



2022-2023



Annual Report
Magical ✨
moments
of extraordinary *care*

Magical moments of extraordinary care

This year we're celebrating the magical moments that happen at Acclaim Health day in, day out.

A word of kindness. A shared laugh. Finding a path forward when you thought you were at a dead end, alone.

They are not the big, flashy leaps ahead.

These are the meaningful moments created by human connections between our incredible clients, staff members, volunteers, supporters and partners.

They are the moments that make extraordinary care come to life.

"I know it's been a good day at the Walmley Club when we've had a spontaneous dance party happen. The joy and laughter are contagious, you can't help but feel happy."

~ Sheryl Nieminen, Walmley Club Coordinator



"I get a lot of itchy, dry skin. Someone suggested I try cotton socks, but I didn't have any. Then lo and behold I got beautiful new pair of black socks from Acclaim Health. I wear them all the time. Such kindness cannot be denied."

~ Don Smith



"Picked mom up yesterday and I was so grateful to see how well she was. Your staff is beyond amazing. Thank you again for being there which has allowed me to have some 'me time' with my husband. Just wanted you to know that without you and your staff this would never had been possible."

~ Bella Ferreira



"Michelle is amazing, she's the best PSW I've ever had. She's very knowledgeable. She comes at 6:00am, because I'm an early riser. I'm 93 now and I live on my own. I'm not as steady on my feet as I was - I'm afraid I might slip. So she helps with my shower, and helps me get dressed. Sometimes she picks out my outfit and when she does everyone says, 'Gee, you look good today!'"

~ Joan Moffatt



"I was most impressed and touched by the care you provided me as a result of a hip replacement which was difficult to heal. Every nurse and employee I dealt with was compassionate, supportive and friendly. The nurses who came to my house in the early days of recuperation were very encouraging and supportive. Once I became more mobile, I was transferred to the Burlington clinic for bandage replacement and those nurses really encouraged me with support and kindness. I was also touched by those who responded to the phone: they were always pleasant, resourceful and innovative. Thanks so much. This was health care at its best. I have now been pronounced healed and you each contributed to this success!"

~ Françoise Morissette



"Thank you so much for your awesome advice. I saw my mom today and she was not doing well. I used the strategies you recommended and the "therapeutic fibs". We had a great visit and she was in a great mood by the time I left. My love of Acclaim Health continues to grow with each new contact I have :). I am so grateful to have Acclaim Health as a resource in my community!"

~ Margaret Grice



Stuff

we're proud of

Last year we supported **28,490** incredible people and their families.

COMMUNITY WELLNESS HUBS A NEW MODEL FOR CARE

Acclaim Health is a significant partner in two Community Wellness Hubs created to proactively address the needs of older adults. Providing convenient, integrated access to the services of almost 20 collaborating organizations, older adults can more easily get the support they need to stay independent and live well. Yeah!



FOOT CARE

Foot care, part of our social enterprise, has fast become one of our most in-demand services with over 200 people now able to treat their feet. Care is available in your home, at our clubs, in the Community Wellness Hubs and in retirement homes.

"The adult day programs for Alzheimer disease were a huge help to my family when my dad was in the early to mid-stages of the disease. He was happy to go and the team were so warm and amazing with all of the clients. It gave my mom a much needed break and my dad a place where he had fun!"

~ Heather Lee

ADVENTURES IN THE IMMERSION ROOM

Our amazing immersion room got up and running (finally!) and has become a cool way to engage club members at Patty's Place.



ADVOCACY FOR FAIR WAGES

Acclaim Health advocated heavily to make the PSW wage enhancement that was introduced during the pandemic permanent – and it was. However, there is still work to do – nurses and PSWs working in home care make less than their counterparts in hospitals and long term care. Home care is becoming an increasingly important part of the healthcare system, so we'll continue to champion the cause!

"Our work is important because no one is an island. No one should stand alone. We need each other. I love it when I assist my clients and they smile and say 'you're so kind' – it melts my heart. I know I'm doing something helpful for them and I have the satisfaction of a job well done. This kind of work is vitally important to our clients' wellbeing and dignity."

~ Norbet Smith, PSW

the Challenges

that kept life interesting

HEALTHCARE STAFFING CRISIS

Acclaim Health was not immune to the healthcare staffing crisis that is plaguing healthcare systems across the country. At times, we were only able to accept half of the patient referrals coming our way. After tackling this issue with our customary creativity and perseverance, we're now back to more normal levels of patient care.

THE COVID-19 PANDEMIC OVERSTAYS ITS WELCOME

The pandemic (yuck!) continued to cling to life, despite our best efforts to send it packing. We fought hard to return programs to normalcy...and we're almost there. However, the impact of the pandemic will be felt for years to come in our lengthy program wait lists and need for volunteers and staff members.



"I am just so proud of our staff team for stepping up - yet again. I know they had to dig really deep to do that. It's a huge testament to our staff team that they continued to provide amazing care, with joy in their hearts, despite the exhaustion and added challenges generated by three years of a pandemic. It's the kind of caring people that they are."

~ Angela Brewer, CEO

FINANCIAL HARDSHIP IN OUR COMMUNITY

More people in our community are feeling a financial pinch: demand for our Client Assistance Fund has tripled since last year. Fortunately, because of generous community support we were able to provide everything from emergency groceries, to shoes and adult day program subsidies to families - mitigating potentially negative health impacts.



"I see a lot of people at end of life, living with pain. In these situations, every moment becomes special, every person is special. Any day with no pain for a patient, no suffering, is a good day for me. My job is to build trust, take their pain away, absorb their concerns, and give them the information they need slowly, simply, so they understand what they need to do and what to expect. Acclaim Health's palliative care is the best, and still every day I learn from my patients. When you see how the family reacts at the end of the visit, they are so thankful. When I go to bed at night, I know I've done something good. It gives me peace inside, I have harmony. That's community nursing."

~ Bader El Dika, Evening Nurse

"I love singing with the residents at Tansley Woods so much. One of them hugged me the other day and told me that I'm such an angel. That really made my day."

~ Erlen Parana, PSW



"One of my clients had an old winter coat that she purchased at a thrift store. It was a men's coat because she couldn't find a women's coat in her size. Since it was designed for a man the coat and the sleeves were too long. The Client Assistance Fund enabled me to purchase a brand new winter coat in her proper size. She was very grateful when I dropped off the coat and I felt good knowing that my client was dressed appropriately for inclement weather (especially when taking public transit). And the bonus? She looked great in it too!"

~ Denise Severin-Prior, Care Manager

Our volunteers create
Magical moments
 everywhere they go!

Thank you for generously giving **14,300** hours of your time last year.

These magical volunteers reached milestones this year.

"The first thing that grabbed me about Acclaim Health is their free educational courses they provide for volunteers. Who else does this - without charging their attendees? Knowledge builds confidence. I was encouraged to take their upcoming course on Aphasia. The education I received provided me with the confidence and the understanding I needed to connect with my client properly. The education reduced uncertainties and fears I would have otherwise had."

~ Mary Clare Moore, Volunteer



25 YEARS

Rose Dafoe
 Marilyn Heintz
 Margaret Hogervorst
 Joyce Lobo

20 YEARS

Margaret Broxholme
 Truda Koopman

15 YEARS

Elizabeth Flood
 Mary Churchill
 Blythe Ward

10 YEARS

Freda Bailey
 George Bilicki
 Audrey Bradley
 Violeta Burany
 Flavia Ceschin
 John Cottle
 Antonio Fonseca
 Farzana Hotay
 Madhuri Ramakrishnan
 Donald Smith

5 YEARS

Pamela Buklis
 Evenson
 Gayle Fisher
 Natalia Ghiglioni
 Joanne Goodwin
 Mary Jaggard
 Joanne Konvalinka
 Robin Lampman
 Mike Miller
 Smita More
 Victor Reano
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 Manal Shishani
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 Cindy Sunstrum
 Louise Thayer



"I first heard of Acclaim Health when I suddenly lost my husband to a heart attack in 2012. He was 64 and had recently retired. I found Acclaim Health's Spousal Loss Support Group and it was very helpful. About two years later, I became a volunteer for Acclaim Health and co-led several spousal bereavement support groups as a peer support leader. I saw many bereaved people benefit from this program.

When COVID-19 hit and we couldn't meet in person anymore, I became a Tele-Touch volunteer. I thought this was a great way to stay involved as a volunteer and to help someone from my own home. Well, I was matched with a most wonderful older woman who lived alone. We laugh a lot and learn things from each other.

As a volunteer, I have always felt very supported and appreciated by the staff at Acclaim Health. They are so friendly and positive! I have never heard a critical comment about Acclaim Health in the community. In this day of diminishing resources that is saying something!"

~ Colleen Clairmont, Volunteer

"A while ago, I had a client who anxiously called me one afternoon to ask if I could take her to an appointment because nobody else could. We both knew this would be hard since I was leaving to travel overseas that day. But I drove her to her appointment, and she could not stop thanking me. She was happy as a lark - and so was I seeing the joy on her face!"

~ Joyce Lobo, Volunteer of 25 Years



Thank you to all of the donors
making
Magic in our
community

Because You Care Campaign Smashes It!

Our Because You Care campaign surpassed its \$1M goal thanks to many wonderful donors, like you. These rock stars have unlocked the capacity for Acclaim Health to nimbly and creatively respond to community needs as we exit the pandemic and build for the future. Rock on!

This list includes donors who gave between April 1, 2022 and March 31, 2023. 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 a visit from the pom pom squad!



"I saw an advertisement for spouses of people living with dementia and that is how I learned about Acclaim Health. The group shared challenges and we gained insight into what dementia is and how it progressed and how it affected others differently. Acclaim Health also helped me when Jim had wounds on his legs. Jim and I were together for 57 years and I was his caregiver for 5 years. Acclaim Health has always been there for me. That's why now I donate and volunteer."

~ Verdun Bourdon, Donor

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"As a former employee and then a client, I was always proud to be part of Acclaim Health. My husband developed vascular dementia and attended the adult day program. The days were perfect for him with attention and understanding. Then COVID-19 came. But the program was able to continue from our home. It was unbelievable! We were visited by zoom. There was music, singing, quizzes, and activity booklets brought to our home as different seasons arrived! We also had themed lunches delivered several times with accessories (plastic wine glasses with Perrier!) All through his illness I was supported with calls and spousal activities. It helped me with my grief journey immensely. Thank you, thank you to all the staff for such CARE and COMPASSION."

~ Lynn Douglas



"I am a volunteer in the Friendly Visiting program with Acclaim Health. My religious book (the Quran) asks me to hasten towards charitable deeds, and because I know how impactful

Acclaim Health is in our community I felt a donation was one of the most useful ways to give back to my community."

~ Samir Rangooni, Donor



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"We continue to be inspired to contribute to the great work Acclaim Health does by my wonderful late Father and sweet Mom who had Alzheimer disease for almost 20 years before she graduated to heaven a short while ago. Truly it blesses our hearts to be able to support the wonderful life enhancements Acclaim Health provides for many people and their families in our own small way. I honestly cannot say this enough: thank you Acclaim Health so very much for the great work you do. You are difference makers and a tremendous blessing to many."

~ Kristin Courtney



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*Funds held within the Oakville Community Foundation

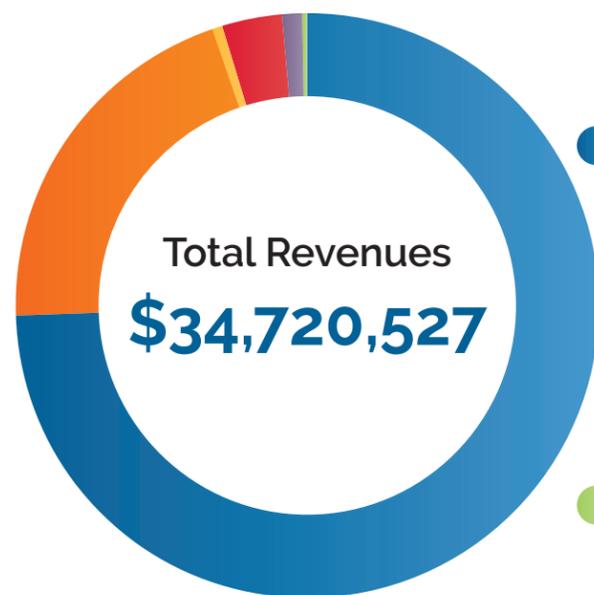


"All of the Acclaim Health Staff, Volunteers and Donors work together hand in hand to provide such special opportunities for the clients to be cared for and involved, as well as for the caregivers to be informed and given time to take care of themselves. So glad overnight respite is now available in Halton!"

~ Marian Glover, Donor

The money behind the *Magic* ✨

Financial Highlights



- Home Care Contracts & Fees for Service (\$25,912,359)
- Community Programs - Gov't Funding (\$6,984,672)
- Amortized Donation Revenue (\$272,000)
- Donations & Community Grants (\$1,109,336)
- Other (\$349,565)
- Investments (\$92,595)

- Home Care Programs (\$22,650,140)
- Community Programs (\$7,630,287)
- Management & Administration (\$2,732,030)
- Fundraising (\$320,591)



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/

ONTARIO HEALTH TEAMS (OHTS)

Acclaim Health is proud to be a partner in the Connected Care Halton OHT, the Burlington OHT and the Mississauga OHT. The OHTs are transforming our healthcare system to provide better, more integrated care for patients and we're using our voice to advocate for the health and wellbeing of our community.

"One of the things that stood out to me the most this year was the musical therapy class we watched during a tour of Patty's Place. The sheer joy experienced by our clients listening to old familiar songs. Each client was able to enjoy the music in their own way. Some played instruments, some danced and others quietly took in their surroundings and were quite content. The staff also participated and seemed to enjoy the class just as much as our clients. How blessed we are to have this world class facility and its programs right in our own backyard."

- Cindy Heinz, Chair

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"I adore the people and their gratitude for helping them stay in their homes. I love their history and their stories. We have a lot to learn from our elders. They've taught me so much"

~ Lynda Rojas, PSW

Thank you for making the
Magic ✨
 happen



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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