



We put the  
*heart*   
in extraordinary *care*





Clients live in  
our *hearts*, long  
after their care  
is completed.

## This is our love letter to Gloria, a Friendly Visiting client.

Nicole left a brightly  
coloured stone in  
Bronte by the lake  
so that a memento  
of Gloria would  
always be where  
she was happiest.



Dear Gloria,

When I met you, you were living in a cluttered apartment with your cat. You had very little money, no friends that called and were struggling to care for yourself. Mostly you were lonely. You had intense pain in your lower tailbone area but it was unclear why. You didn't want to go back to the hospital because you felt that if you did, you may never leave. I certainly wasn't going to leave you like that. Your doctor was away for a week, so I went out and bought you a comfort cushion to sit on, and called the community paramedics. Turns out, you had an infected bed sore. Antibiotics were prescribed, a wound care nurse was organized. I helped to fix it in the best way that I could.

I visited a few days later to find out that you were still in pain, and having severe incontinence issues, which were adding to your discomfort. I brought you a case of water to make sure you were hydrated, called the doctor, and the wound care nurse returned. But the bigger issue still wasn't fixed.

You called the next day in tears. You had reached into your box of Depends, to find it empty. I went over and brought a box with me, to find you sitting with a hand towel between your legs. You had wet the bed, and the floor. We chatted, it seemed your bladder had been causing issues for quite some time, perhaps all the dampness caused the bed sore? I called the doctor and made an appointment.

The little fixes were helping, but I knew you needed a bigger win. You have always loved the Bronte area and said you'd love to move to the OSCR building to make a friend. Ok, on it. I got all of the information and submitted the application into the hands of the right person. Two weeks later we went on the tour with your lovely Acclaim Health volunteer. You loved it. You chose the room you wanted, and for the first time in a while felt positive. You smiled, giggled, and made jokes. Dreams come in all sizes!

Then an email came through from your volunteer (volunteer eyes are priceless!). He had tried to get hold of you over the weekend, but couldn't, so he went over to your apartment. He was informed that you had sustained a fall, and had been taken to the hospital. I went the next day to find you in the ER, lucid, but in pain. You told me they had found a large mass on your bladder. I visited you once or twice a week. I brought your rent cheques to your landlord twice. Your cat needed to be cared for, so I called to have her re-homed. The cost was almost \$200! Two of your credit cards were declined. So I paid the fee from our Client Assistance Fund. I brought you a Christmas gift from one of our lovely community sponsors. Inside it was a blanket, I put it over you, and you said "This is my 'somebody cares about me blanket.'" And you smiled with your beautiful toothless smile.

Your volunteer had also been visiting, and we were told you were being transferred to palliative care. I had planned on going in to see you, but 3 hours later you passed away. I still don't really know what happened. You were witty, and funny and still had a lot to offer this world.

So did I fix everything for you? Nope. I plugged the holes of your life where I could, but leaks kept springing up. Still, I hope you felt the care and compassion of all those small fixes and all of those visits. I hope you know you mattered.

- Nicole, Friendly Visiting Care Manager



## Our Staff Team are the Heart of Extraordinary Care

When times are tough, our staff members step up and continue to provide extraordinary care to those in our community. Thank you to our incredible team for always putting your heart into everything you do.

## Taking Care of Our Staff Team with Schwartz Rounds

Working in healthcare can be emotionally taxing, especially during a pandemic. So this year we introduced Schwartz Rounds which provides a place for staff to reflect, connect and debrief with colleagues who understand their experiences. Each session has a different theme, for example "the client I will never forget."

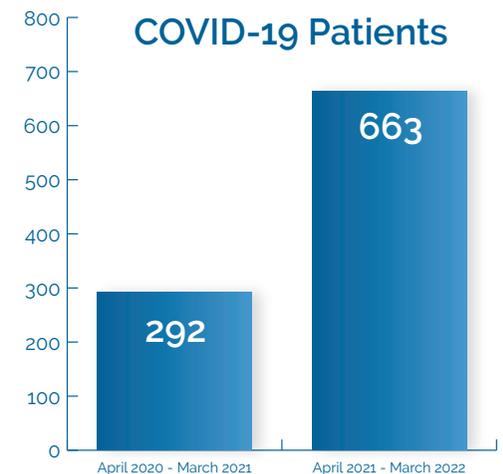
“Schwartz Rounds was truly an experience that touched me. This exchange was really special and validating of all the work we do. It provided us a moment of self-care and appreciation in our day for which I am truly grateful.”

- Mary Lou Ip, Nurse

## Year Two of the COVID-19 Pandemic Hit Hard

- More than double the number of Acclaim Health patients with COVID-19.
- Our staff team struggling to keep up with demand for care.
- The cumulative exhaustion of two years of crisis.

This is why healthcare and community support workers look tired!



It takes *heart* to provide extraordinary care.



**The whole community put its heart into this one!**

## Patty's Place is open!

It took a massive, multi-year community effort, but your brand new dementia care centre is here and making life better for people living with dementia. Hooray!

**“** *The encouragement, love and care offered at Patty's Place enables us to live life with dementia one day at a time.*

*- Stella D'Souza, Caregiver*

Home to all sorts of awesome programs, including: JIM's Suites (overnight respite), the Walmley and Soper Clubs (adult day programs), our immersion room, and caregiver support services, Patty's Place has more than delivered on our vision of extraordinary dementia care.

Thank you to all of our donors, supporters, our intrepid Capital Campaign Task Force volunteers, and our amazing team of dementia care specialists for creating this beautiful community asset. It's only going to get better from here!

## JIM's Suites Gets Rave Reviews

Since we opened in November, over 230 nights of care have already been provided at JIM's Suites! As we increase capacity over the next few months, many more guests will have the opportunity to experience the hospitality at JIM's Suites, our new overnight respite service.

Guests love the hotel-like atmosphere and specialized care. Families love the break that JIM's Suites provides. Everyone loves that this service now exists in our community!

**“** *It was a really great experience for my father-in-law and it makes us calm knowing that he is in safe hands here at JIMs Suites.*

*- Linda, Caregiver*



Creating  
innovative  
care with *heart.*

## If Music Be the Food of Love, Play On!

Music is a magical way to experience joy, reduce stress and connect with each other, and has always been a huge part of our care. Now Acclaim Health has our first ever full time music therapist to pump up the volume! Thank you to all of the donors who made our music therapy program possible. You rock! You roll! You are awesome!

## Mississauga Club Gets a New Home

It was our year to move adult day programs! Our Mississauga Club moved into its beautiful new space in May 2021. The new location provides club members with more room for fun activities, more natural light, plus new furniture and equipment. It's also given the Mississauga Club its own dedicated space, instead of sharing a communal space, which is safer for club members and makes them feel like they truly belong.

## Leading the Way with Virtual Nursing Care

In partnership with the Connected Care Halton Ontario Health Team (CCH OHT), Acclaim Health piloted virtual nursing visits for selected home care patients in addition to their regular in-person visits.

Patients received training to facilitate their virtual care, and tablets were provided to those that needed them. Early results have been positive- patients appreciated the convenience of virtual visits; nurses were able to work more efficiently while retaining the ability to schedule in-person visits when they are most needed.

“ Virtual nursing visits empower patients and families as partners in their care and allows for increased independence. I envision a future where virtual care is a fully integrated, trusted part of our healthcare system, increasing accessibility and with that, equity.

- Jon Marco, Nurse



Time is precious, and our outstanding volunteers give so generously of theirs. Their compassion, friendship, and heart provided **over 11,640 hours** of support to people in our community!

These extraordinary volunteers each reached milestones this year.

**25**  
Years

Joan Hewitt, *Friendly Visiting*  
Mags Shorey, *Hospice and Community Engagement*

**20**  
Years

Lorraine Bird, *Tele-Touch*  
Elizabeth Campbell, *Tele-Touch*  
Beverly Jane McBain, *Friendly Visiting*

**15**  
Years

Barb Ellis, *Tele-Touch*  
Diane Mihalek, *Tele-Touch*  
Anne Walden, *Friendly Visiting*

**10**  
Years

Josephine Arguez, *Hospice*  
Pearl Gabriel, *Tele-Touch*  
Ana Maria Hernandez, *Hospice*  
Jane Stephen, *Hospice*  
Martha Wanyoike, *Tele-Touch*

**5**  
Years

Mary Atto, *Tele-Touch*  
Ian Clarke, *Friendly Visiting*  
Alice DeKleer, *Hospice*  
Marian Glover, *Community Engagement*  
Sandra Marchand, *Community Engagement*

“Volunteering with Acclaim Health is like lighting a candle. You strike the match to bring light into someone else's life. It brightens their life and it brightens yours.”

- Mags Shorey,  
25 year volunteer

Sreevidya Narayanan Mooss, *Friendly Visiting*  
Brenda Nightingale, *Home Support Exercise Program*  
Barb Petter, *Hospice*  
Samir Rangooni, *Friendly Visiting*  
Cindy Zhou, *Tele-Touch*

**Giving from the heart.**



**These are the wonderful people that make extraordinary care possible.**

**Your commitment and vision mean that we can quickly adapt to community needs, help families when they need it and drive innovative care. We are grateful!**

This list includes donors who gave between April 1, 2021 and March 31, 2022.

*We have made every effort to make sure this list is accurate. If we missed you, we are so sorry and we will make it up to you with cookies!*

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with *heart.*



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Giving  
with heart.



“ I am a donor because Acclaim Health was there for us. The various programs and connection with caring staff enabled me to be an informed and effective caregiver for my husband.

- Laura Williams,  
Donor

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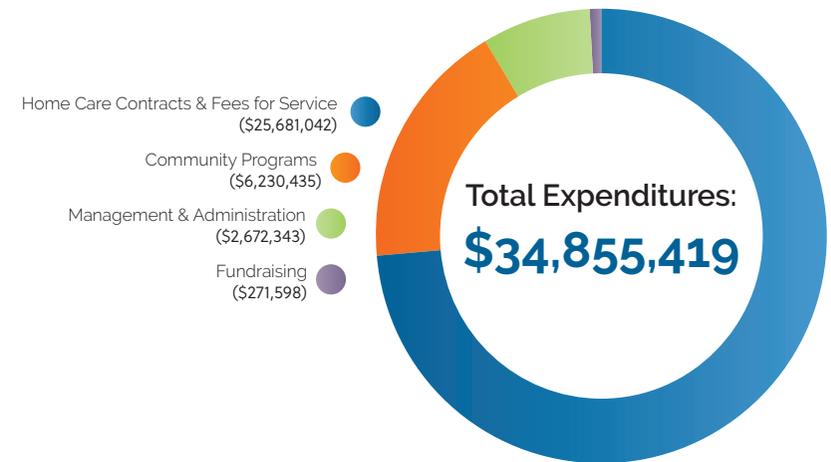
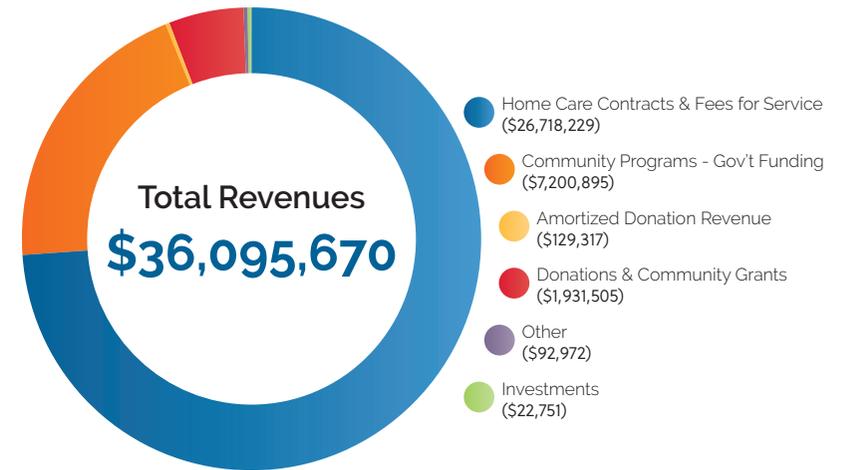
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*\*Funds held within the Oakville Community Foundation*

A healthy heart is a strong heart.



## Financial Highlights



## 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/)



### Imagine Canada Standards Re-Accreditation

Acclaim Health successfully achieved re-accreditation with Imagine Canada, demonstrating excellence in transparency, good governance, and accountability.



### WSIB Health and Safety Excellence Program

The safety and wellbeing of our amazing staff team has never been more important. Acclaim Health strengthened its commitment to employee safety by participating in WSIB's (Workplace Safety and Insurance Board) rigorous multi-year Health and Safety Excellence program – taking employee safety to the next level!



### Championing the Hard Work of Equity, Diversity and Inclusion (EDI)

Acclaim Health is working towards a future where everyone feels safe, feels heard, and is able to live their daily lives without having to think about negative consequences due to the colour of their skin, their gender, their sexual orientation, their abilities or heritage. A third party EDI audit was completed and the resulting recommendations will be implemented beginning this year.



*A healthy heart is a strong heart.*

## Our Team



Lynn Johnston  
Chair

*“ It's been a transformational year for Acclaim Health. We have risen to the challenge of providing exceptional care during a pandemic. We have seen our dreams realized in Patty's Place. I am incredibly grateful for our community's support – it's only together that we have been able to do so much for so many.*

*- Lynn Johnston, Board Chair*



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