

## FORWARD WITH PURPOSE

### 2024-2025 ANNUAL REPORT





# Who We Are

As the only rehabilitation hospital in Niagara, Hotel Dieu Shaver Health and Rehabilitation Centre provides exceptional clinical outcomes in rehabilitation and complex care through the expertise of skilled staff and physicians, state-of-the-art equipment and compassionate care.

Driven by our mission that is deeply embedded into the heart of our organization, Hotel Dieu Shaver is proud to treat tens of thousands of patients every year, reaching the highest level of patient outcomes and restoration of quality of life.



## BOARD OF TRUSTEES 2024-2025

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## Inpatient Programs

High-Intensity Rehabilitation

Low-Intensity Rehabilitation

Short-Term Complex Medical Management

Palliative Care

## Outpatient Programs

Audiology & Hearing Aid Clinic

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Neurology Programs:

*Central Nervous System Program*

*Parkinson's Rehab Program*

*Speech-Language Pathology Program*

*Stroke Program*

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Orthopedic Programs:

*Amputee Program*

*Hand and Upper-Extremity Program*

*Trauma Program*

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Speciality Programs:

*Augmentative & Alternative Communication  
(AAC) Clinic*

*Rankin Family Cancer Rehab Program*

*South Niagara Wellness Centre Ambulatory  
Rehab (Satellite Clinic)*

# *A Message from our Chair & CEO*

This past year has been one of great transition for Hotel Dieu Shaver — and one that sets the stage for exciting times ahead.

With the successful launch of our new Hospital Information System (HIS), we have taken a bold step forward in modernizing our operations, ensuring safer, faster, and more coordinated care for every patient. This transformation is already strengthening the way we deliver services and equipping our staff and physicians with the tools to provide care that is more seamless and personalized.

At the same time, we are advancing to the next phase of our planned hospital expansion. The development of our Functional Program represents a critical milestone on the journey toward a larger, more modern facility — one that will meet the growing needs of our community well into the future. With Niagara's aging population among the highest in Ontario, this work could not be more timely or more important.

Through all this change, what remains constant is the exceptional care provided by our staff, physicians, and volunteers. Hotel Dieu Shaver consistently earns one of the highest patient satisfaction scores in Ontario — and possibly in all of Canada — reaching 99% and beyond. These numbers reflect more than performance metrics; they reflect the trust, dignity, and quality our patients and their families experience in every interaction.

As we look ahead, we do so with confidence and purpose. Guided by our mission, strengthened by our people, and supported by our community, Hotel Dieu Shaver is poised to build on years of progress and deliver hope and healing for decades to come.

With gratitude,

***Betty-Lou  
Souter***

Chair  
Board of Trustees



***Dr. David  
Ceglie***

Chief Executive Officer  
Hotel Dieu Shaver



# HDS By The Numbers\*

## Human Resources



492  
Employees



27  
Medical Staff



65  
Volunteers

## Satisfaction Measures

99.6%

Patient Satisfaction Rate

## Patient Intake

### Inpatient Admissions



1,185  
Inpatient Admissions

### Average Length of Stay in days

19 High-Intensity Rehab

46 Low-Intensity Rehab

60 Short-Term Complex  
Medical Management

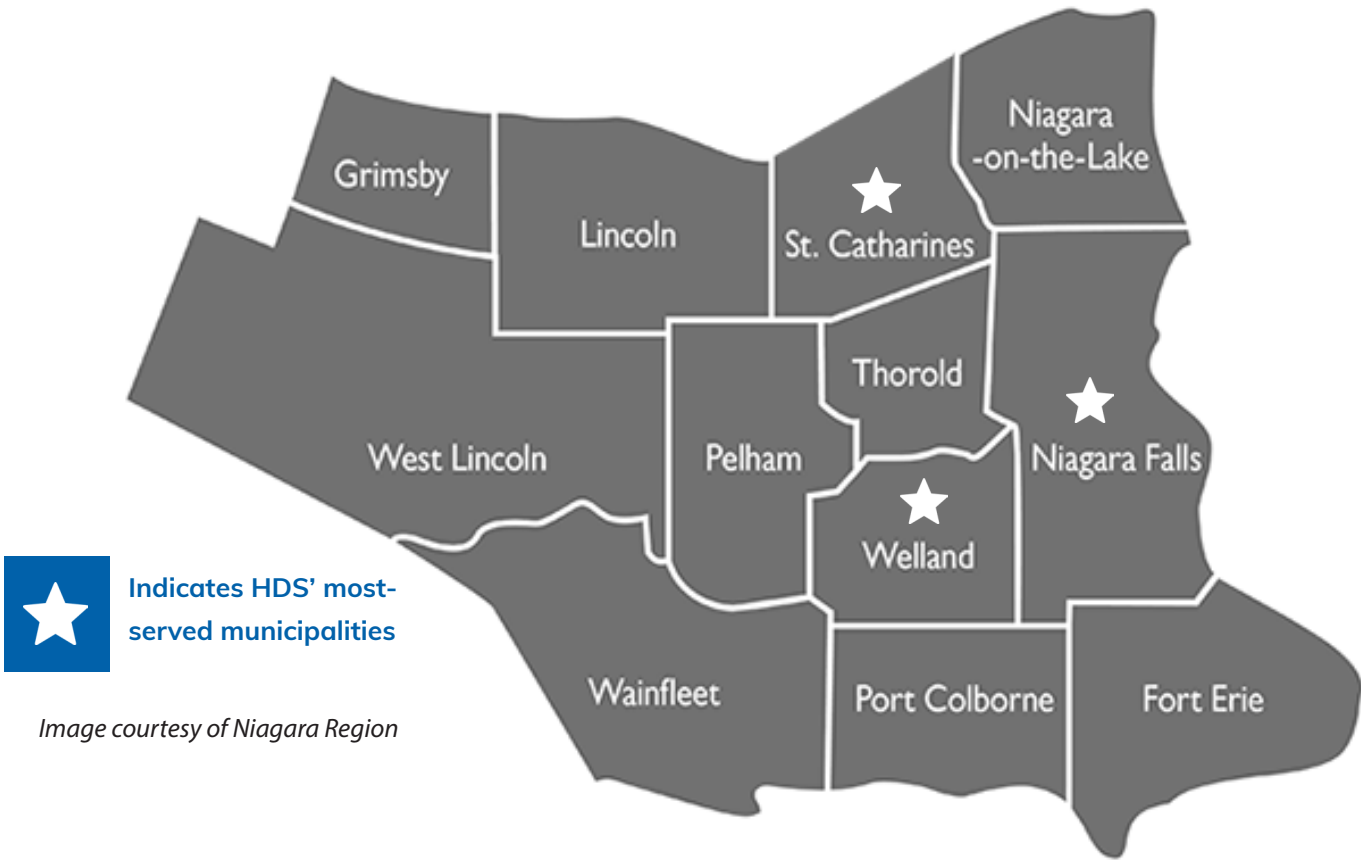
### Outpatient Visits



22,237  
Outpatient Visits

# Regional Impact

Hotel Dieu Shaver is proud to be Niagara’s only speciality rehabilitation hospital, serving over 500,000 residents throughout Niagara, and beyond.



Indicates HDS’ most-served municipalities

Image courtesy of Niagara Region

## Inpatient Breakdown by Municipality\*

St. Catharines	41.3 %
Niagara Falls	19.0 %
Welland	11.6 %
Fort Erie	5.3 %
Niagara-on-the-Lake	4.4 %
Thorold	4.3 %
Port Colborne	4.1 %
Pelham	3.4 %
Lincoln	2.5 %
Grimsby	1.0 %
Wainfleet	0.5 %
West Lincoln	0.5 %
Outside of Niagara Region	2.0 %

## Outpatient Breakdown by Municipality\*

St. Catharines	39.5 %
Niagara Falls	13.7 %
Welland	13.3 %
Thorold	6.2 %
Lincoln	4.7 %
Pelham	4.6 %
Niagara-on-the-Lake	4.4 %
Fort Erie	4.1 %
Port Colborne	3.6 %
West Lincoln	1.8 %
Grimsby	1.5 %
Wainfleet	0.6 %
Outside of Niagara Region	2.0 %

\*Post implementation of the new Hospital Information System (HIS) on Nov. 9, 2024, information is still being validated and is subject to change.



# Dr. David Ceglie Commences Role as CEO of Hotel Dieu Shaver

Hotel Dieu Shaver was delighted to announce the appointment of Dr. David Ceglie as its new Chief Executive Officer, effective May 1, 2024. Dr. Ceglie, who brings nearly two decades of dedicated service to the organization, was formally instated during a missioning ceremony held May 7, 2024.



*L to R: Dr. David Ceglie, Chief Executive Officer, Hotel Dieu Shaver; Sister Louise Dillon, Director of Mission and Pastoral Services, Hotel Dieu Shaver*

Dr. Ceglie's journey with Hotel Dieu Shaver began as an Occupational Therapist and has since evolved into progressive leadership roles, culminating in his recent

tenure as Executive Vice President of Operations. His academic accomplishments include a Bachelor of Health Science (2003), a Master of Science in Occupational Therapy (2005), a Master of Business Administration (2010), and most recently, a Ph.D. in Leadership and Policy completed at Niagara University. Dr. Ceglie's dedication to the local healthcare landscape is further evidenced by his role as Co-Lead for the Niagara Ontario Health Team – Équipe Santé Ontario Niagara (NOHT-ÉSON) Planning Table.

"I would like to express my heartfelt gratitude for the incredible privilege of being appointed as the CEO of this esteemed organization," said Dr. Ceglie. "It is both an honour and a privilege to lead such a dedicated and outstanding team. From the very beginning, I have been inspired by the unwavering passion, care, and compassion that defines each member of this exceptional organization."

"I am truly humbled by the confidence placed in me, and I am committed to upholding this organization's mission and values. I am eager to contribute to the continued success and impact of my predecessor, Lynne Pay. With a steadfast commitment to collective success, I eagerly anticipate the journey ahead, poised to contribute to the sustained growth and impact of Hotel Dieu Shaver. I am excited about the future and look forward to continued success together."

"We commend David's leadership approach characterized by servant leadership, collaborative ethos, pursuit of excellence, and dedication to nurturing a positive workplace culture," said Anne Atkinson, Chair of the Hotel Dieu Shaver Board of Trustees (2018-2024). "His adeptness in forging robust partnerships has been instrumental in propelling healthcare and rehabilitation initiatives forward not only within Hotel Dieu Shaver, but also across the broader Niagara Region."

Dr. Ceglie succeeds Lynne Pay in the CEO role, who retired on April 30, 2024, following a celebrated 25-year career with the organization, including over five years as CEO.

[Learn more about Dr. Ceglie's appointment.](#)

# HDS Launches New Hospital Information System

Hotel Dieu Shaver celebrated a historic milestone in November when we said goodbye to paper and hello to digital with a new Hospital Information System (HIS).

This significant and secure move to a state-of-the-art system will enhance coordination, efficiency and access to information, ultimately making patient care faster and safer.



“Our transition to the new HIS marks a monumental advancement in patient care for our community,” said Hotel Dieu Shaver CEO Dr. David Ceglie. “This system will allow us to bring an even higher level of efficiency and personalization to each patient’s healthcare experience, supporting our teams with the tools they need to deliver care that’s both timely and deeply informed. We’re excited for the positive impact this technology will have for our patients, our community, and the future of healthcare in Niagara.”

With the HIS, healthcare teams can access complete patient records in real-time, helping them make quicker and more informed decisions. The system also means patients won’t need to repeatedly share their health history at every visit, improving their overall experience.

Additional benefits include:

- **Improved access:** Patient health records can be accessed electronically from anywhere.
- **Enhanced safety:** Easy access to health information helps inform decision-making and enhances patient safety.
- **Reduced duplication:** All care providers can access health records and test results, reducing duplication and repetition.
- **Enriched communication:** Patients can access their own health records, helpful resources and education materials.
- **Better data for decisions:** Analytics, trends and other important health data can help inform decision-making.
- **Greater reliability:** Upgraded technology helps to increase reliability and sustainability by replacing outdated systems.

“We want to thank patients and the community for their support as we make this historic transition,” added Dr. Ceglie. “We appreciate the dedication, flexibility and patience of our staff and physicians during this important transition.”

[Learn more about the new HIS.](#)



# Allan Spaan: A Journey of Resilience, Recovery, and Hope



“Without the dedicated team at HDS, I wouldn’t be where I am today.

They gave me the tools and the hope I needed to **reclaim my independence.**”

- Allan Spaan

## Meet Allan

In January 2020, Allan Spaan’s world changed forever. A stroke left him facing a long and uncertain road to recovery — one that would test his determination, resilience, and hope at every turn.

For Allan, that road led to Hotel Dieu Shaver, where he spent 74 days as an inpatient receiving intensive rehabilitation treatment. It was here that Allan found not only expert medical care but also the encouragement, compassion, and personalized therapy that helped him reclaim his independence.

“The team at HDS didn’t just treat my condition — they treated me as a person,” Allan reflects. “They understood my goals, my fears, and my hopes. Without them, I wouldn’t be where I am today.”

After discharge, Allan continued his journey as part of HDS’s **Outpatient Stroke Program** and received support from the **Augmentative and Alternative Communication (AAC) Clinic**, which helped him navigate the new realities of communication after stroke.

With every milestone reached — every step taken with his brace and cane, every word regained — Allan deepened his resolve to give back and inspire others.

*Photos: Megan Muir*



# Putting Hope in Motion

That determination was on full display last September when Allan joined the Hotel Dieu Shaver Foundation’s **Hope in Motion** event at Canada Games Park. Hope in Motion is a mobility-inclusive walk or wheel event where participants set their own goals. For Allan, that meant completing five laps — two kilometers — a remarkable challenge considering his limited mobility.

With his wife Elizabeth and daughter Alyssa by his side, Allan not only crossed the finish line but captured the hearts of all who watched. His participation wasn’t just about the distance — it was about showing what is possible when care, determination, and community come together.

“Hope in Motion was a way to honour the care I received and help ensure that others get the same opportunity to recover,” Allan shares. “It was also a personal challenge, a celebration of how far I’ve come.”

Through his journey, Allan has become an advocate for stroke awareness and recovery. He shares his experiences openly, inspiring others on his [YouTube channel](#) and in his community.

“Allan embodies the spirit of HDS,” says Lori Serafino-Harper, Manager, Audiology, Speech & AAC. “He shows that recovery is not just about regaining function — it’s about rediscovering purpose, connection, and joy.”

As Allan continues his recovery, he remains a symbol of perseverance and hope for the entire HDS community. His story reminds us that progress comes in many forms — and that with the right care and an unshakable spirit, no goal is out of reach.



## About Allan Spaan:

- Stroke survivor and HDS inpatient/outpatient graduate
- Received care in the Stroke Rehabilitation Program and AAC Clinic
- Completed 2 km at Hope in Motion using a leg brace and cane
- Raised \$1,835 from 39 donors to support HDS
- Advocates for stroke recovery through his YouTube channel

**HOTEL DIEU SHAVER  
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2024-2025**

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Steven Katzman

Rod Mawhood

Dr. Rick McMillan

Tom Nitsopoulos

Marc-André Way

**Executive Director:**  
Kristina Manzi

**Foundation Office:**

541 Glenridge Avenue

St. Catharines, ON L2T 4C2

\*Our office has moved to the Southeast  
Corner of the Outpatient Building\*

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www.foundation.hoteldieushaver.org

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@HotelDieuShaver(HDS)Foundation

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## ***Your Foundation at Work***

This past fiscal year, Hotel Dieu Shaver (HDS) Foundation celebrated an incredible year of generosity. Thanks to our community's unwavering support, we have been able to enhance specialized programs, and invest in cutting-edge technologies to deliver personalized rehabilitation care. From purchasing equipment like the NEUBIE, patient ceiling lifts, vital signs monitor and the HeadMouseNano – to supporting the implementation of a new Hospital Information System, these tools promote recovery, independence and ensure safety and dignity in everyday care. At Hotel Dieu Shaver, every milestone reached, every life touched, and every advancement made has been fueled by our generous community. Together we will continue to support the evolving needs of our patients, helping them through their rehabilitation journey to wellness and improved quality of life.

## ***A Journey of Gratitude***

### ***Recognizing compassionate care through the Grateful Patient Program***



When Roland was diagnosed with Parkinson's and dementia it changed both his and his wife Cheryl's lives in various ways. Although their journey faced challenges it was also met with newfound hope and strength. In September 2024, Roland started the Parkinson's Rehab Program at Hotel Dieu Shaver, where the team provided compassionate care tailored to both patient and caregiver. From addressing his risk of falls to helping prepare for their 60th wedding anniversary trip, Cheryl shared, "even the smallest things they would think of were so helpful. Hotel Dieu Shaver is the most wonderful place. The warmth and friendliness of staff and the focus on the patient and the caregiver was truly remarkable. I could not believe the difference the care made on my husband Roland." Grateful for the care they received, Cheryl & Roland wanted to recognize their care team for the impact they made on their journey to rehabilitation. Through the Grateful Patient Program, they were able to express their thanks in a meaningful way.





# Financial Summary

At Hotel Dieu Shaver Foundation, our mission is to effectively raise and steward funds to support Niagara’s only rehabilitation and complex care hospital.

Thanks to our generous community, we were able to transfer \$1.38 million to Hotel Dieu Shaver, making a profound impact for the thousands of patients who receive care at HDS every day.

1,266 donors made their first gift to HDS in 2024-2025!

All together, these generous individuals gave a total of \$193,642 to support HDS.

Thank you!



\$1.38 Million Transferred to HDS



\$541,290 Technology Upgrades for Patient Care



\$531,848 Patient Care Equipment



\$303,227 Specialized Outpatient Programs



\$6,620 Bob Bell Staff Education Fund

# Our Community Shows Its Support

This past year, Hotel Dieu Shaver Foundation’s signature events highlighted the vibrant spirit of our generous community.

In September, the second annual Hope in Motion brought together our HDS family of staff, patients, program graduates, loved ones and friends for a mobility inclusive celebration of strength and recovery. Participants walked or wheeled their way around the track at Canada Games Park raising over \$40,000.

Kicking off 2025, the Celebrity Ice Cup event – which featured a two-day experience alongside 14 NHL Alumni – had 215 participants raising more than \$290,000. These initiatives are a powerful reflection of the dedicated support Hotel Dieu Shaver Foundation receives year after year from our generous community including participants, sponsors and supporters.

