



Annual Report

2020 - 2021



#STRONG

#Strong *is caring for others*

Our staff members have dug deep over the last year to care for you, your family, and this community in extraordinary ways. A huge, heartfelt thank you to our incredible team of caring people.



#Strong

*is being the light
in others' lives*

Our volunteers' care and support have been a lifeline to many, helping fight the social isolation many of us have heavily experienced during the pandemic. We cannot thank you enough for your incredible contribution to our community.

20+ Years of Volunteer Service



Nelly Boyle
25 Years



Dave Page
20 Years



Margaret G.
20 Years



Nancy Williams
20 Years

15 Years

Jocelyne
Bruce Head

Brenda McElroy
Ann Sault

Tom Pettingill
Marilou Tisado

10 Years

Blaine Adams
Charolette Adams
Mary Jane Cameron
Kathy Desantis
Gail Ginter

Maureen Gravenish
Michelle Halliday
Shirley Kitchen
Maritza M.
M.M.

Niam Nasir
Jim Powley
Anne Read
Slava.
Jim Steeve

5 Years

Alice
Annette
Andrew Amatiello
Judy Bridgman
Kristy B.
Virginia Ceolin
Elizabeth Doucette
Lindsay
Fedchyshyn

Margaret F.
Madeline Hanson
Sandra Hare
Kristen K.
Janet Kawalez
John Kidson
J.L.
Elena Latcu
Susan Pajjan

Mary Clare M.
Anthony Massari
Christie M.
Joy Pyrce
Doug Richardson
Colleen Richmond
Mary Sibbing
Darlene Smith
Christine Walach

"Volunteering with Acclaim Health has given me a feeling of having done something worthwhile. I had a purpose in life to be a friendly visitor, and the friendships I have built have been very memorable. It has really contributed to my own well-being."

– Dave Page, Friendly Visiting Volunteer

#Strong *is moving quickly to help the most vulnerable*

Emergency Programs to the Rescue

The pressures of the pandemic created new and terrible challenges for many of the people we help. New supports were put in place quickly to blunt the impact of the pandemic and stabilize families.



Manal (left) is helping Maria with her at-home activity care package.

Respite Care for People Living with Dementia

Many families reached a breaking point when our Adult Day Programs were forced to close due to the pandemic. Caring for their loved one living with dementia 24/7, without rest, left people exhausted physically and mentally. With your help, emergency funding from the United Way of Halton and Hamilton and several donors, we were able to offer 7,800 hours of in person, in home care for over 70 families.

The Struggle for Food Security

Food insecurity snuck up on almost 150 Acclaim Health clients during the pandemic. The reasons were as varied as the families themselves: changes in financial situations, health challenges, lack of transportation or access to food, or simply not eating due to social isolation or mental health challenges. Through funding from and collaboration with a variety of community partners, we provided 217 grocery hampers and gift cards, plus 1,128 meals.



Black Mentorship Inc. generously donated gift cards for our clients.

"It's such a blessing...There have been times when it's gotten really rough. I owe a huge debt of gratitude."

-Jennifer Antunes, Caregiver to her Mom

COVID-19 Stats

- We cared for 292 patients who had confirmed or suspected COVID-19
- No patients contracted COVID-19 from an Acclaim Health interaction
- 9% increase in nursing visit volume
- 590,525 nursing and personal support visits were provided

#Strong *is seeking and supporting*

Impact on Mental Health

As lockdowns have limited access to our normal support systems, many people have wrestled with their mental health and well-being.



Kevin and Muriel found joy again through our bereavement supports.

Grieving In Isolation

The death of a loved one is difficult under any circumstances. During a pandemic, it's worse. Many people could not be with their loved one who was dying due to travel restrictions or limits on visitors. Families were then left to grieve on their own, without the usual supports of ceremonies, gatherings, family, and friends. It's no surprise that demand has skyrocketed for

bereavement support – and people's support needs are more complex. Our Bereavement Counsellors provided 2,921 support sessions last year (an increase of 26%), with volunteers providing an additional 2,899 support sessions.

Volunteers Save the Day

Volunteers have not been able to visit their clients in person since the start of the pandemic in order to keep everyone safe. This has been very hard on everyone involved – some of our volunteers and clients have been matched for over 10 years! Our wonderful volunteers were undaunted. They provided companionship and support to many of our isolated clients through 19,799 calls, zoom sessions, facetimes and porch-drops. Wow!



Jennifer A. has been providing porch drops throughout the pandemic.

“Acclaim Health has helped me more than anything ever in my life, it has given me the hope, strength and the courage to see my way through all this.”

-Muriel, Bereavement Client

Increased Loneliness Due to Pandemic

- 55% of isolated older adults in our Friendly Visiting program are more lonely
- 70% of people living with dementia in our Memory Visiting program are more lonely

#Strong

is new ways of connecting people to care

Virtual Care

The pandemic has accelerated a shift to the digital world. We used virtual tools to reach more people, make care more accessible and help families better manage their care.



The AlayaCare Family Portal provides detailed medical information to caregivers and family members.

Power to the Patients

Want to check which Acclaim Health staff member is scheduled to provide your care? Want to know what your Mom or Dad's vital signs were after the Acclaim Health nurse visited? Our new Family Portal allows clients and their families quick, easy online access to their care schedule, vital signs, medications and more. Plus, we added the Caribou app which allows Private Care clients to book care with their preferred Acclaim Health staff member in just a few clicks – it's easier than ordering a pizza!

Radio Hours, Trips to the Tropics, Meditation and More!

Thanks to your incredible support, we were able to offer a vibrant, engaging and ever-changing online experience for clients and their caregivers. Over 450 virtual music hours, coffee chats, exercise programs and recreational hours provided new experiences, maintained social connections, and brought people joy. Although we can't wait to be back in person, we expect virtual programming will continue as a valuable way to increase access for clients, families and those on our waiting lists.



Lynn Douglas, a caregiver, enjoying a virtual event with delivered lunch.

"It is truly an amazing thing you do. You have no idea your impact that truly helps us out in our daily life."

-Carolina, Caregiver

Virtually Connected

- 93% of families report that the virtual supports have helped them feel connected

#Strong *is the vision to get better, do better and care more*

Exponential Growth During a Global Pandemic...

...is not for the faint of heart. But when we have opportunities to better meet the needs of our community – we take them! On April 1, 2020 we merged with the S.E.N.A.C.A. Seniors Day Program, adding three Adult Day Program locations to our existing two. We expanded our Nursing Care Centre in Burlington – first by opening a temporary clinic in the downtown core to help take pressure off of the healthcare system, then by moving to a permanent, larger location to enable better physical distancing and to leave room for future growth. Lastly, we acquired CalaCare, a home care company, on December 1, 2021. Expanding these core programs means improved access to better integrated care for many of the families we help. Take that COVID-19!



Our awesome nurses outside the new Burlington Nursing Care Centre.

Wage Parity for Home Care Heroes

Acclaim Health strongly believes that Nurses and Personal Support Workers (PSWs) should be paid fairly – no matter which healthcare setting they work in. Working in home care means they often face greater challenges: they work on their own and provide care in all sorts of home situations. This is a key social justice issue for Acclaim Health as a high proportion of people in these roles identify as women and people of colour. We have been advocating strenuously on our own and through our provincial associations – the Ontario Community Support Association (OCSA) and Home Care Ontario (HCO) – for wage equality across the healthcare system for our amazing frontline heroes. Because it's the right thing to do – not only for our staff members but for the healthcare system as a whole.



Angela Brewer, CEO, meets with Stephen Crawford, MPP

The Need for Fair Wages

- Home care PSWs make 19-24%¹ less than their counterparts in hospitals and long term care homes
- Home care Registered Nurses make 3-9%² less
- Registered Practical Nurses make 7-19%³ less

¹ Long Term Care Staffing Study, Ministry of Long Term Care, Ontario, pg. 10. July 30, 2020.

² Long Term Care Staffing Study, Ministry of Long Term Care, Ontario, pg. 12. July 30, 2020.

³ Long Term Care Staffing Study, Ministry of Long Term Care, Ontario, pg. 12. July 30, 2020.

#Strong *is a community creating innovative dementia care*



Patty's Place

We're excited to announce that the new dementia care centre will be called Patty's Place in honour of local physician, Dr. Patty Plaxton. Patty is living with early onset dementia – a diagnosis that she refuses to let define her. Inspired by her resilience, her friends and family successfully raised \$1.5M which will help fund the remaining construction costs. It's an amazing way to celebrate Patty's ongoing commitment to caring for this community.
Go Patty!

The Homestretch

Patty's Place will be opening in a few short months! Construction is going full throttle in order to complete the centre on time. The two Adult Day Programs will move in during September and October, with the Overnight Respite Suites opening in early November. The push is also on to raise the remaining \$1.5M needed to fully fund Patty's Place.

Bonus: all donations made before September 30, 2021 will be matched 100%!



"From experience with Acclaim Health I know the new dementia care centre will be a haven for all of us - now and in the future - and will enrich not only the lives of our loved ones, but we the caregivers too. Thank you, thank you, and know that we couldn't do this without you."

-Gail Baleta, Caregiver

Patty's Place Stats

- Opening in fall 2021
- Centre will house two Adult Day Programs, eight overnight respite suites, caregiver café
- \$7.4M raised to date (including pledges), with \$1.5M left to go

#Strong is giving back

This list includes donors who gave \$500+ between April 1, 2020 to March 31, 2021.

A.W.B. Charitable Foundation	Louise Cooke	Jodi & Sean French	William Kim
Access Abilities	Adrian & Mary Coote Family Trust*	Molly Fuller	Anita Anand & John Knowlton
Paula & Andy Aicklen	Kristin & David Courtney	Marian Glover	Ilona Kopriva
AlayaCare	Lori Sims & Paul D'Auvergne	The Glover Family	Kopriva Taylor
Amica Georgetown Arbor Memorial Foundation	David Chernos & Lesley Bruce	Gore Mutual	Community Funeral Home
Ardis Archer	Andrew & Marie Day	Enabling Accessibility Fund, Government of Canada	Robin Lampman
Kevin Arjoon	James Deep	Lesley Grace	Erin Landry-Baker & Blair Baker
Sarah Arjoon	Tim & Jennifer Diamond	Sue & Paul Graham	Mary Larsen
Susanne & Charles Armitage	John Dieroff	Estate of Marguerite Grandison	Dan Lawrie†
Gail Baleta	Hélène & David Dougherty	Greenfield Cares Fund	Lawrie Insurance Group
Kim & Chris Bassett	The Drope Family	Margaret & Greg Grice	Sue Lawson
Christine Berry	Simon D'Souza	Ed & Lisa Guimaraes	Heather & Trevor Lee
Jetta Bickford	John & Lynda Dunsford	Halton Region	LeVan Family Foundation*
Joanna Blair	Susan Edwards	Julia & Brian Hanna	Karen Lindsay-Bennet
St. John & Carolyn Blakeley	Wendy & Don Ekstrom	Karen Harrington	Lions Club of Oakville
Angela Brewer	Cory & Chris Ellison	Ann Harvie	Kyle Loveless
Sandra & Jim Bridges	Christine & Paul Elliott	Patricia Hatch	Lui Family Foundation*
Ross & Lynda Bryant	Nancy & Brian Enns	Joanne Hawkins	Adina Lupea
Thomas Budd	James & Sandra Farley	Tim & Shuna Heeney	MacDonald Family Foundation*
Burlington Foundation	Michael & Nancy Finley	Cindy Heinz	Milt & Arlene MacLean
Burlington Lions Club	Pat Flaherty & Janet Richardson	Patti & Peter Hnatiw	Heidi & James MacLellan
Bill Burns	Bonnie & Jeff Flemington	John & Doreen Hobbs	Laurie MacNab
Frank Bury	Margaret Foley	David & Mariella Holmes	The Magee Family
Melissa Cameron	Dennise Forde	IODE Oakville Angela Bruce Chapter	Sandra Marchand
Wendy & John Carlan	Amber Foulkes	Jackson Family Fund*	Dean & Debbie Marks
Anna & Augy Carnovale	Francesco Salon	Joanna Jackson & Richard Dean	Bruce Martin
Jane Cartwright	Frackowiak Family Fund*	Michael Bowick & Joanne Peters	Yolaine & Pierre Matteau
John & Kimberley Catalano	The Lochan Family*	Margot Johnson	Mary Ann Mavrinac
Charlie Caty	John Francis & Susan Caskey	Lynn Johnston	Huguette McCallum
Carol & Tom Chudleigh		Dona Justice	Paul & Carolyn McDougall-Rippington
June and Ian Cockwell & Family		The Kaech Families	
Conros Corporation		Kristen Kannegiesser	
		Terence & Megan Kavanagh	

“Nearly five decades ago, Acclaim Health was there for me when I required nursing care. My wife Anna and I were so impressed with the care that we have been committed donors ever since. We continue to donate today because we want to make sure that extraordinary care is there for our community when they need it. When we give to Acclaim Health, we know our money will be used effectively and efficiently to help many others.”

-Augy and Anna Carnovale, Donors



Estate of Eric McIlwrick	Gord O'Reilly	Warren & Alexe Somers	Mario Velez
Brian McNamara & Lori Wallace	Gerry & Carolyn Park	Jane Soper Kennedy	Olena Veryha
Paul & Liz McNamara	Pauline & Don Smith Family Foundation*	South Oakville Hearing and Audiology Clinic Ltd.	Doug Walker
Kelly McWilliams	Peel Family	Peter & Mary Stanley	Jeff Walker
Dr. Sandra Mergler	Gord & Lynda Phippen	Tom Stanton	Walker Wood Foundation
Andrew Merrick	Elizabeth Pillon & Steven Rukavina	Don Stewart & Laura Babb	The Walmley Foundation
The Miller Family Foundation*	Pizza Pizza	Peter Stojanov	Warren Y. Soper Charitable Trust
Bill & Jane Milne	Tony & Anne Pizzacalla	Shirley Sturdevant	The WB Family Foundation†
Ruth Milne	Procor	Michele Swanson	Marilyn Weber
The Mitchell Family Foundation	Ann Pulkauninkas	Ruthann Symons	Jane Whitwell
MMMC Architects	Andy Rickaby	Judy Thompson	Marilynne Whyte
Moez & Marissa Kassam Foundation	Carolyn Ross	Alexander & Karla Tolstoy	Laura M. Williams
Heather Morden	Rotary Club of Oakville	Tom & Janet Alton Family Fund*	Eve & Peter Willis
Wanda Morey-Williams	Trafalgar	Town of Halton Hills	Helen Wing
Mrs. B's GiftHouse	Rotary Club of Oakville West	Aidan & Lisa Tracey	Ruth Anne Winter
Chuck Murray	Sophie Saeys	UBI Technologies Inc.	Bo & Arlene Wisser Endowment Fund*
Chad Murray	Len Sancı & Family	Unifor Local 876	Elizabeth Withnell
Jim & Janis Murray	Michael Schatz	United Way of Greater Toronto	Renita Wood
National Wireless	Adrian Schauer, CEO of AlayaCare	United Way of Halton and Hamilton	Jim Woods
Oakville Community Foundation	Scotiabank	Elizabeth Vagg	The Youssef-Warren Foundation
Joanne & Al Oatridge	Vishan Sharma		
Ontario Community Support Association	Maureen & Brian Sheedy		
Ontario Trillium Foundation	The Shorey Family Fund		
Caribou	Steven & Viviana Smith		
	Jack Smye		

*Funds held within the Oakville Community Foundation

#Strong is a vision of extraordinary community care



Lynn Johnston
Chair



Cindy Lee Heinz
Vice Chair



Chad Murray
Secretary



Chuck Havill
Treasurer



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Laurie MacNab
Board Member



Stuart Du Kamp
Board Member



Joanna Matthews
Board Member



Maureen McCallister
Board Member



Mario Velez
Board Member



Lawrence Benjamin
Board Member



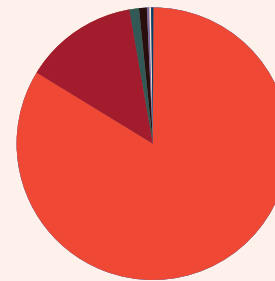
Angela Brewer
CEO (ex officio)

"Thank you to all Acclaim Health staff for the effort each and every one of you has put forward during the past year. You continued, through very difficult times, to find innovative ways to overcome barriers that arose and made it possible for us to continue to reach our goal of providing extraordinary care to our community. I would also like to thank all of our clients for their understanding and cooperation during this unusual time and also for the gratitude you have shown us for the care we give. It is what kept us going through a difficult year."

-Lynn Johnston, Chair of the Board

Financial Highlights

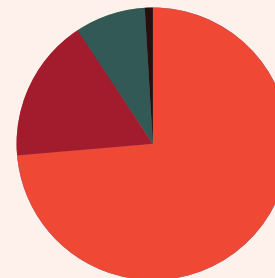
Total Revenues: \$33,677,232.51



Home Care Contracts	- \$25,347,269.39
Community Programs - Government Funding	- \$7,213,214.91
Community Programs - Other Income	- \$57,167.34
Grants	- \$557,799.00
Donations	- \$307,227.77*
Other	- \$80,926.29
Investments	- \$113,627.81

*Does not include \$5,812,547.73 in deferred capital contributions for Patty's Place.

Total Expenditures: \$33,404,056.10



Home Care Contracts	- \$24,999,141.77
Community Programs	- \$5,867,319.76
Management and Administration	- \$2,253,784.29
Fundraising	- \$283,810.28

Want to know more?

Full audited financial statements and a link to our charity tax returns (T3010s) are available at www.acclaimhealth.ca/about-us



Accredited by:



Funded in part by:



United Way
Halton & Hamilton



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www.acclaimhealth.ca

Acclaim Health provides nursing and personal support services under contract with Home and Community Care Support Services Mississauga Halton (MH) and Home and Community Care Support Services Hamilton Niagara Haldimand Brant (HNHB) in accordance with their programs and service guidelines. The views expressed are those of Acclaim Health and do not necessarily reflect those of MH, HNHB, Ontario Health or the Government of Ontario.

Charitable Registration Number: 11928 4602 RR0001