

# 2024-2025 ANNUAL REPORT



## Progress with *purpose*



St. Thomas Elgin  
General Hospital



St. Thomas Elgin  
General Hospital  
Foundation





## *A Culture of Care*

This report highlights milestones and achievements of the past year at both St. Thomas Elgin General Hospital and the STEGH Foundation. These successes were made possible by the unwavering commitment of our dedicated staff, physicians, volunteers, and donors—and by the incredible support of the community we proudly serve.

# Table of Contents

## 4 Reflections

Messages from our Board Chairs

## 6 Transforming Tomorrow: A Community that Delivered

## 8 A Culture of Compassion and Community

## 9 Stats

## 10 Financial Statements

## 12 Real Needs. Real Impact. Real Generosity.

## 15 Infection Control: Building on the Past, Prepared for the Future



# Reflections

## A MESSAGE FROM THE HOSPITAL BOARD CHAIR



As I reflect on the past year, I am filled with pride and gratitude for the incredible progress made at St. Thomas Elgin General Hospital.

From the installation of Elgin County's first MRI—made possible by the generosity of our community—to the creation of our Epic Tale, a journey of discovery linking the past to the present, 2024–25 has been a year of innovation, celebration, and meaningful milestones.

We marked 70 years of care at STEGH, celebrated a decade of mental health services, welcomed a new Chief of Staff, and enhanced patient safety by introducing an in-house security team. We also launched a new electronic patient experience survey to strengthen care quality and outcomes, relocated our lab to a more modern space, and unveiled an updated Strategic Plan to guide our future. These milestones are the result of the hard work and dedication of our staff, physicians, volunteers, and community partners.

What sets STEGH apart is our culture—the heartbeat of our hospital—founded on compassion, respect, and inclusion. It's a culture you can feel the moment you walk through our doors, and one that's reflected in every gesture, every voice, and every patient experience. Learn more about the special culture that defines who we are, right here in this Annual Report.

This year has not been without its challenges. We continue to navigate complex healthcare pressures—the aftermath of the COVID-19 pandemic, financial constraints, a tough respiratory season, and a growing measles outbreak that has affected hundreds in our region. Yet through it all, our team has shown remarkable adaptability, responding swiftly and collaboratively with lessons learned from past experiences.

We are also preparing for the future. With an aging population and growing demand for healthcare, we are at a critical juncture. Our Master Planning process is exploring how to best serve the residents of St. Thomas and Elgin County today, and into the future. Our commitment remains clear: to deliver exceptional care in a modernized space that meets the evolving needs of our community.

I invite you to explore this Annual Report and learn more about the heart, strength, and future of our hospital.

A handwritten signature in blue ink, reading "Dan Ross".

**Dan Ross**  
Board Chair



# Reflections

## A MESSAGE FROM THE FOUNDATION BOARD CHAIR



This past year has been one of purpose, progress, and powerful community spirit. To our donors, volunteers, partners, and neighbours across St. Thomas and Elgin County—thank you.

At the Foundation everything we do is driven by people—those who care deeply about access to exceptional care, close to home. Whether you gave to a campaign, volunteered your time, shared your story, or simply believed in what we're building together, I want you to know: your actions made a real and lasting difference. Together, we reached an incredible milestone. With the completion of the Transforming Tomorrow - Diagnostic Imaging Campaign, more than \$8.9 million was raised to expand diagnostic services in our community. Because of your generosity, STEGH now has its first-ever MRI, and patients across our region are already benefiting from faster diagnoses and more timely care—right here at home.

This campaign reminded us that community-led healthcare transformation is not only possible—it's powerful. And it doesn't begin or end with large gifts. Some of the most inspiring stories this year came from local service clubs, small business owners, and families who gave in honour of the care they received. Donors helped fund equipment now in use across departments—birthing lights in Women & Children's, gastric scopes in Internal Medicine, crash carts in the ICU, and a slit lamp and nasopharyngeal scope in the Emergency Department. Each of these investments is improving care, saving time, and offering patients more peace of mind.

We also continued to grow in other important ways. Our 50/50 lottery has become a vibrant and dependable way to fund hospital needs year-round, with more community members than ever enrolling in our monthly membership program to give automatically and never miss a draw. We strengthened board governance, welcomed new committee members, and embraced opportunities to better serve both our donors and our hospital. These may be behind-the-scenes changes, but they matter. They ensure the Foundation continues to evolve with integrity, transparency, and the same commitment to excellence we expect from the care delivered inside the hospital walls. Of course, none of this would be possible without the dedicated Foundation staff who work every day to ensure each gift is handled with care and intention. Their work is the quiet thread that connects donor generosity to hospital impact.

Looking back, it's clear this was a year of meaningful connection—of neighbours showing up for neighbours, of gratitude turned into action. I'm proud to serve a community where giving is personal and where people lead with heart.

Thank you for walking alongside us in this work. We're building something remarkable—and it's just the beginning.

With sincere thanks,

A handwritten signature in black ink, appearing to read 'Rk' followed by a long, flowing horizontal line.

**Rebecca Kapogiannis**  
Foundation Board Chair

# Transforming Tomorrow: A Community that Delivered

When the **Transforming Tomorrow - Diagnostic Imaging Campaign** began, it carried a bold vision: faster diagnoses, less travel, and world-class care delivered right here at St. Thomas Elgin General Hospital (STEGH).

Our community believed in that vision. And then made it happen.

## Milestone Achieved

Thanks to incredible donor support, tireless volunteers, and a powerful \$1 Million Matching Gift from FDC Foundation, the Campaign didn't just reach its goal—it exceeded it. A remarkable \$8,921,173 has been raised to enhance every corner of the Diagnostic Imaging Department.

This includes:

- STEGH's **first-ever MRI**
- Critical upgrades to **Ultrasound, X-Ray, and Nuclear Medicine**
- Modern spaces created with a focus on comfort, quality care, and respectful patient privacy

Today, the MRI is already in use, helping provide faster answers, more accurate diagnoses, and reducing the burden of travel for thousands of patients each year.

## Every Gift Made a Difference

From lemonade stands and local businesses to first-time donors and legacy gifts, every contribution added up to something extraordinary. This Campaign was powered by people who cared deeply—people who wanted to ensure care could happen here, not hours away.

Working in close collaboration with hospital leadership and care teams, donor contributions were directed to the areas of greatest need—transforming generosity into real, lasting change for patients and families.

## Together, We Raised the Bar

Transforming Tomorrow became a testament to what's possible when a community comes together with passion and purpose.

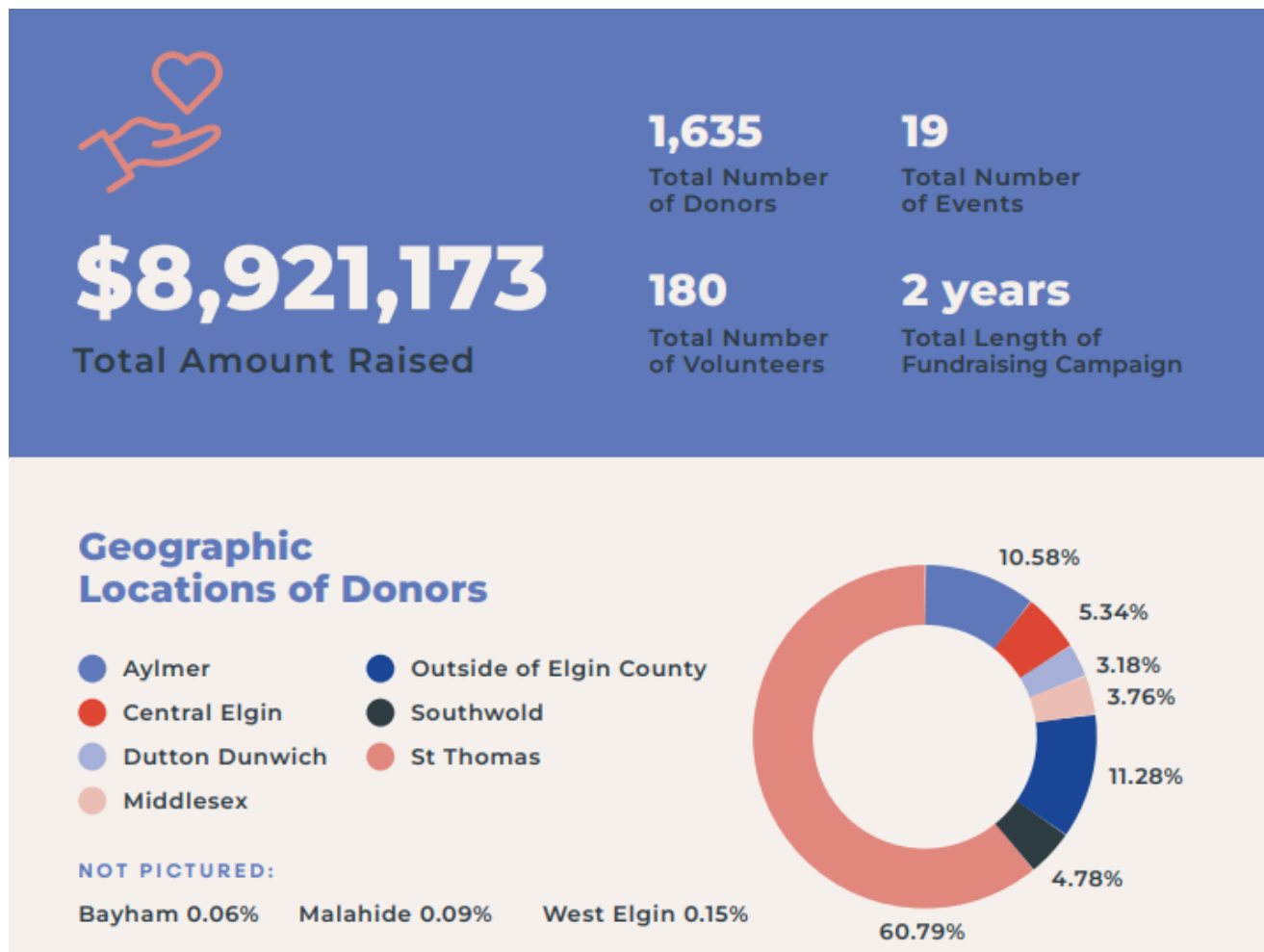
And we're not done yet.





With your continued support, we'll keep pushing forward—investing in innovation, expanding access, and building a future where every person in our region can count on the care they deserve, close to home.

Because of you, better care is here—and the future is brighter than ever.



## A Culture of Compassion and Community

At STEGH, it's more than just the services we provide — it's the culture that sets us apart. From the moment you walk through our doors, you can feel it: a warm, welcoming energy that embodies the essence of who we are. Our culture is the heartbeat of our organization, and it's something we hold close to our hearts. It's a culture of compassion, respect, and connection that shapes every moment of care we deliver.

Our hospital is a close-knit community united by a shared commitment to exceptional care. But what truly sets us apart is how we come together in everything we do — *it's not just about what we do, but how we do it*. The values we uphold guide every interaction, whether it's between colleagues, patients, or visitors.

These acts of kindness and respect help create an environment of connection, inclusion, and belonging. They are at the heart of our patient care and our workplace culture, making a lasting impact on all who come through our doors.

We take pride in delivering not only healthcare, but also kindness and respect. Our culture is nurtured by each individual — every member of our team contributes to the tapestry of care that defines us. From our wellness program, which includes support resources like on-site counseling, mindfulness, yoga, and fitness classes, to our renowned Patient Partner Program, where patients collaborate with teams to improve care delivery, we strive to enhance the experience of those who rely on us.

Diversity, equity, and inclusion are fundamental pillars of our culture. We embrace a team with diverse backgrounds, perspectives, and experiences. By celebrating our differences, we foster innovation, creativity, and empathy in patient care. We ensure that every individual, regardless of race, ethnicity, gender, sexual orientation, religion, disability, or socioeconomic status, feels respected and valued.

At STEGH, our commitment to continuous improvement extends beyond patient care to every corner of our operations. From education and training to open dialogue, we address biases and dismantle systemic barriers to create a more equitable environment for all. As we reflect on our journey, we are proud of the culture we've built. It's a place where kindness, respect, and compassion form the foundation of everything we do. This is the STEGH difference, and we are honoured to share it with our community.

*Together, we deliver more than healthcare — we deliver a culture that cares.*







## Foundation Impact

April 1, 2024 - March 31, 2025

**7,000+** impactful gifts

**2,500+** generous donors

**240+** dedicated monthly donors\*

\*Includes monthly gifts from community supporters as well as STEGH staff and physicians.

## Hospital Encounters

April 1, 2024 - March 31, 2025

**62,381** visits to our Emergency Department

**94,654** diagnostic imaging exams

**1,998,972** laboratory tests

**781** babies born

**10,113** surgical procedures

# Funding Healthcare for You

St. Thomas Elgin General Hospital Financial Statements

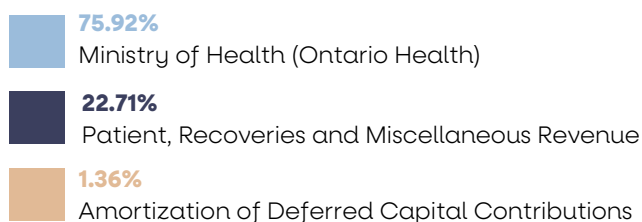
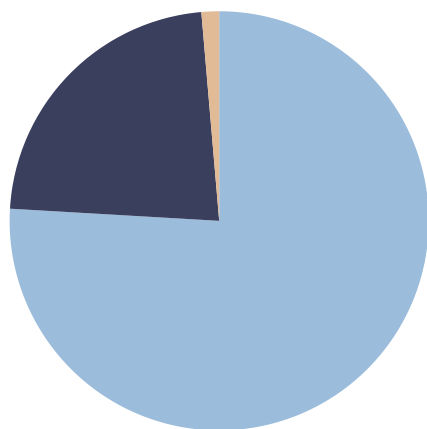
## Summary Statement of Financial Position

As of March 31, 2025 (000's)

Assets	2025	2024
Current Assets.....	18,080	19,637
Capital Assets.....	131,773	125,321
<b>Total.....</b>	<b>149,853</b>	<b>144,958</b>
Liabilities, Deferred Contributions and Net Assets		
Current Liabilities.....	18,207	19,071
Long-Term Liabilities & Deferred Contributions..	113,826	109,385
Unrestricted Net Assets.....	17,820	16,502
<b>Total.....</b>	<b>149,853</b>	<b>144,958</b>

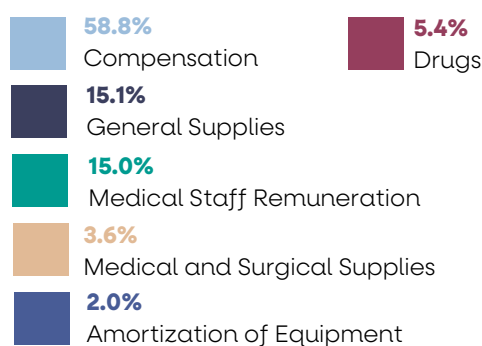
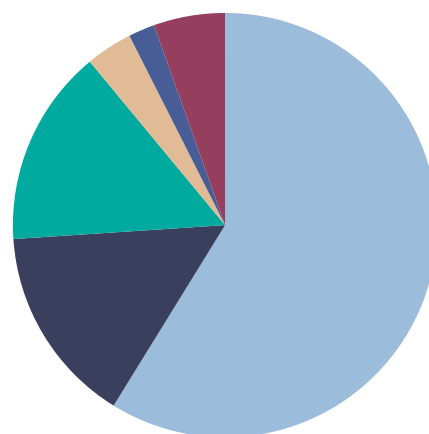
### Total Revenue by Type

2025 FIGURES



### Operating Expenses

2025 FIGURES





## Summary Statement of Operations

Year Ending March 31, 2025 (000's)

Revenues	2025	2024
Ministry of Health.....	123,479	120,260
Other.....	39,155	36,197
<b>Total.....</b>	<b>162,634</b>	<b>156,457</b>
Expenses		
Salaries and Benefits.....	94,244	92,601
Other.....	66,022	63,004
<b>Total.....</b>	<b>160,266</b>	<b>155,605</b>
Excess of Revenues Over Expenses From Operations.....	2,368	852
Other Revenue (Expenses).....	(1,050)	(1,215)
Excess of Revenues over Expenses.....	1,318	(363)

## Summary Statement of Cash Flows

Year Ending March 31, 2025 (000's)

Cash Provided by (used in)	2025	2024
Operating Activities.....	4,412	(2,043)
Financing Activities.....	9,826	11,209
Investing Activities.....	(14,008)	(13,703)
Net Decrease in Cash.....	230	(4,537)
Cash, Beginning of Year.....	9,369	13,906
Cash, End of Year.....	9,599	9,369



## Real Needs. Real Impact. Real Generosity.

Every gift to the STEGH Foundation is a reflection of our community's belief in compassionate, high-quality care at STEGH. This past year, many donors chose to support the purchase of specific equipment or to invest in a particular area of care that held personal meaning. Working in close partnership with STEGH leadership and care teams, we ensured that these gifts supported real priorities with direct impact on patients.

Below are just a few of the stories that highlight how donor generosity helped fund real needs across the hospital.

### Honouring Care with Impactful Equipment



After receiving care in the Emergency Department, Joanne Ferguson gave \$28,500 in honour of Dr. Erica Van Daalen and the care team. Her gift funded both a slit lamp and a nasopharyngeal scope—vital tools now used to assess eye injuries and airway conditions with precision and speed.

### Supporting Mental Health through Music and Community

Over \$8,200 was raised to support the purchase of a weighted bed for STEGH's Mental Health program. This was made possible in part by the support of Gene Corless, who organizes the Annual Corless Benefit Concert for Mental Health in honour of Rachel A. Smith. Through music and his ongoing advocacy, Gene continues to turn community generosity into meaningful, patient-centered impact.



### Tim Hortons Smile Cookie Campaign



Marking 10 years of partnership, the Smile Cookie Campaign raised an incredible \$60,837 in May 2024. The funds were directed to the Women & Children's Department, allowing for the purchase of four new birthing lights, enhancing safety and visibility during delivery.



## Volunteer Power: The STEGH Auxiliary

Inspired by the year-end appeal, the Auxiliary donated \$25,000 to support seven new Code Blue crash carts for the ICU. These carts play a vital role during emergencies, ensuring life-saving supplies are always ready when seconds count.



## Comfort for Patients in Emergency Care



With a focus on dignity and daily care, the Railway City Rotary Club contributed \$5,000 toward new bedside tables in the Emergency Department—helping patients feel more at ease during their stay.

## Mobility and Independence in Continuing Care

Locke Insurance Brokers, in partnership with Dr. Paul Hammond, gave \$5,000 toward wheelchairs and cushion covers in Complex Continuing Care. Their gift helped patients maintain independence and comfort in their daily routines.



These are just a few of the many individuals and groups who helped fund high-priority needs. From unrestricted gifts to fundraising campaigns and community events, donors across Elgin County made meaningful contributions—each one helping to advance patient care in their own way.

At STEGH Foundation, we are proud to be the bridge between donor intention and hospital excellence. By aligning philanthropy with care priorities, we're helping ensure that **every gift has purpose—and every patient benefits.**

**Together, we are funding heartfelt care that's truly changing lives.**

# Infection Control: Building on the Past, Prepared for the Future

At St. Thomas Elgin General Hospital (STEGH), infection control is not just a program – it's a culture rooted in continuous learning, proactive response, and shared responsibility. Over the past few years, our experiences with COVID-19, seasonal influenza, and most recently, a community measles outbreak have deepened our commitment to keeping patients and staff safe – today and into the future.

## COVID-19: A Blueprint for Resilience

The COVID-19 pandemic challenged us in ways we had never imagined. It also became a powerful catalyst for change. In the earliest days of the crisis, STEGH assembled a cross-functional response team — bringing together our CEO, senior leadership, Infection Prevention and Control (IPAC), Occupational Health, our Infectious Disease Physician, and the Chief of Staff. This group made timely, informed decisions, often ahead of provincial direction, and set the tone for STEGH's proactive, safety-first approach.

We established clear, continuous communication across all departments and ensured critical supports were available to staff at all times—including after-hours access to IPAC and Occupational Health. These foundational practices created a blueprint that now guides our response to all infectious disease threats.

**We built systems during COVID-19 that now guide everything we do in infection control.**

## Seasonal Respiratory Illness: Staying Ahead of the Curve

While seasonal respiratory viruses like influenza are expected, our response is never routine. Thanks to the systems built during COVID-19, we've continued to strengthen our annual flu campaign—achieving immunization rates well above provincial averages. Our staff understands the link between high vaccination rates and low outbreak rates, and their commitment reflects a deep understanding of how prevention protects everyone.

Campaigns are consistent, accessible, and well-communicated—small changes are made year to year, but the message remains clear. We are prepared, and we are protected.

**STEGH's flu immunization rates consistently surpass industry norms.**





## Measles: Confidence in Action

When a measles outbreak affected our community, STEGH didn't miss a beat. Drawing on the experience gained during COVID-19 and flu seasons, we quickly mobilized a multi-disciplinary team—including leadership, frontline teams, facilities, communications, and IPAC—to assess risk, communicate clearly, and act swiftly.

Our ability to implement protective measures even before provincial directives were issued was a direct result of the confidence, collaboration, and critical thinking cultivated through previous challenges. Every response has made us stronger and more agile, and our team approach ensured alignment across the hospital.

**Our team didn't hesitate. We knew what to do - and we did it, together.**

## Looking Ahead: Always Ready

We've shifted from reacting to anticipating. The infrastructure, relationships, and mindset we've built mean we are ready for what's next—whatever it may be. Every challenge has strengthened us. Every lesson has prepared us. And together, we move forward with confidence and care.

**We're not just managing change. We're leading it.**

## What Sets Us Apart?

### Culture of Participation

- Every voice matters—from the front lines to the boardroom.
- Staff are empowered to ask questions, offer solutions, and raise concerns.
- Leaders listen and respond, creating a workplace built on trust.

### Partnership with Public Health

- Our strong collaboration with Southwestern Public Health has been essential to our infection control success.
- Coordinated efforts ensure timely information-sharing and aligned responses.



# Let's *connect.*

## St. Thomas Elgin General Hospital Foundation

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St. Thomas Elgin General Hospital



COMPASSION

COLLABORATION



### OUR VISION

Together, creating  
health care excellence  
for our community.

INNOVATION

### OUR MISSION

CARING  
HEALING  
CONNECTING



St. Thomas Elgin  
General Hospital

RESPECT



ACCOUNTABILITY

