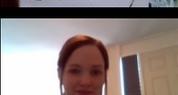
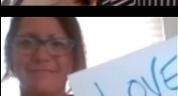
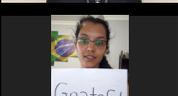





**Acclaim Health**  
**Annual Report**  
 2019-2020  
**#Grateful**



Acclaim Health Annual Report 2019-2020 #Grateful



# Thank You Home Care Heroes

**#GRATEFUL**



Sherry, Acclaim Health PSW, in front of her trailer.

## Meet Sherry

When a retirement home had over 80 patients with COVID-19, she decided to take on the palliative COVID-19 patients herself. She cared for them as if they were her own family members. She cared for them even though it meant living in a camping trailer in her driveway for weeks to protect her husband and kids. She cared for them so that her colleagues weren't exposed to additional risk. She cared for them as they died.

Sherry is just one of our many staff members who went above and beyond to care for patients with COVID-19, and to care for all of our other patients during a time of uncertainty and fear.

**We salute our frontline PSWs, Nurses and Companions for their courage, their compassion, and their extraordinary care during the COVID-19 pandemic. You make your community proud.**

# Thank You Home Care Heroes

**#GRATEFUL**



Yda May, Acclaim Health nurse, in front of her car (also serves as her office!).

## Meet Yda May

For Nurse Yda May, March felt overwhelming. "There was so much fear and uncertainty, and you couldn't escape it. It was at work, on the news, it was everywhere. We were getting new directions and protocols daily." Yda May, who cares for many palliative patients, ended up having to self-isolate for two weeks when she began to exhibit symptoms of COVID-19. Although she eventually tested negative, those two weeks were hard for her. "I care about my patients. Even while I was isolated, I still kept in contact with them

over the phone. Many of them were dying, and I had built relationships with them. I didn't want them to think I had abandoned them in their final days. I could hardly wait to get back to work and contribute again."

**We salute our frontline Nurses, PSWs and Companions for their courage, their compassion, and their extraordinary care during the COVID-19 pandemic. You make your community proud.**

Thank You  
for giving us  
the tools to  
fight back

**#GRATEFUL**



Julia Hanna, Owner of Ritorno Italian Restaurant, donating PPE for our staff.

## The scramble for PPE

Restaurants, tattoo parlours, dentist offices, hair salons, neighbours, community contacts, fire departments, friends, and your donations. It has taken an unbelievable collective effort to source the personal protective equipment (PPE) we needed to continue care. In March and April we

spent over \$85,000 on PPE, compared to \$15,000 during a normal two month period. As our need for PPE continues to grow and prices increase, your donations kept our patients and staff members safe.

Thank You  
for making  
sure no one  
feels alone

#GRATEFUL



Noah, Acclaim Health Volunteer, delivering meals to clients in the community.

## Love is... our volunteers

Love is making daily phone calls to a 92 year old woman living alone to make sure she's okay and has the chance to talk to a real person. Love is sending books to your client who loves to read when they can no longer have books delivered from the library. Love is ramping up support in the most challenging of circumstances. **Thank you to our dedicated, amazing 650+ volunteers who have worked harder than ever to support their clients during the pandemic.**

**Meals, Groceries and Joy**  
The effects of isolation go beyond loneliness. As this pandemic continues with no end in sight, more of the people we help are losing interest in eating, their favourite hobbies, and are disengaging. You gave the most isolated older adults in our community help with groceries, activity packages and extra special meals to spark joy and let them know they've not been forgotten.

Thank You  
for believing in  
extraordinary  
dementia care

#GRATEFUL



Adult Day Program club member enjoying at-home programming.

## Adult Day Programs... Everywhere!

**What's better than two Adult Day Programs? Five Adult Day Programs!** S.E.N.A.C.A. Seniors Day Programs are now officially part of the Acclaim Health family. This amalgamation is a wonderful opportunity to share best practices and improve client care across all locations. The creativity of our combined team in supporting families through the pandemic has been incredible – from porch drop activity kits to virtual exercise classes, games and individual support. Your support gave all club members opportunities to stay connected and engaged.

**The Centre That Love Built Opening 2021**  
Wow! You really knocked our socks off! So far you have donated almost \$4.3M to support people living with dementia – the new centre is truly the building that love built. We're now on the home stretch: your new dementia care centre will open in 2021 (slightly delayed due to the pandemic) and another \$1.3M in donations will get us there. We can't wait to celebrate this incredible community effort with you in 2021!

# Thank You donors for fueling care & kindness

## #GRATEFUL

♥ Warren Y. Soper Charitable Trust†  
♥ June and Ian Cockwell†  
♥ United Way Halton and Hamilton  
♥ May Court Club of Oakville†  
♥ The Walmley Foundation  
Access Abilities  
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Renita Wood†  
Stacey Young and Shari Dame

This list includes donors who gave more than \$500 between April 1, 2019 to March 31, 2020.

♥ Thank you to our top 5 donors

\*Funds held within the Oakville Community Foundation

†Part of a larger pledge.



Connected Care Halton OHT Announcement at the Acclaim Health Adult Day Program.  
Photo taken on December 6, 2019.

## Shaping the Future of Health Care

Ontario Health Teams (OHTs) will replace the Local Health Integration Networks to deliver regional healthcare in Ontario. Only 24 OHTs were approved to proceed and Acclaim Health is involved in three of them:

- Lead partner of the Connected Care Halton OHT
- Collaborating partner in the Burlington OHT
- Member of the Mississauga OHT

Working with our partners and families over the next several years, the OHTs will lead the way towards a more integrated health care system.

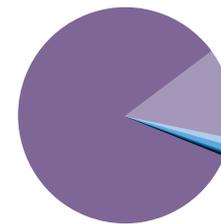
## More Extraordinary Care



**25,620 lives were touched by our care** and support last year – a **39% increase** and the most ever in Acclaim Health's 90 year history. It's extraordinary what we accomplished together!

- ↑ **+64%** Nursing
- ↑ **+79%** Personal Support
- ↑ **+6%** Social Support
- ↑ **+28%** Fall Prevention
- ↑ **+26%** Adult Day Program
- ↑ **+43%** Caregiver Support
- ↑ **+19%** Hospice and Bereavement
- ↑ **+3%** Palliative Care Consultation
- ↑ **+20%** Palliative Care Education

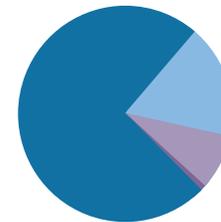
## Financial Highlights



### Total Revenues: \$30,183,358

- LHIN Contracts & Fees for Service (\$25,294,834)
- Community Programs - Gov't Funding (\$4,053,932)
- Community Programs - Other Income (\$322,064)
- Community Programs - Grants (\$287,667)
- Donations (\$78,473)\*
- Other (\$57,517)
- Investments (\$88,871)

*\*Does not include funds raised for the Building Better Days Capital Campaign.*



### Total Expenditures: \$29,665,317

- CCAC Contracts and Fees for Service (\$21,856,037)
- Community Programs (\$5,072,352)
- Management and Administration (\$2,480,156)
- Fundraising (\$256,773)

### 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/](http://www.acclaimhealth.ca/about-us/)



# Thank You

## for inspiring us to keep going!



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Toll Free: 1-800-387-7127  
Fax: 905-827-3390

[www.acclaimhealth.ca](http://www.acclaimhealth.ca)

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Acclaim Health provides nursing and personal support services under contract with the Mississauga Halton Local Health Integration Network (MH LHIN / Central Region) and the Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN / West Region) in accordance with their programs and service guidelines. The views expressed are those of Acclaim Health and do not necessarily reflect those of the MH LHIN (Central Region), the HNHB LHIN (West Region) or the Government of Ontario.

Charitable Registration Number: 11928 4602 RR0001