



ANNUAL REPORT
2018-2019

CHANGE IS IN THE AIR.

As we ride this wave of change, we're keeping one thing in mind: **YOU.**
Your needs drive our decisions and inspire us to create new opportunities
for extraordinary care.

YOUR HELP AND SUPPORT MAKE IT POSSIBLE.



Acclaim Health Client, Marjorie, and her Registered Nurse, Angela, enjoy every opportunity they get to see each other.

ACCLAIM HEALTH SELECTED AS SOLE PALLIATIVE CARE PROVIDER

We have supported thousands of families as they've cared for a loved one dying at home. Over the years, Acclaim Health's services have evolved to address all aspects of this difficult journey: from the physical care needs of the patient, to the emotional needs of the whole family - leading up to the patient's death and continuing through the grieving process. In recognition of this expertise and holistic approach to care, Acclaim Health was chosen as the exclusive palliative care provider for nursing and personal support in the communities of Oakville, Milton and Halton Hills. Dealing with only one care provider reduces stress for families and improves patient care. Thank you to our caring staff members and volunteers who carry families through this experience with such compassion and professionalism.



ACCREDITED WITH EXEMPLARY STANDING - AGAIN!

Once again, Acclaim Health has been accredited by Accreditation Canada with exemplary standing - the highest standing possible. After intensely scrutinizing all aspects of our care, management and safety practices, we met all but 1 of the 611 standards. What did we miss? We have client representation on our board, but didn't have it documented in our board recruitment policy. So close!

Hugh and Chad, two of the real life former clients currently serving on our board. (Just sayin').



NEW DEMENTIA CARE CENTRE DESIGN IS UNDERWAY

The new dementia care centre is going to be stunning! MMMC, our architects on the project, led a fantastic co-design process that included family caregivers, community stakeholders and staff. Creative and insightful ideas were shared, and the result is a building design that truly caters to the needs of the community.

We officially took possession of the building at 2250 Speers Road in Oakville in March 2019, construction is scheduled to begin the fall, and we plan to open in mid-2020. We'll be completely transforming the building to create a state-of-the-art home for our Oakville Adult Day Program and to introduce eight short stay overnight respite beds (the only ones in Halton). Big thanks to the Warren Y. Soper Charitable Trust and all donors to the project!



We're turning this old warehouse into the beautiful artist rendering pictured at the top of the page.



BURLINGTON ADULT DAY PROGRAM DOUBLES CAPACITY

Our Burlington Adult Program is all grown up! We can now support 25 people with dementia each day (up from 12), are open on Saturdays, and are open earlier each day. It's a game changer for the many families waiting for care. Our sincere thanks to the Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) for providing the operating funding for the expansion. The Burlington Foundation, the Rotary Club of Burlington, Smith's Funeral Homes, Dennis Hladysh and Global Furniture Group all helped furnish the new space.

Frank loves the exercise program at the Burlington Adult Day Program.

INNOVATIVE NEW TREATMENT FOR PEOPLE WITH DIABETIC FOOT ULCERS



Our nursing care has helped April return to her usual routine.

"I really didn't see a lot of hope about the ulcers until I started with the Total Contact Cast and that turned it around for me," says April Soltau, an Acclaim Health nursing clinic patient who had struggled with diabetic foot ulcers for years. Together with the Mississauga Halton Local Health Integration Network (MH LHIN), Acclaim Health piloted Total Contact Casting in our nursing clinics as a new way to take pressure off of the wounds and speed healing. The results have been outstanding for clients like April: "Now I feel like I have a future again." Acclaim Health now provides Total Contact Casting in all three of our nursing clinics.

FROM HALLWAYS TO HOME CARE

As hospitals grapple with hallway medicine and long term care homes experience lengthy waiting lists, more and more people are relying on nursing and personal care in their homes to stay healthy. Our team of over 400 people provided an extraordinary 500,000 nursing and personal support visits last year, with nursing growing by 7% and personal support growing by 10% - a growth trend that's continued for several years.

Jose Arguez, an Acclaim Health PSW, visits his client Jose Braga.



DEMAND INCREASES FOR END OF LIFE EMOTIONAL SUPPORT

Our Hospice Care and Bereavement staff and volunteers supported 676 families on their end of life journey - an increase of 14% over the previous year. It is truly a privilege to support a person emotionally through the last year, month or days of their life - and to continue that care for their grieving families.

Nick's hospice visiting volunteers throw him a surprise birthday party.





ART IN THE HOUSE

When local charity Art House needed a new home for its program for older adults living in Halton Community Housing Corporation buildings, it was a natural fit for Acclaim Health. Our Art in the House program now offers free art and yoga programs in seven buildings across Halton. They form an important part of our strategy to tackle older adult social isolation, and bring wonderful mental and physical health benefits to participants. Thank you to Art House for trusting us to continue their success, and thank you to the Halton Region Community Investment Fund for providing funding stability during the transition.

Loretta makes her first origami crane.



DEMENTIA CAREGIVERS NEED MORE ONGOING SUPPORT TO COPE

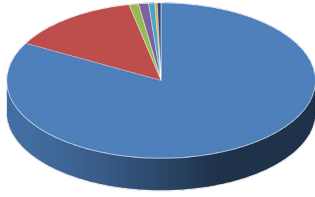
The care needs of people living with dementia are complex, and the impact of those needs on a family's home life can also be complex. We delivered 3,961 follow up consultations with families - an increase of 21% over last year. The good news is that with our support 89% of families feel better able to cope with caregiving stress, 84% feel less isolated, and 93% feel supported in their caregiving journey.

"You don't feel so alone," says Marilyn of the caregiver support she received.

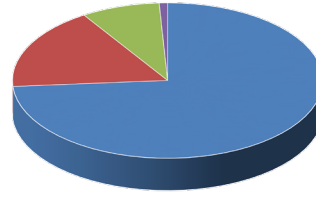
FINANCIAL HIGHLIGHTS

Total Revenues: \$25,610,286

Total Expenditures: \$24,906,370



- LHIN Contracts & Fees for Service (\$21,245,227)
- Community Programs - Gov't Funding (\$3,507,433)
- Community Programs - Other Income (\$254,946)
- Community Programs - Grants (\$267,172)
- Donations (\$169,151)
- Other (\$61,824)
- Investment (\$104,532)



- LHIN Contracts and Fees for Service (\$18,368,803)
- Community Programs (\$4,278,522)
- Management and Administration (\$2,041,834)
- Fundraising (\$217,210)

Want to know more?

- Full audited financial statements are available at <https://www.acclaimhealth.ca/statements>.
- Our most recent charity tax returns (T3010s) are available on the Canada Revenue Agency's website at www.cra-arc.gc.ca. Go to Charities and Giving and search for Acclaim Health.

DONORS

Thank you to our partners, funders and donors for making extraordinary community care possible.

\$500,000+

The Walmley Foundation

\$175,000+

Estate of Margaret Landsborough
United Way Halton and Hamilton

\$100,000+

The Ontario Trillium Foundation
Warren Y. Soper Charitable Trust†

\$25,000+

Halton Region†
Oakville Community Foundation

\$10,000+

A.W.B. Charitable Foundation

\$5,000+

Arbor Memorial Foundation
June and Ian Cockwell
Burlington Foundation
The Jackson Family Fund†*
Dona Justice
Frank and Azniv Lochan Family Foundation*
Kyle Loveless
The May Court Club of Oakville
Shorey Family*
Town of Halton Hills
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Dave Whatmore

\$2,000+

Angela Brewer†
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John and Lynda Dunsford
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Tony and Anne Pizzacalla
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Michele Swanson
The Tyrrell Family
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Walton Memorial United Church
Outreach Committee
Renita Wood†

\$1,000+

Aldershot Greenhouses Ltd.
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The Lui Family Foundation*
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Vishan Sharma
Walker Wood Foundation

\$500+

Angela Bruce Chapter IODE
Patricia Blakeley
Russell and Barbara Brake
Jorge Brasil
Burlington Lions Club
Melissa Cameron
Susan and Rick Cameron

Augy and Anna Carnovale
George Goto
Halton Dance Party
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Joanne Hawkins
Joan Hunter
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Joseph and Maryellen Love
Gary and Karen Muldoon
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Gerry Wiley
Jim Woods
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Cathy Zuraw

Dine Out for Dementia 2019 Sponsors

Access Abilities
AlayaCare
AON Hewitt
Kopriva Taylor Community Funeral Home
National Wireless
Scotiabank
SmartMeds Pharmacy
South Oakville Hearing Clinic

† Gift is part of a larger pledge

* Fund held within the Oakville Community Foundation

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Charitable Registration Number: 11928 4602 RR0001

Accredited by:



Funded in part by:



ACCLAIM HEALTH PROVIDES NURSING AND PERSONAL SUPPORT SERVICES UNDER CONTRACT WITH THE MISSISSAUGA HALTON LOCAL HEALTH INTEGRATION NETWORK (MH LHIN) AND THE HAMILTON NAGARA HALDIMAND BRANT LOCAL HEALTH INTEGRATION NETWORK (HNB LHIN) IN ACCORDANCE WITH THEIR PROGRAMS AND SERVICE GUIDELINES. THE VIEWS EXPRESSED IN THIS PUBLICATION ARE THE VIEWS OF ACCLAIM HEALTH AND DO NOT NECESSARILY REFLECT THOSE OF THE MH LHIN, THE HNB LHIN OR THE GOVERNMENT OF ONTARIO.

