

2024 INTERIM BOARD CHAIR
Doreen Clements

I took over as Interim chair half way through 2024 when our Chair unfortunately had to leave. They were big shoes to fill and I only hope I've been able to do a semi-adequate job. 2024 has been a stressful year for NRLTC due to illnesses with many, including myself, which required extra effort and work by others. I want to express my sincere gratitude to the staff and board who did yeoman's service in covering for others ensuring that NRLTC was able to operate at its usual exemplary level.

The last half of the year for the Board has been concentrated on updating the By-laws and Articles of Incorporation to ensure they meet the requirements of the new Not-for-Profit Corporations Act as well as supporting the many initiatives that are outlined in the Acting Executive Director's Report.

Our current Strategic Plan ends in 2026 and the focus of the Board over the next year will be on strategies for the future of NRLTC. There are many changes and challenges upcoming in long term care in the next few years. As a Board, we have to ensure that our facility remains current, active and ready to face and embrace them so we are able to maintain and recognize the best possible ways to continue to fill the needs of our community.

Mission Statement

North Renfrew Long-Term Care Services Inc. provides care and services to persons to live their lives fully, directed by their individual choices, in a home-like environment. We provide long-term care, assisted living, and community support services. We nurture a sense of community, where friends and family are welcome.

ACTING EXECUTIVE DIRECTOR'S REPORT
Helen Esilman

2024 has been a very busy year for North Renfrew Long Term Care. The HVAC system installation is well underway with a completion date expected early summer 2025. The back enclosed Patio had a face lift in 2024 with new walkways and gardens. A new epoxy kitchen floor and pop fridge were installed in the kitchen. The shift from carpeting to flooring on the LTC floor began with the Lobby in 2024 and continues. During the process of upgrades and improvements, staff continued to provide excellent Resident and Client Care and Support.

In 2024 we celebrated our 30th year anniversary since opening our doors (30 years of Caring). We celebrated with gifts for all staff and special recognition to those staff that had been with us since we opened, Sue Minigan, Gerry Mungham, Barb Gallagher and Ken Phillips.

Infection Prevention and Control Measures (IPAC) continue under guidance from our IPAC Lead. Preventative Measure through education and a vaccination program for staff, resident and clients are in place. In 2024 there was one Influenza Outbreak, that was well managed with only two residents showing symptoms.

Community Support Services
In 2024 the following services were provided:

Community Support Services	Total YE
Meals on Wheels	5581 Meals for 71 clients
Congregate Dining for Apartments	3102 Meals
Transportation Trips	2392 Drives for 170 clients
Respite	1192 days for 6 clients
Adult Day Service	714 Days for 23 clients
Personal Support Hours (Apartments)	10245 hours for 12 clients
Going Home Meals	100 Meals for 10 clients
Flex Program Days	2655 Days 18 clients

We are happy to report that all the services offered by our Community Programs grew with regards to the numbers of clients being supported in 2024. and continues in that direction in 2025.

I would like to extend a huge thank you to every staff person, all our volunteers, and Board members at Renfrew Long Term Care, for their amazing commitment and dedicated service, that enables North Renfrew to maintain a unique Home-like Resident/Client focused place to live and or receive Support Services.

On a special note, we wish Ken Phillips who has been with us for 31 years, a wonderful retirement, Happy Fishing and Camping Ken.

Vision Statement

North Renfrew Long-Term Care Services Inc. is a caring community where a person can experience exceptional care and service and feel they matter, every day.

MEDICAL DIRECTOR'S REPORT
Dr. Elizabeth Noulty

As Medical Director, I continued to ensure that the legislation and regulations under the Fixing Long-Term Care Homes Act for medical care were met. The Medical Staff continued to provide care in a manner that respects the North Renfrew Long-Term Care Centre's philosophy of individualized "Resident/Client-Focused Care", emphasizing each resident/client's physical, social and psychological needs in a safe, home-like environment. The Medical Staff worked closely with the staff at the North Renfrew Long-Term Care Centre to ensure that our residents/clients receive high quality of care while protecting them from the spread of disease.

In 2024, we had 8 admissions to the long-term care beds and 15 admissions to the respite/short stay bed.

The team at the NRLTCC continued to strive to have a high level of provider competence; again, this year, staff were involved in education programs including prevention of elder abuse, WHMIS, lifts & transfers, Just Clean Your Hands, minimizing of restraints, complaints procedure, fire extinguisher training, and workplace safety training. Repeated throughout the year, emphasis was placed on education related to Infection Prevention and Control (IPAC) and preventing the spread of disease.

Immunization for Seasonal Influenza was promoted for all residents, clients and staff, resulting in a 90% immunization rate for staff in 2024 and 90% for residents.

In 2024, in person Consultation services continued. Residents were assessed by the Physiotherapist, Dietician and by the Geriatric Mental Health outreach team in house. Visitor's policies relaxed and IPAC Best Practice Procedures and education remain ongoing.

We continue to track Emergency Department use and Falls rates, in an effort to develop strategies to prevent both.

The "Resident Experience" remains a top priority even while implementing strategies to prevent the spread of disease.

Values

- Community
- Quality and Safety
- Respect
- Stewardship
- Growth

2024 Audited Statement of Operations By Fund

OPERATING FUND					SPECIAL PROJECT FUND	CAPITAL RESERVE FUND	CAPITAL FUND	TOTAL	
Ministry of Health and Long-Term Care									
	Community Services	Long-Term Care	Housing Program	Total				2024	2023
REVENUE									
Provincial of Ontario grants	\$1,118,199	\$1,751,025	\$ 74,945	\$2,944,169	\$ -	\$ -	\$944,443	\$3,888,612	\$2,507,257
County of Renfrew grants	-	141,346	-	141,346	-	-	-	141,346	140,959
Resident Accommodation fees	-	536,466	-	536,466	-	-	-	536,466	511,865
Client program fees	120,103	-	-	120,103	-	-	-	120,103	101,821
Investment income	84,640	52,066	36,275	172,981	121,268	4,645	-	298,894	244,113
Apartment Rent	-	-	105,802	105,802	-	-	-	105,802	95,314
Donations, fundraising and other	9,620	-	-	9,620	65,080	-	-	74,700	91,961
Housing Program	-	-	-	-	-	61,955	-	61,955	26,156
	1,332,562	2,480,903	217,022	4,030,487	186,348	66,600	944,443	5,227,878	3,719,446
EXPENDITURES									
Amortization	-	-	-	-	-	-	38,866	38,866	38,868
Capital Reserve Fund	-	-	61,955	61,955	-	-	-	61,955	26,156
Contracted health services	5,118	36,509	-	41,627	-	-	-	41,627	42,782
Employee Benefits	138,804	264,487	-	399,291	-	-	-	399,291	327,737
Fees and dues	2,141	2,792	-	4,933	-	-	-	4,933	4,528
Infection prevention & containment	-	784	-	784	-	-	-	784	1,788
Insurance	23,128	16,050	7,077	46,255	-	-	-	46,255	34,285
Interest on long term debt	-	-	-	-	-	-	4,207	4,207	5,029
Laundry	6,423	39,456	-	45,879	-	-	-	45,879	47,866
Management Fees	-	-	22,390	22,390	-	-	-	22,390	2,514
Nursing Supplies	-	61,255	-	61,255	-	-	-	61,255	64,460
Other Administration	43,057	33,110	2,440	78,607	15,561	-	-	94,168	62,325
Other Dietary	-	23,128	-	23,128	-	-	-	23,128	19,054
Plant Supplies	88,908	77,669	28,091	194,668	-	-	-	194,668	237,102
Professional Fees	78,031	93,368	-	171,399	-	-	-	171,399	137,678
Program supplies and costs	7,457	39,358	-	46,814	-	-	-	46,814	22,744
Property Taxes	1,048	-	2,446	3,495	-	-	-	3,495	3,316
Raw food	60,959	93,256	-	154,215	-	-	-	154,215	153,222
Rent	5,595	5,595	-	11,190	-	-	-	11,190	11,028
Salaries	810,720	1,706,044	-	2,516,764	-	-	-	2,516,764	2,128,744
Staff and board training	18,579	18,666	-	37,245	-	-	-	37,245	21,244
Transportation and travel	39,971	-	-	39,971	-	-	-	39,971	26,786
Water and sewer	6,623	6,623	13,245	26,491	-	-	-	26,491	24,725
	1,332,562	2,518,150	137,644	3,988,356	15,561	-	43,073	4,046,990	3,443,981
Excess (Deficiency) of Revenue over Expenses	-	(37,247)	79,378	42,131	170,787	66,600	901,370	1,180,888	275,465

NORTH RENFREW
LONG-TERM CARE
SERVICES INC.



ANNUAL REPORT
for the year 2024

June 30, 2025
Seniors' Drop-In Centre
47 Ridge Road, Deep River
7:00 pm

2024 BOARD OF DIRECTORS

ELECTED

Resigned during term ■

Beverly Bymes
Doreen Clements, Vice Chair
Sue Elliot
Cindy Hogue, Board Chair ■
Lorna Steer
Judy Stewart-Laufman
Kathleen Taylor, Secretary-Treasurer

APPOINTED

Lily Mungham (LTC Family)
Madeleine Boulanger (Apt Family)

Funding for the North Renfrew
Long-Term Care Centre has been
provided by Ontario Health.



STAFF 2024-2025

Tolulope Adeyemi	Donald Ayres	Sam Baxter	Ainsley Beers
Amanda Boone	Melinda Boor	Patricia Brenyo	Cindy Bugden
Simoes Cambundo	Michele Carlin	Katie Carty	Addyson Clouthier
Courtney Dennie	Luke Deighton	Kara Dinga	Helen Esilman
Robert Fitzpatrick	Trinity Fitzpatrick	Jessie Foster	Jody Gale
Barb Gallagher	Mary-Sue Hart	Ava Harris	Jennifer Howard
Amber Huard	Ciara Issaluk	Sarah James	Cindy Jennings
Sini Joseph	Samantha Kelly-Giroux	Amy Klym	Tara Landriault
Christine Langevin	Patricia Leach	Mei Lio	Summin Luk
Annabelle Luck	Michael Lusty-Smith	Melody MacLean	Ashley Maher
Grace Mary Thomas	Lauren McCabe	Frances McCarthy	Jesse McCauley
Kim McCauley	Sue Minigan	Gerry Mungham	Amanda Murphy
Maram Nabawy	Mohamed Nabawy	Jessica Noel	Sincerity O'Hara
Candice Peplinskie	Heather Peplinskie	Ken Phillips	April Poirier
Anne-Marie Prout	Mercedes Roberts	Sara Rousselle	Autumn Schlievert
Una Schlievert	Aiden Stewart	Aydan Sunstrum	Lisa Swain
Linda Thomas	Edie Tumber	Marina Wood	Shelley Yantha