the Board of Directors and Leadership Team of St. Joseph's Continuing Care Centre (SJCCC), we are pleased to present our 2025-2026 Annual Report.

As we reflect on the past year, we do so with immense gratitude for the people who make SJCCC such a special place. Every day, we are inspired by the strength and resilience of our residents and patients, the love and dedication of their families, and the unwavering commitment of our staff, physicians, volunteers, and community partners.

The achievements highlighted in this report are a reflection of a collective effort. They are made possible by the trust placed in us by residents, patients, and families, and by the passion, expertise, and generosity of everyone who supports our Centre. Together, we are building a stronger future while honouring the values that have guided SJCCC for more than 129 years.

We are deeply honoured to continue serving our community in the spirit of our founders, the Religious Hospitallers of St. Joseph, whose legacy of compassion, respect, and service remains at the heart of everything we do.

Thank you for being part of our journey.



PAUL DESNOYERS
CHAIRPERSON



GIZANNE LAFRANCE-ALLAIRE
EXECUTIVE DIRECTOR

About Us

Welcome to St. Joseph's Continuing Care Centre (SJCCC), where compassionate care meets innovation in the heart of Cornwall, ON.

Home to both Hotel Dieu Hospital and St. Joseph's Villa, SJCCC is a vibrant healthcare community dedicated to helping people live their best lives. With 208 beds and a team committed to excellence, we provide leading-edge Rehabilitation and Long-Term Care services through a person-centred approach that puts individuals, families, and dignity at the center of everything we do.

For more than 129 years, SJCCC has been a trusted part of the Cornwall community, evolving with the needs of those we serve while staying true to our mission of compassionate care. We are proud to be accredited by CARF International, reflecting our commitment to quality, safety, and continuous improvement.

As part of Catholic Health International, SJCCC is connected to a larger family of healthcare organizations spanning Canada, the United States, and the Dominican Republic, bringing together a shared commitment to healing, service, and community.



Our Vision

*To be a Beacon of
Hope on the journey to
living your best life.*

*Inspired by the Religious
Hospitallers of St. Joseph, we
reveal God's love and grace for
all through compassionate care,
focused on the body, mind and
soul of those whose lives we
touch.*

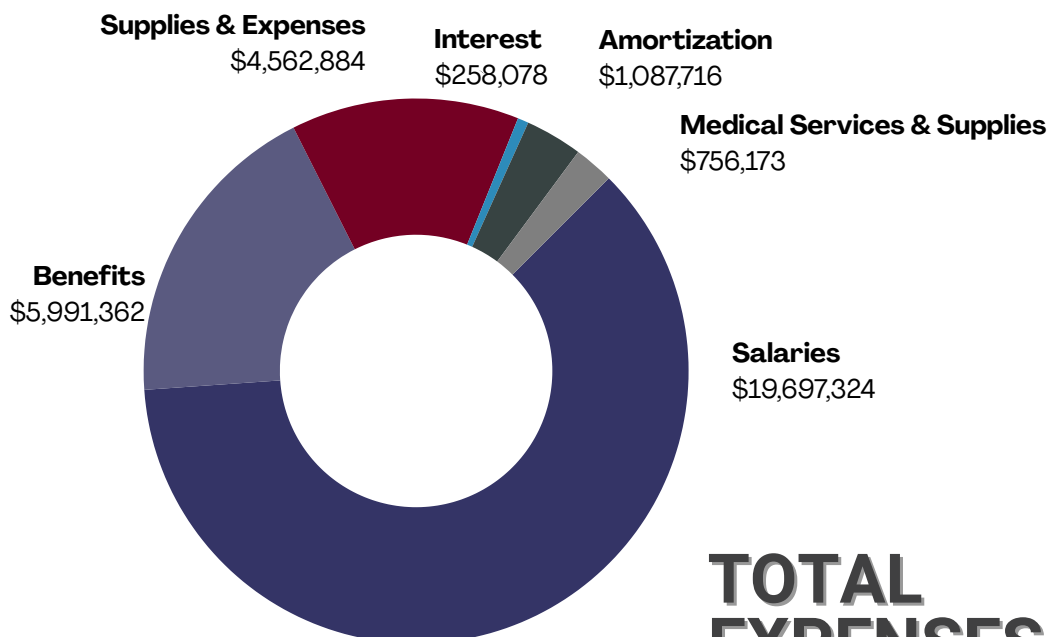
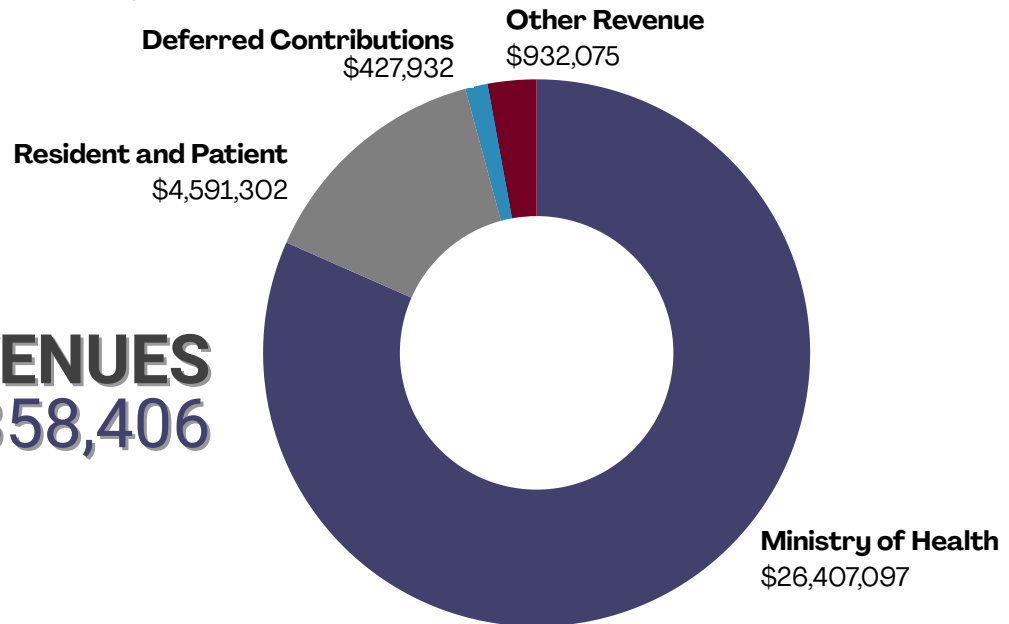
Our Mission

Our Values

WELCOMING COMMUNITY
SPIRITUALITY
INNOVATION
ACCOUNTABILITY
SAFETY
HOPE

Financial Snapshot

TOTAL REVENUES
\$32,358,406



TOTAL EXPENSES
\$32,082,340

APRIL 1, 2025 - MARCH 31, 2026

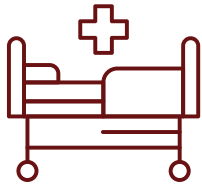
SJCCC

By the numbers



LONG-TERM
CARE BEDS

150



COMPLEX
CARE BEDS

58



EMPLOYEES

435



MEDICAL
STAFF

6



VOLUNTEER
HOURS

6012



INPATIENT
ADMISSIONS

469



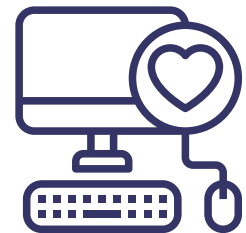
RESIDENT
SATISFACTION

99.7%



PATIENT
SATISFACTION

99.8%



RCM
ADMISSIONS

531



AVERAGE LENGTH
OF STAY - REHABILITATION

41.09
DAYS

Strategic *Plan*

ST. JOSEPH'S CONTINUING CARE CENTRE

ANNUAL REPORT 2025-2026

In October 2025, our Board of Directors and Leadership Team came together for a full-day strategic planning session that set the tone for everything that followed.

The result was our 2025–2028 Strategic Plan, built around three bold priorities:

Progressive Senior Care, Magnet Employer 2.0, and Campus of Care Expansion.

We continue to adapt and grow while providing the best care possible to our residents and patients. We are proud of what we have accomplished over the years and of our ongoing support for our Mission in the spirit of our founders.

PROGRESSIVE SENIOR CARE

**Emotion-Centred
Framework**

Next Generation Care

**Enhancements within a
Transformative Era**

MAGNET EMPLOYER 2.0

**Optimizing Ultimate Kronos
Group**

Develop HR Excellence

**Fostering an Empathetic
Culture**

Staff Oasis

CAMPUS OF CARE EXPANSION

**Expanding Remote Care
Monitoring Horizons**

**Strategic Partners Providing
Community Housing**



CENTRE DE SOINS PROLONGÉS
ST. JOSEPH'S
CONTINUING CARE CENTRE

Program *Highlights*

Remote Care Monitoring (RCM)

Remote Care Monitoring (RCM) continued to make a significant impact throughout 2025, helping older adults transition safely and confidently from hospital to home. By combining virtual nursing support with remote health monitoring technology, the program provides personalized care for patients during the critical weeks following discharge. In 2025, RCM expanded its reach across Eastern Ontario while continuing to strengthen access to care for Francophone patients. The program has helped hundreds of individuals remain safely at home, reducing unnecessary emergency department visits, improving confidence in self-managing their health, and ensuring a seamless connection to community and primary care services.

As healthcare evolves, SJCCC's innovative RCM program shows how compassionate, technology-enabled care can improve patient outcomes beyond the hospital walls.



Achieved

115%

of our Francophone target.



Survey results indicate

100%

of patients would recommend our RCM program

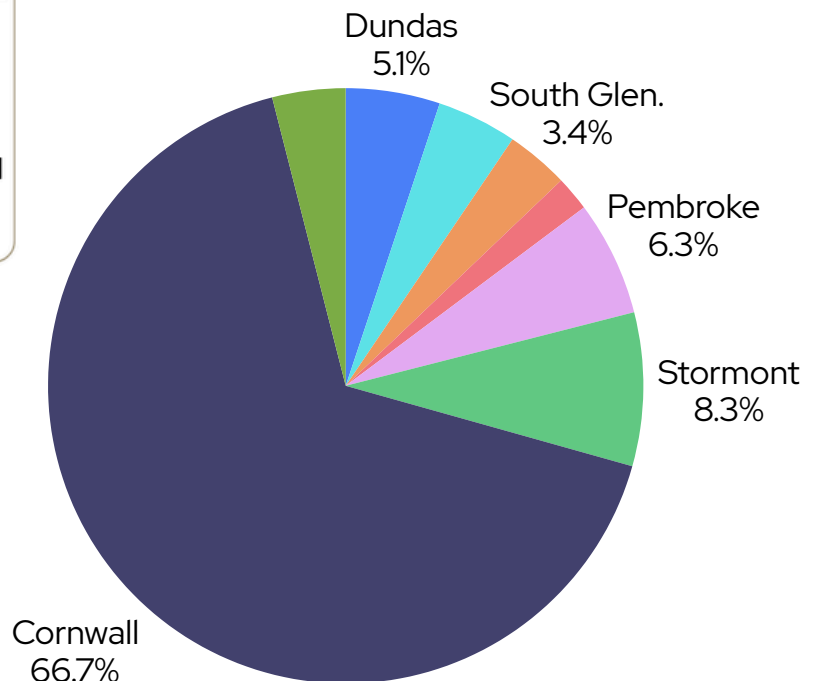


Matched

32

unattached patients to a physician in the language of their choice.

Patients by Postal Code



Program

Highlights (cont.)

ST. JOSEPH'S CONTINUING CARE CENTRE

ANNUAL REPORT 2025-2026

St. Joseph's Villa: Physical Therapy

In 2025, our Centre gratefully received an anonymous \$20,000 donation in support of the Long-Term Care Physical Therapy program in St. Joseph's Villa.

This generous gift funded **five new pieces of specialized rehabilitation equipment**, enhancing therapy for the **85 residents** currently enrolled in the program. The equipment helps improve mobility, strength, balance, and independence, supporting residents in maintaining their quality of life.

Donations like this allow SJCCC to invest in equipment and programs that go beyond government funding, ensuring residents receive the highest-quality person-centred care.



French Language Services



As a **French Language Service (FLS)** designated facility, our recruitment efforts continue to emphasize our commitment to language, and we strive to increase the number of staff at SJCCC who can provide services in French. Designated positions (i.e., employees providing direct care to residents/patients or offering services to the public) each have a Ministry-approved linguistic profile, which states the minimum verbal requirement.

Program

Highlights (cont.)

Rehabilitation Reimagined

Person-centred care tailored to your goals.

Hotel Dieu Hospital (HDH) continues to demonstrate excellence in rehabilitation care through its innovative therapeutic program and enhanced therapy environment. Patient care is delivered through a structured, interdisciplinary model that maximizes engagement and promotes timely recovery. Guided by individualized care plans, patients participate in hourly group therapy sessions from 9 a.m. to 4 p.m., complemented by customized one-to-one interventions tailored to their specific rehabilitation goals.

This coordinated approach has optimized patient flow, increased therapy intensity, and contributed to reduced lengths of stay while maintaining a strong focus on quality and patient-centred care. The program continues to achieve exceptional patient experience outcomes, with an overall satisfaction rate of 99.24%, reflecting the dedication of the rehabilitation team and the effectiveness of the care model.

Statistics: 2024-25 vs. 2025-26



THERAPY MINUTES PER PATIENT PER DAY
71.04 to 83.48 minutes



AVERAGE LENGTH OF STAY
41.29 to 40.98 days



GYM ATTENDANCE
83.2% to 86.2%



OCCUPANCY RATE
89.5% to 93.29%

2025-2026 Board of *Directors*

Paul Desnoyers, Chairperson

Mathieu Despatie, Vice-Chairperson

Elizabeth MacLennan, Past-Chairperson, Secretary-Treasurer

Sister Patricia Cuddihy

Chantal Tessier

Stephanie Sanborn

Rayanne Gazdar

Katie Michaud

Anne Vincelli

Dennis Richer

Marc Leduc

Father Theodore

Dr. Subhash Patel, Medical Director, Chief of Staff *

Gizanne Lafrance-Allaire, Executive Director *

Lynn Theriault, Chief Nursing Executive *

*non-voting

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Us



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info@sjccc.ca



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www.sjccc.ca