



**Acclaim
Health**

Solutions for Your Health Care Needs

2011-2012
Annual Report

A Message from the CEO & the President of the Board

During this past fiscal year, Acclaim Health's 350 staff and over 800 volunteers continued to fulfill the organizational mission to provide people with quality, community-based healthcare solutions.

Acclaim Health provides collaborative solutions for health care needs and is a caring partner committed to:

... Respect, Participation, Responsiveness and Innovation.

More than 410,000 units of service were provided to almost 17,000 clients between April 1st, 2011 and March 31st, 2012 through these program areas:

- Nursing, which includes visiting nursing (provided through contracts with CCACs), foot care and corporate wellness
- Home and Personal Support Services (provided through contracts with CCACs)
- Alzheimer Services; including two Adult Day Programs for people with dementia and Support and Counseling Services for their caregivers
- Community Support Services which includes Friendly Visiting, Special Steps, Tele-Touch telephone reassurance, Hospice Visiting and Bereavement Services
- Palliative Care Consultation and Education

Some of Acclaim's accomplishments over the past year included:

- Alzheimer Services received funding from the Ontario Trillium Foundation to enhance the skill set of Acclaim Health volunteers in the area of dementia care, including Montessori Based Dementia Programming and Creative Expressions. Workshops have been conducted and follow up sessions with volunteers are taking place. This project runs from Sep '12 to Sep '13.
- Alzheimer Services has been working with the MH CCAC and other Adult Day Service providers to streamline the process of referral for clients wishing to attend seniors day programs. Several enhancements have been implemented, including a quicker turnaround between referral and when they receive the home visit to complete the assessment.
- The Acclaim Nursing Program implemented eMotion, an electronic documentation system. This system allows nurses real-time access to client information, thereby enhancing client outcomes.
- Our Personal Support and Homemaking Program saw tremendous growth over the year with an increase of 25% over the course of the fiscal year. In order to meet the increased need for these services, there was enhanced focus on recruitment and retention of our Personal Support Workers.
- Acclaim Health has been implementing the new interRAI-CHA assessment form into Alzheimer Services and Community Support Services. This province wide Common Assessment Project will offer a standardized assessment of all clients in the Community Support sector. Key staff have completed training on this tool. As of February 2012, our agency had met all the necessary milestones. We are working towards having all clients assessed by June 2012.
- The Acclaim Health website was refreshed and upgraded to be more user-friendly and to provide better information.

Acclaim Health thanks our partners and volunteers, recognizing that every gift plays a vital role in the lives of the individuals that Acclaim Health serves, everyday.

\$100,00 Plus



Government of Canada
Gouvernement du Canada



Government Services: HRSDC, Social Development Partnership Program
**The opinions and interpretations in this publication are those of the author and do not necessarily reflect those of the Government of Canada*

\$20,000 Plus



\$5,000 Plus



\$2,000 Plus



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of Burlington & Greater Hamilton



The Ontario Trillium Foundation



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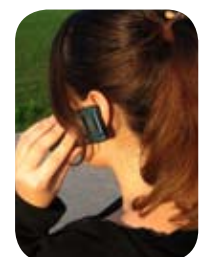
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Together we continue to work as caring partners, providing solutions to healthcare needs for people and communities!

accredited as an adherent to Imagine Canada's Ethical Fundraising & Financial Accountability Code. Information about the code can be found at www.imaginecanada.ca





A *Difference* was made today...

...a lonely senior felt the joy of knowing someone cares through a friendly, reassuring phone call.

...an individual experiencing Alzheimer disease felt safe and respected in a place specially designed for him and his new friends.

...a wife felt support from a comforting Hospice Volunteer who allowed her to take a break from caring for her husband of 67 years who is facing a life-threatening illness.

...a young father who lost his wife, found support and community resources for his daughter and himself.

Acclaim Health is a non-profit, charitable organization providing people with quality, community-based, health care solutions.

As a charitable organization, Acclaim Health relies on the generous support of individuals and organizations whose contributions make it possible to provide direct support to people in need of assistance. Community and individual investments play a vital role in many of the charitable programs and community services that Acclaim Health provides through the generosity of our 800 caring and selfless volunteers. Without this support many of these needs, may continue to go unmet.

Everyday, this support makes a huge difference in the lives of these socially isolated individuals, assisting them to live their lives to the fullest potential possible.

We encourage you to contribute to ensure that Acclaim Health continues to provide vital support to those in our community who are most vulnerable. Investing in Acclaim Health's charitable programs help subsidize services. These services benefit friends, neighbours and families by allowing individuals to live more independently in their own homes and communities through Acclaim Health services.

These investments will make a difference today and tomorrow - ensuring that the rapidly increasing seniors' population receive the much needed support to bring them joy, dignity and an improved quality of life.

Alzheimer Services

Acclaim Health Seniors Day Programs provide specialized therapeutic socialization and recreation for individuals with dementia while providing respite to caregivers. The Resource Centre provides education and support to caregivers throughout the Halton region.

There are two locations - downtown Burlington and at the Sheridan Elder Research Centre (SERC) in Oakville. The SERC location fosters an applied research partnership between Sheridan and Acclaim Health.

Over the past year:

- The Burlington site provided 2,005 days of service to 63 clients.
- The SERC site provided 6,317 days of service to 107 clients.
- The Resource Centre (Caregiver Support and Education) served 783 clients with 2,346 caregiver contacts.

Our Seniors Day Programs were successful in receiving funding from the New Horizons for Seniors Program to purchase much needed new furniture and equipment for the sites.

Our programs were fortunate to have the assistance of 25 volunteers who donated 1,042 hours of their time. Three students from the Sheridan's Social Service Worker program completed their placements with the two Day Program sites.



Community Support Services

Over the past year, 858 volunteers and staff provided over 58,770 hours of service to assist 1,046 individuals in need. In addition; 12,880 telephone reassurance calls were provided to 108 clients.



Acclaim Health Community Support Services include:

- Friendly Visiting to support isolated seniors and physically challenged adults
- Hospice Visiting to support people with progressive life-threatening illness
- Bereavement Services
- Special Steps (walking and in-home visiting) for people with memory problems
- Tele-Touch Services (telephone reassurance for seniors)
- Caregiver Education and Support Groups

Events included the Strawberry Social, the Poinsettia Project, and the Candlelight Memorial Service. Over the past year a Home Support Exercise Program continued for Burlington Seniors.

The success of these programs relies upon the dedication and support of staff, volunteers and community partnerships. We can't help without your help, so on behalf of the people we serve, we offer our most sincere thank-you!

Acclaim Health is grateful to the many volunteers and community groups that have provided assistance throughout the year. All of our volunteers were recognized at the Annual Spring Volunteer Celebration. A Service Award Pin Presentation and Luncheon was also held in order to recognize volunteers who contributed five, ten, fifteen and twenty years of service.

Health Services Department

The Health Services Department provides a variety of health-related services to the community, including:

- Nursing Services: Visiting and Shift nursing, Enterostomal Therapy and Wound Management, Continence Management and Palliative Care
- Home and Personal Support Services: Personal Support Workers provide assistance to clients to help maintain the client in their home

During the fiscal year 2011-2012, Acclaim Health continued to provide service through contracts with the Mississauga Halton and Hamilton Niagara Haldimand Brant CCACs, as well as through private contracts for service.

In total, the Health Services Department provided 76,971 nursing units of service to 4,699 clients and 246,861 units of personal support care to 1,895 clients.



7th Annual Chocolate Brunch Extravaganza

Thank you to all of our Sponsors and Community Partners for supporting our 7th Annual Chocolate Brunch Extravaganza. This year's event was a great success thanks to you! We raised over \$17,000 for our vital Senior's Programs.

For over 80 years Acclaim Health has provided community health and support services to residents in the Halton Region. This annual brunch is truly a celebration of community spirit where local businesses, families and friends come together to help raise funds so individuals can continue to benefit from Acclaim's many charitable services. Acclaim Health provides supportive care to thousands of individuals each year who are isolated and in need of companionship or faced with life-threatening illnesses.



It would be our pleasure to have you attend next year's Chocolate Brunch Extravaganza, so please set aside Sunday, February 10th, 2013! If you wish to reserve tickets or become a community sponsor please contact Jamie Paul, Advancement Coordinator at: 905-827-8800 x2043 / jpaul@acclaimhealth.ca

PARTICIPATION

Quality Improvement / Health & Safety Report

The focus over the past year has been on incorporating into our daily operations our quality motto: "Standards + Indicators = Strengthened Client/Staff/Volunteer Safety and Enhanced Quality Improvement". We have achieved this through the continuing education of our clients and families related to keeping them safe at home as well as through ongoing education and training of our staff, volunteers and board members. Measuring, analyzing, and evaluating our performance outcomes using quality improvement tools has allowed us to benchmark against Accreditation Canada's national targets of excellence on client safety and quality improvement.

The Joint Health and Safety Committee have carried on their commitment to the safety of staff throughout the organization which in turn has facilitated client safety. The focus has remained on educating staff on the principles of musculoskeletal injury prevention in order to promote safe client handling, minimize the incidents of client falls

The Caregiving Crisis

"The Growing Role of Caregivers in our Community..."

Most people are familiar with the story of Helen Keller. The young girl, yet to discover the miracles of life, was struck deaf and blind at the tender age of 18 months, and life's wonders were presumably denied to her forever. Fortunately a young woman named Anne Sullivan soon entered the scene. She refused to accept defeat from the restrictions imposed by Helen's physical limitations, and the two worked together - often battling Helen's own defiance - to provide the head-strong child with the means to interact with the people around her. Thanks to the tenacity and imagination of Anne Sullivan, Helen Keller grew up to become an internationally respected author, lecturer, and humanitarian. That partnership turned into friendship, and, provides a lesson that we all can draw upon as individuals, as communities, even as nations as we deal with the crisis that beset us.

At this year's TEDMED2012 Conference held in Washington D.C on April 10th to 13th and simulcast across North American, delegates were asked to select the top 20 Great Challenges currently faced by the medical community. The criteria was defined by the conference organizers as "a health-related problem that is big, complex, intractable, fundamental, and virtually permanent (or at least, likely to persist for decades)." The aim was not to solve the problems, but to raise public awareness of the issues for discussion, examination and action. Of the 50 choices offered by the committee, participants voted "The Caregiving Crisis" as the second most important issue faced by our communities. This ranking acknowledges the growing role of caregivers in our society, and the need for more resources, training and support to assist them in their

endeavours. It is an issue Acclaim Health has been tackling for many years.

"We have long been aware of the importance of our caregivers and the need to provide them with the tools and support they require," says Angela Brewer, CEO of Acclaim. "For me, the inspiration behind Anne Sullivan's efforts comes from her success *despite* the lack of modern resources that we take for granted in our everyday lives. She didn't have a car. She didn't have a cell phone. She didn't have the Internet. She relied solely on her training, her personality, and her spirit of innovation to triumph over almost impossible odds. One of our fundamental goals at Acclaim is to merge the miracles of modern day technology with the strong work ethic of years gone by to provide today's caregivers with the tools they need in the face of this growing "Caregiving Crisis".

The qualities of Anne Sullivan thrive in Acclaim's staff who provide specialized care for seniors, people recovering from illness, injury or surgery, and individuals with cognitive impairments or special needs.

That same care goes into developing Acclaim's additional support mechanisms: the tools and resources created to help people maintain their independence and improve their quality of life. These resources include the *Caregivers Compass Programs* exclusively designed to address the unique needs of people in the caregiving role.

Throughout the region, hundreds of people are faced with the daunting task of caring for a loved one

with dementia. It is a diagnosis that touches not only those affected; but their family, their friends, and everyone whose lives they share.

The caregiving journey becomes a full time commitment requiring 24-hour awareness, a permanent state of readiness, and 100% selflessness. More often than not, caregivers commit so much time and effort into caring for their loved ones that they neglect their own emotional and practical needs. That is why Acclaim Health offers the Caregivers Compass programs; to provide direction and assistance to those who find themselves travelling this difficult route:

The **Caregivers Compass Dementia Program** provides support to those tending to loved ones with Alzheimer's or other forms of dementia. Through empathetic support groups, interactive seminars, and easily accessible online resources, people are supplied with the information and support they need to meet their unique challenges. Similarly, the **Caregivers Compass Seniors Program** offers comparable support to address the specific needs of caring for seniors requiring home health care assistance.

Both Caregivers Compass programs are enhanced by the Caregivers Compass online resources available through the Acclaim website:

[www.acclaimhealth.ca]

This excellent tool - impossible in the pre-Internet Age - allows for easy 24-hour access to the latest care-giving tips, support and information relevant to the community's increasing and ever-changing health care demands.

Technology offers invaluable assistance, but technology

alone won't solve the crisis. The solution lies within the most powerful resource of all.

"Every year the media bombards us with an ever-changing rotation of 'heroes'," Angela explains. "The sports world gives us an annual supply of celebrity athletes. The movie world offers a never-ending parade of action warriors. But the real world tells a different story. 'Real world heroes' aren't larger than life. They don't solve problems with laser guns and easy quips. They aren't the 'Avengers'. They are the ordinary, everyday people like Anne Sullivan, and their power comes from their humanity. They are our volunteers, and are the greatest heroes of all."

Helen Keller herself said "Although the world is full of suffering, it is also full of the overcoming of it." Suffering and triumph are both easier to face when shared; and Acclaim is committed to ensuring no-one in the community faces the Caregiving Crisis alone.



Being Thankful: *Mary's Story*

Mary has been caring for her mother Rose for over 10 years now and their journey together has not been an easy one. 91-year-old Rose has multiple health issues. She is hearing and vision impaired. In her left eye, she had a blood vessel that has never healed properly. Her other eye has an undiagnosed condition - cancer has not been ruled out. Rose also suffers from severe arthritis and diabetes. Getting around is not always easy.

While Rose's condition makes some days harder than others, Mary cherishes her role as a caregiver. "It's hard when my mother is sick or not feeling well. When she is well, it's easy and I'm grateful to still have her in my life." Mary is thankful that her mother is able to stay in her care and considers herself lucky. "One day my friend said that she saw me taking my mother out for lunch, and told me that she would give anything to be able to do that with her mother again. That made me incredibly sad, but incredibly thankful. So when I have a down day, I remind myself that my situation could be worse."

Rose may have numerous physical maladies, but she is sharp as a tack, which makes Mary's role easier as a caregiver. "Mom reads large print books and we go out and socialize a lot; it keeps us connected."

Mary also attended the Caregivers Compass Seniors Education Series and was amazed by everything that was available to her and her mother. She was also inspired by the stories of her fellow caregivers. "These women are strong and we all kept saying 'I don't know how you do it' to one another. The program provided great support and made me appreciate what I have - my Mom".



Palliative Care *Consultation* Program

Our Palliative Care Consultants offer palliative care education, consultation, mentorship, and links to appropriate resources for front line staff across the continuum of care. These nurses provide consultation about hospice palliative care to staff; but do not provide direct care.

They serve as a resource to assist service providers in the interpretation and application of A Model Guide Hospice Palliative Care (Ferris et al, 2002), best practice guidelines and symptom assessment tools. The consultants provided service to 600 service providers individually and to 6,101 group participants in 870 group sessions.

For the 2011-2012 fiscal year, the following number of service providers completed our formal educational courses: The Fundamentals of Hospice Palliative Care 273; Advanced Hospice Palliative Care (AHPCE) 41; and Comprehensive Advanced Palliative Care Education (CAPCE) 24. In February, 107 people attended a full education day titled "How do I start; What do I say". This included information on having difficult conversations on advance care planning and end-of-life care discussions.

Board of Directors

Acclaim Health's Board of Directors is a volunteer Board that utilizes a Governance Model. The Board is the authoritative link between the operational organization and the people that the organization serves. The Board governs using written governance policies within the broad categories of: Ends; Executive Limitations; Governance Process; and Board-Management Delegation.

Responsibility for operations of the organization is delegated to the CEO, who reports to the Board of Directors.

The Board utilizes a number of Board Committees to assist in fulfilling its duties:

Executive Committee

H. Ornstein (President), P. Garrod (Vice-President), G. Park (Past President) A. Greenhalgh (Treasurer), L. MacNab (Secretary), A. Brewer (Ex-Officio)

The Executive Committee may take action at any time in relation to any matter within the power and authority of the Board of Directors, which requires attention before the date of the next meeting of the Board. Such action shall not involve any change of policy or the authorization of expenditure of an extraordinary nature.

Strategic Planning

P. Garrod (Chair), C. Chudleigh, P. Hancock, A. Maher, H. Ornstein, H. Pauwels, G. Park, J. Hawkins (staff), A. Brewer (Ex-Officio)

The Strategic Planning Committee ensures that Acclaim Health achieves its Mission and Vision by planning an annual retreat to monitor environmental and internal shifts and to develop and revise Strategic Directions. The committee meets quarterly to monitor progress in meeting strategic objectives.

Finance

A. Greenhalgh (Chair), S. Dhillon, P. Garrod, R. Hunt, G. Park, L. MacNab, C. Chen (staff), A. Brewer (Ex-Officio)

The mandate of the Finance Committee is to monitor financial performance and recommend finance policy to the Board of Directors. An audited financial statement for fiscal year 2011/2012 is available on request.

Governance

H. Ornstein (Chair), C. Chudleigh, P. Hancock, H. Pauwels, A. Brewer (Ex-Officio)

The Committee is responsible for holding the Board to high standards of practice in its governance; for recommending governance policies to the Board and for the nomination and recommendation of new board member.

Pension & Benefits

G. Park (Chair), A. Greenhalgh, R. Hunt, W. Williams (staff), A. Brewer (Ex-Officio)

The Committee reviews and proposes direction for the Group Benefits Plan and the Acclaim Health Pension Plan.



Acclaim Health

Solutions for Your Health Care Needs

Home Health Care

- *Nursing*
- *Home & Personal Support*

Community Support Services

- *Caregivers Compass*
- *Friendly Visiting*
- *Special Steps*
- *Tele-Touch*
- *Hospice Visiting*
- *Bereavement Support Groups*
- *Alzheimer Day Programs*
- *Alzheimer Support Groups*



ACCREDITATION CANADA
AGRÉMENT CANADA

Driving Quality Health Services
Force motrice de la qualité des services de santé



United Way
Funded Agency

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