

ANNUAL REPORT 2024 - 2025



Together - Be the model of excellence in rural healthcare



HALIBURTON HIGHLANDS
HEALTH SERVICES

Dear Community,

As we reflect on the past year, we are filled with gratitude for the incredible support from our community and the unwavering dedication of our extraordinary team. Together, we have achieved so much, and we're excited to share a few highlights from this remarkable year.

Our team continues to grow in both size and strength. With a focus on recruitment and retention, we've welcomed new talent and invested in our staff's well-being, leading to increased employee satisfaction and a stronger, more connected workplace culture. Our people are at the heart of everything we do, and we are proud of the environment we are building together.

We have also deepened our relationships with community partners, collaborating in new and meaningful ways to improve health outcomes and access to care. Through these partnerships, and by streamlining our internal services, we've created a more efficient, person-centered experience across the entire organization, from our Hospital, and Long-Term Care Homes, to our Community Support Services, and clinical program offering.

Our outreach and engagement with the broader community has grown stronger than ever. From health fairs and educational events to wellness initiatives and volunteer programs, your involvement and enthusiasm continue to inspire us. As always, you showed up for HHHS in a big way in 2024. Your volunteering, engagement in community events, and donations helped bring our plans to reality. We can't wait to share more in this report.

As we look ahead, we are filled with optimism. The future is bright—with innovation, collaboration, and compassion leading the way.

Thank you for your continued trust and support. To our amazing team: your commitment is what makes everything possible. Your professionalism, experience, respect, and integrity inspire us all to improve and continue to strive to be the anchor organization in the Highlands. Bring on another exciting year ahead!

Warmly,

Irene Odell,	HHHS Board Chair
Veronica Nelson,	President & CEO HHHS
Dr. Keith Hay,	Chief of Staff

Our Organization

At Haliburton Highlands Health Services (HHHS), we are deeply grateful for the incredible support of our community. Your generosity—through volunteering, participating in community engagement events, making donations, and partnering with us—has made a lasting impact. Together, we've fostered a stronger, healthier community where wellbeing is a shared priority. Your time, energy, and compassion inspire us every day and fuel our mission to deliver exceptional care and be the model of excellence in rural healthcare. Each act of kindness strengthens the bond between our organization and the people we serve. Thank you for walking alongside us in building a brighter, healthier future for all. We couldn't do this without you, and we are proud to call you our partners in care and community wellness.



Investing in our People

Over the past year, we've made significant strides in strengthening our Human Resources foundation. The Human Resources Plan provides clear direction and aligns our efforts with the organization's strategic priorities. Our new Performance Review tools are already shaping a positive team culture, with the percentage of staff with current reviews more than tripling this year. We've implemented HR standards for key areas such as file auditing, retention, and recruitment, ensuring consistent, efficient, and confidential service delivery. Enhanced HR metrics, surveys, and reporting are also enabling better-informed decision-making. Finally, we prioritized education and achieved 80% staff compliance in both Indigenous Cultural Awareness and Just Culture training, helping to embed compassion and respect at the heart of the care we provide.

Here for our Volunteers

This past year, we made meaningful strides in supporting the dedicated individuals who give their time to HHHS. We focused on making our communications more accessible to ensure every volunteer feels informed and included. We also simplified the application process, removing barriers so more people can join our volunteer community with ease. Most importantly, we celebrated our volunteers at several special events throughout the year—because their contributions deserve recognition. Our volunteers are essential to the smooth operation of our organization, and investing in them means investing in compassionate, high-quality care for all. We appreciate you more than words can say, Volunteers!



In Your Words

"I could not have had better care else where. The fact that Haliburton has a cat scan made the ordeal made much less stressful. Kudos to all that attended to me. Thank you."

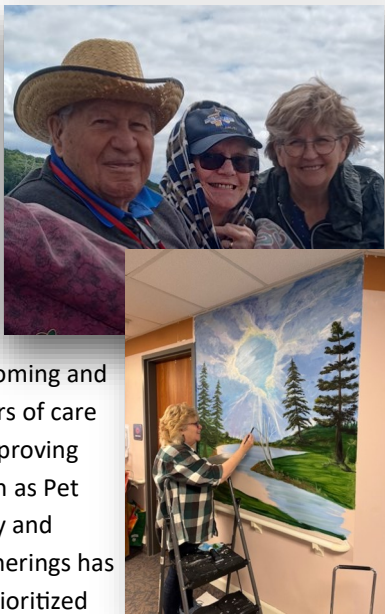
"The staff are hard working people in a small community. We support each other here in Haliburton!"

"My child visited the ER last week and received outstanding care. I called later with some follow up questions and was very happy with the conversation. Excellent staff at all times, from triage to X-ray to doctor to receptionist."



Our Long Term Impact in Long-Term Care

Highland Wood and Hyland Crest Long-Term Care (LTC) Homes have demonstrated exceptional dedication to enhancing the quality of life for their residents through a wide range of thoughtful improvements and community-focused initiatives. Hyland Crest has made significant strides by revamping kitchen serveries and remodeling the Respite Care room, creating a more welcoming and functional environment. The implementation of four hours of care led to the creation of three new permanent positions, improving hands-on support by RPNs and PSWs. New initiatives such as Pet Therapy and a Miniature Horse program have brought joy and comfort to residents, while the return of large family gatherings has strengthened community bonds. Hyland Crest has also prioritized education in Person-Centred and Palliative Care and introduced innovative dementia care stations, such as a sewing station, to support cognitive engagement. Meanwhile, Highland Wood has also made transformative changes, including a successful bake sale raising over \$2,100 for the Highland Wood Resident’s Council. Staff redesigned the unit layout to create more welcoming communal areas, fostering a truly “homey” atmosphere. Ongoing projects like outdoor garden spaces, a vibrant hallway painting initiative, and a new memorial mural reflect the home’s collaborative spirit, with both residents and staff leading the way. Together, Highland Wood and Hyland Crest exemplify the best in long-term care innovation and compassion. Thank you to our team, community, and residents for making HHHS home for our residents.



Being your Anchor Organization

An anchor organization in health services is a long-term, community-rooted institution that drives local well-being through care delivery, employment, and partnerships. Our organization continues to grow into this role through impactful projects and service enhancements. The Maintenance Team led the Diagnostic Imaging expansion project, working with contractors to bring in CT and mammography services, and renovated space for ultrasound and bone densitometry on time and within budget. The team also supported the Mental Health program’s relocation to the Minden Health Hub by painting, soundproofing, and setting up office space. Accreditation with Commendation was successfully completed, and services expanded with the new Women’s Clinic and Output Physiotherapy. New roles—including a part-time pharmacy technician, medical lab assistant, and 24/7 emergency housekeeping strengthen our care capacity. We also invested in vital equipment like a point of care ultrasound machine, Tono Pen (to help with emergency eye care), and Glidescope, to help doctors intubate patients in the Emergency Department. Education remains a focus, with 35 staff completing certificate training and participation in a dedicated fall education day. Mental Health, Geriatric Assessment and Intervention Network (GAIN), and Diabetes Education Network (DEN) joined EPIC, the regional electronic medical record system, reflecting our commitment to accessible, integrated, and community-centered care.



Thank you, Highlands!

Thank you for your engagement, collaboration, and generosity over the past year. Whether you volunteered, participated in events, shared feedback, or supported us behind the scenes—your contributions have strengthened Haliburton Highlands Health Services and the care we provide. Your involvement helps ensure our services remain compassionate, responsive, and closely connected to the needs of the communities we serve. We are proud to partner with you in advancing high-quality, patient-centered care, and being the model of excellence in rural healthcare.

Impact by the Numbers

Long-Care Care	
Resident Outings	34
Activities	4,221

Acute Care	
Annual Emergency Visits	15,967
Admissions/Discharges	625
Patient Days	5,677

Diagnostic Services	
General X-Rays	10,228
CT Scans	2,995
Ultrasounds	2,025
Echos	562
In-House Lab Interventions	32,178

Community Impact

Physiotherapy Clinic Visits	532
GAIN Visits	1,557
DEN Visits	1,186
Palliative Care Visits	2,333
Mental Health Visits	4,248
Meals on Wheels Delivered	20,486
Transportation Trips	7,652
Hospice Client Visits	663
Foot Care Clinic Visits	681
Assisted Living, Supportive Housing, and Adult Day Program hours of care	16,389



A Message from our Foundation

What an extraordinary year it has been.

When we launched the Here for You in the Highlands campaign in April 2024, we knew raising \$4.3 million in one of Ontario's most rural counties would be ambitious. But thanks to you—our donors, volunteers, and community champions—we not only met that goal, we exceeded it, raising an incredible \$6.3 million to bring transformative healthcare advancements to Haliburton County.

Equally important to the growth and advancement of rural healthcare is annual giving—the steady, reliable support that sustains our mission year after year.

These donations fund urgent needs, patient care priorities, and targeted education all of which fall outside campaign efforts. If campaigns build for the future, annual giving sustains yearly needs which keeps the care flowing.

Our success this year was driven by unforgettable moments— including the sell-out Matt Duchene Charity Golf Tournament, the recording breaking two-day Health Radiothon, cottagers opening their homes for fundraising events, and local businesses championing our cause. Special thanks to leadership supporters including the Haliburton Forest and the Cockwell Family, Scott and Cheré Campbell, Haliburton County Council, Christine Tutssel and Rob Holl.

To the over 700 donors who gave from the heart—many of your names are proudly displayed on our Donors of Distinction Walls at both HHHS sites as a permanent reminder of your belief in a healthier future – we thank you. You've shown what's possible when a community unites with purpose.

As we look ahead, we carry this momentum forward. We'll continue to share updates, celebrate milestones, and raise funds for the annual needs of community healthcare.

Together, with your ongoing support—we will keep building a healthcare system that meets the moment and prepares for the future.

Thank you for your unwavering commitment to local, rural healthcare.

HHHS Strategic Plan

Together, let's continue to be the model of excellence in rural healthcare.

Please check out our website, follow us on social media, and stay connected.

We love hearing from you!

VALUES:

Compassion | Accountability | Integrity | Respect

VISION:

Together - Be the model of excellence in rural healthcare

MISSION:

Optimizing health and wellbeing in Haliburton County through growth and innovation

STRATEGIC DIRECTIONS:

- ✓ Deliver compassionate, high-quality person-centred care
- ✓ Nurture and support a thriving team culture
- ✓ Cultivate partnerships to strengthen care delivery
- ✓ Build the future through sustainable and responsible resource management and innovation



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