



Annual Report

2023-2024

Extraordinary care for **everyone.**



We are you. You are Acclaim Health. This is us.

Let's celebrate some of the spectacular people and events that make extraordinary community care come to life.



**Al and JoAnne Oatridge,
30 Years of Supporting
Extraordinary Care**

"We came to know about the quality and dedication of Acclaim Health through friends and the stories of "friends of friends" who shared how well they were treated (body and soul). Little did I know just how valuable those services would be when dementia struck our personal world."

The busy bees at Acclaim Health pull a plane to raise money for the United Way!



Relaxing self-care Wellness Day for caregivers and clients.



Our Bereavement Walking Group enjoying the sunshine in Bronte.



Staff bowling night - sometimes you need to have fun!

**The Sanci Family, 30 Years of
Supporting Extraordinary Care**



Len and Pat Sanci with Cathy Sanci

"We've received so much help over the years. Every time we needed you, you've been there. You've made the difficult times bearable."



Creative club members and staff at our Mississauga Club!

**Ruth Lee, Nurse, 25 Years of
Extraordinary Care**



"Acclaim Health has given me the opportunity to have 25 years of feeling fulfilled every day with the care I provide."



Artists at work at Patty's Place!



Carole La Tour, Bereavement and Hospice Counsellor, 25 Years of Extraordinary Care

"I have watched Acclaim Health grow exponentially and I have grown as well - both personally and professionally. Supporting and validating clients and colleagues is both fulfilling and a privilege."

The Dine In dinner packing crew!



Rhonda Roberts, PSW, 25 Years of Extraordinary Care

"I love my clients and Acclaim Health is a great company to work for - that's why I've been so dedicated for 25 years."

Zella Bonin, 30 Years of Supporting Extraordinary Care



"Acclaim Health is friendly and has a neighbourly way of helping. I found it touching that Acclaim Health reaches out to many people in the community, especially those that are isolated and provides support to others in need."

June and Glenn Richardson, 25 Years of Supporting Extraordinary Care



"We supported you after you cared for my father many years ago. Now we give because we've seen you care for so many of our family and friends."

Angela Brewer was nominated for a Woman of Distinction award!



Nelly Boyle, Volunteer, 30 Years of Extraordinary Care



"Volunteering for Acclaim Health during the past 30 years has been a real privilege. It has given me a sense of satisfaction, knowing that I made a difference in someone else's life."

Julie Picott, Nurse, Home Care Hero Award Winner



"Nursing to me means caring for others in their most vulnerable time, listening without judgment and trying to improve their daily lives."

Jan Raymond, Volunteer, 30 Years of Extraordinary Care



"Acclaim Health provides an opportunity to serve my local community with individual care. My encounters lead to many instructive and inspirational moments with follow-up for some to be personal friends."

You say goodbye, and I say hello.



Angela: The Nurse, The CEO, The Legend



"Being CEO of Acclaim Health has truly been one of the great honours of my life. Although I am leaving this exceptional organization, Acclaim Health and its people will forever hold a special place in my heart."

It's hard to say goodbye!

This is our thanks to you, Angela, for everything you've done for this community. Thank you for finding ways to get people the care they needed most. Thank you for empowering our team to do the right thing for the people we help. Thank you for fighting for fair wages for home and community care heroes. Thank you for creating a culture of kindness. Thank you for leading the way through an ever-changing healthcare system. Thank you for inspiring all of us to reach for the stars.
Thank you for 32 incredible years of extraordinary care.

Angela's Greatest Hits

- Almost a million patients, club members, clients and their families have benefited from Acclaim Health's extraordinary care under her leadership.
- A long list of new programs has been created to meet community needs, including: Tele-Touch, Home Support Exercise Program, Bereavement Support, Private Care (our social enterprise), Wellness Support, Child and Youth Bereavement.
- Annual operating budget has grown from \$8.9M in 2004 to \$38.2M today.
- Patty's Place was created!
- Awarded the Queen's Platinum Jubilee Award for service to the community.
- Advocated for systemic change as Home Care Ontario Board Chair.

Welcome Kelly, our Shiny New CEO!



And the pom pom has been passed to...Kelly McWilliams! Her warmth, compassion for clients, extensive expertise, and unflappable attitude has earned her the respect of industry partners and team members alike. As a registered nurse and MBA, she's got what it takes to build on Acclaim Health's incredible legacy of home and community care by the people, for the people. Cheers to Kelly!

"I want to ensure that everyone – patients, clients, staff members, volunteers, donors, supporters, partners and our community – feels they are a part of our team. This is the only way Acclaim Health will continue to thrive, innovate and provide extraordinary community care long into the future."

This is how we're improving care in our community *right now.*



Over Half a Million Home Care Visits



The sheer volume of care provided by our amazing PSWs and nurses is astounding. Our PSWs made 384,273 home visits last year, up 11% from the previous year. Our incredible nurses provided 138,776 patient visits, up 2.5% from the previous year – that’s over half a million care visits in total last year. Home care is the key to helping people live at home for as long as possible!

“Since I returned home from the hospital, my nursing care from Acclaim Health has been excellent. My nurses just want me to get better. They share in my happiness when they see I’m recovering.”
-Saraswathy, Nursing Care Client

Caregivers Need More Help

Once again, there was a huge leap in demand for dementia related caregiver support. We helped 740 people this year - up 23% over last year - through 3,215 family consultations, support group sessions, workshops and events. More *Because You Care* funding will be invested in this area this coming year to better meet demand.



Our caregivers and their loved ones enjoyed a social picnic at Joshua Creek Heritage Art Centre.

This Is Caregiving

I’m caring for my wife of 53 years – a second marriage for both of us. My wife’s first marriage was to an abusive person, which severely traumatized her. Now, with the progression of her dementia, she sometimes confuses me with her abusive husband from the past. She doesn’t recognize me at times, waking up in the middle of the night attacking me to protect herself, running towards strangers in the parking lot or apartment building to ask for help. I didn’t know how to handle these situations so I reached out to Acclaim Health for help. It was a relief to learn about therapeutic fibs and how to handle these situations when she didn’t know who I was. I developed coping strategies for when she was feeling unsafe, like walking away to give her physical space, using Acclaim Health’s caregiver cards that I can discreetly hand to strangers to let them know what’s going on. I’ve also used JIM’s Suites because she feels very safe there and it gives me a break. I was getting so burnt out, but joining the support groups, getting help, attending the education sessions has kept me going.

The Music Mind Connection



Our music therapy capacity has doubled in the last year thanks to the support of our incredible donors and funders - but we're not stopping there! Acclaim Health is working towards becoming Music Care Certified™ (a two-year process), so that we're able to infuse music into much of the care we provide. The benefits are enormous for our clients, patients and club members – including reduced stress, anxiety and frustration, and an increased sense of connection – AND JOY!

Fun Fact
Everyone's favourite instrument to play is the djembe – a West African drum!



Private Care That Provides... More Community Care!

Private care saw a 14% increase in volumes year over year, partly due to our popular foot care service. This increase in volume has an extra wonderful side effect – it generates more care for the community. All of the surplus from our private care social enterprise is re-invested in our other community programs. Private care clients get the care they need, while helping others in their community. It's a beautiful thing!



"It means I don't have to go out to have my toenails cut. I don't have to get a taxi or get my daughter from work. It's so convenient for me."

Reducing Social Isolation One iPad At a Time



Older adults who can't use technology are getting left behind and are often lonelier than their peers. Our Technology Accessibility pilot ran this year to address the issue, and had such strong results that it will now become a full-fledged program thanks to an Ontario Trillium Foundation grant. Older adults will learn how to access the internet, send emails, join video calls, play games, send text messages and more alongside their very own volunteer.

"I am communicating more with my daughters, I have a contact email for the doctor now, I can look up services, I feel more at ease with technology and I'm participating more in life. I don't feel scared of the future!"
-Beverley (pictured left), Pilot Program Participant



The BIG Impact of Because You Care

Your support for the *Because You Care* campaign had a HUGE impact this past year. We targeted funds where the community needed it most: increasing dementia care capacity, reducing social isolation through increased volunteer capacity, improving physical activity, expanding music therapy, and supporting our Client Assistance Fund. Phew! That was a lot! The secret ingredient to this success is the flexibility of the funding allowing us to quickly, easily direct it right where it needed to go.



"I was in a bad place. Acclaim Health pulled me out of it."

-Marie, Friendly Visiting, Tele-Touch and Home Support Exercise Program Client

Burlington Club Improves Accessibility



Renovations to our Burlington Club were celebrated with – what else!? – a Summer Patio Party! Washrooms and the front entrance were improved to make the club more accessible with help from the Ontario Trillium Foundation.

"My wife uses a walker. The changes to the curb make it so much easier to help her in and out of the building. It's important to make it easier for everyone to use this amazing program."

-Errol, Caregiver

Patty's Place Celebrates Its 2nd Birthday



Hard to believe it's been 2 years since Patty's Place opened its doors! It's a community success story that has provided care for hundreds of club members and their families. But here are the REALLY important statistics:



- **47,532 cookies eaten** by club members
- **71,298 coffees shared** amongst friends
- **950,640 leg lifts** in exercise classes (you read that right, it's not a typo - you gotta balance out the cookies somehow!)
- **733 works of art created** by talented club member artists
- Sweet Caroline has been joyfully sung **1,339 times** (bah, bah, bah!)
- **8,302 immersion room experiences**
- Most popular game: BINGO! (so the team has created a wild number of variations to keep things fresh, including: TV Theme Song Bingo, Trivia Bingo, Jackpot Bingo, Dice Bingo, Music Bingo, Sound Bingo.... there are a lot of ways to BINGO!)

This is how we
care for each other.



Cheers to these caring volunteers
for achieving incredible milestones
this year!

30 Years

Nelly Boyle

Jan Raymond

20 Years

Sandy Amodio
Anna Armstrong
Bonita Head

David Hutchison
Ken Moxey

15 Years

Vicky Craig
Clara Fernandes

Susan Flack
Ellie McCarthy

10 Years

Amad Awan
Colleen Clairmont
Linda Gallow
Jacqueline Maria Hahn
Susan Lewis

Grace Maharaj
Mary Clare Moore
Pamela Roach
Ruth Stockdale

5 Years

Diane Bergamin
Nora Cameron
Milica Culum
Jacqui Gardner
Eileen Hamilton
Mitchell La Tour

Tracy McIver
Asha Patel
Linda Pinkney
Brett Prior
Juliette Silva
Hannah Song

and several other awesome volunteers who prefer to remain anonymous!

This is how we create extraordinary care together.



Thank you to you, our incredible donors, for choosing to support extraordinary care in our community.

This list includes donors who gave between April 1, 2023 to March 31, 2024. We have made every effort to make sure this list is accurate. Like seriously, we looked at spreadsheets for days. If we missed you, we are so sorry and we will make it up to you with a visit from the pom pom squad!

A.W.B. Charitable Foundation
Access Abilities
Paula and Andy Aicklen
AlayaCare
Tom Alton
Anita Anand and John Knowlton
Lynn Anderson
Margaret Ann Andrews
Ardis Archer
Kevin Arjoon
Sarah Arjoon
Charles and Susanne Armitage
Terri Armstrong
Mukul Asthana
Arnold Atienza
M. Baksics
Patricia Ballantyne
Brenda and Paul Barrington
Kimberley Bates

Lynn and Jonathan Beach
Debbie Beacom
Doreen F. Beaman
Joan and Ron Beattie
Craig Bedford
David Bedford
Yvonne Bedford
Lawrence Benjamin
M Gail Berrigan
Mary Berry
Bespoke Travel and Tour
Lorraine Bird
Robert Bishop
Joanna Blair
Patricia Blakeley
St. John and Carolyn Blakeley
Zella Bonin
Lois Boucher
D. and K. Bowman

Nelly Boyle
Sandy Bray
Angela Brewer and Cathie Newcombe
S & J Bridges
John Brown
Thomas and Catherine Brownlee
Robert and Arlene Bruce
Ross and Lynda Bryant
Thomas Budd
Dorothy Burgess
Burlington Foundation
Burlington Lions Club
William Burns
Peter Burton
Frank Bury
Raymond Bush
Barry Butcher
Alicia Butson

Peter and Cassandra Callahan
Susan Callon
Gordon Cameron
Melissa Cameron and Ben Morris
Dennis and Moira Camm
Josephine Campanella
David and Judy Campbell
Canadian Red Cross
Caribou
Anna and Augy Carnovale
Jane Cartwright
Gloria Carusi
Linda Carver
Kim and John Catalano
Charlie Caty
Alicia and Tony Cestra
Emily Cestra
Naren Chande
Lorraine Chapman
Christian Stewardship Services
Helen Chung
Janice Church
Cheryl Clark
Connie Clark
Thomas Cochran
June and Ian Cockwell & Family
Community Foundation of Mississauga
Louise Cooke
Elizabeth Cooper
Kristin and David Courtney
Bruno and Mary Ann Covi
Darlene Cox
Carol Craig
Cudjoe and Pendala Families Fund*
William Da Silva
Rose Dafoe
David Daubaras
Gary Davis
Paula de Ronde

Rosemarie de Souza
Debra Deakin
Olga Delvecchio
Chris Demerino
Susan Dennison
Loveleen Dhanoa
Eini & Carol Di Bon
John Dieroff
P. Donaldson
Hélène and David Dougherty
Lynn and John Douglas
Anne Dowling
William and Una Doyle
Stuart du Kamp
John and Lynda Dunsford
Susan Edwards & Gavin Edmondstone
Wendy and Don Ekstrom
Sandra and James Farley
Margaret Farray
Joanne Farrow
George and Frances Feehan
Mike Felker
Richard Fiamelli
Sherry Fjell
Margaret Foley
Dennise Forde
Henva Forte
Sally and Ed Frackowiak
John Fraser
Gabrielle Fredette
Susan Freeman
Jodi and Sean French
Robert and Irene Gale
Linda Gallow
June and Peter Garrod
Ronee German and Ernie Stokes
Maria Giannotti
Carol Gilliam
The Glover Family

Wendy Glover
Merritt and Liz Goddard
Madeline Goliger
Nel Gombert
Dwain and Sophie Goslin
Nancy Gossling
George Goto
John Goyder
Stacey Graglia
Estate of Robert Gray
R. and M. Gregson
Margaret and Greg Grice
Marva Gugins
Ed and Lisa Guimaraes
Norman and Betty Hall
Suzanne Hallsworth
Halton Region
Michele Hamilton
David Harley
Ann Harvie
Joanne and Robert Hawkins
Cindy Heinz
Bonnie Henley
Janette Hermanson
Tom and Susan Hierlihy
Patti and Peter Hnatiw
Yvonne Hogan
Margaret Hogg
Doris Holden
Jennifer Holland
Mariella and David Holmes
Gwen Holroyd
Bill and Susan Hooper
Samantha and Fraser Horn
Mary Jane and Zoli Horvath
Greg Howard
Lawrence Hughes
Diane Hutchison
Gerald Ingham

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This is how we're working to secure extraordinary care for the future.



A Battle Won, The War Wages (ha!) On

Finally, after years of advocacy at the provincial level, Acclaim Health employees received permanent raises this year unhampered by Bill 124. The raises fell short of addressing the pay gap between home care and other healthcare settings, and did not mitigate the cost of living increases we have seen over the last few years – but it was a meaningful step in the right direction.

The Promise of Ontario Health Teams (OHTs)

Cool stuff is starting to happen! Community Wellness Hubs are spreading across our region, and deep collaboration across sector partners is developing best practices for wrap around care. Acclaim Health is a big part of this work to shape the future of healthcare through the Connected Care Halton OHT, the Burlington OHT and the Mississauga OHT.

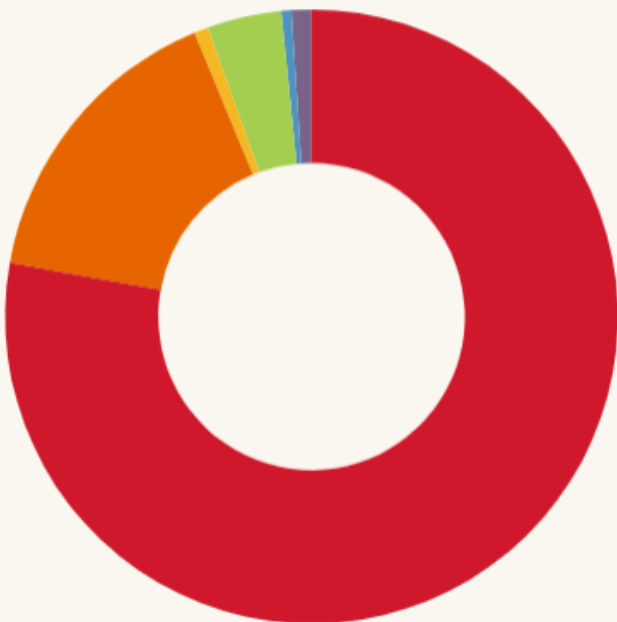
Inclusive Care for Everyone



Our amazing Developing Diverse Leaders group!

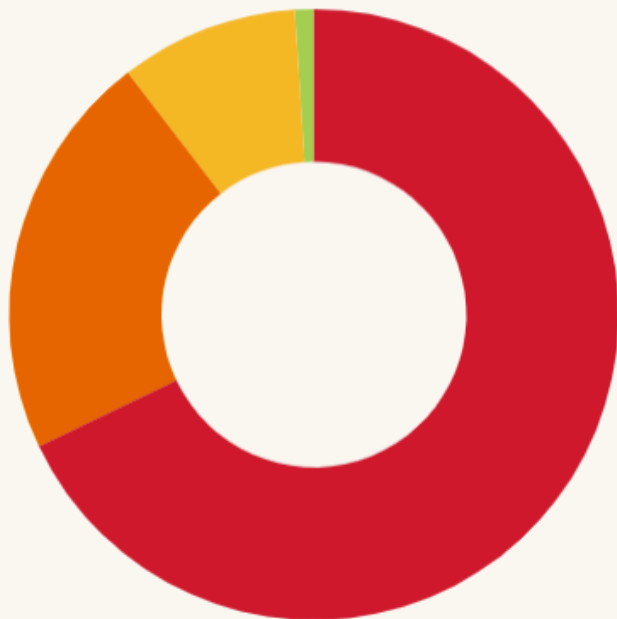
To do that, we need to do better. Acclaim Health is intentionally and tangibly working towards a more equitable and inclusive community – starting with ourselves. This year all Acclaim Health team members participated in learning opportunities, started to tackle painful issues like workplace harassment, and celebrated the unique lived experiences of our team. This is only the beginning! Addressing social justice issues – within our organization and in our community – is the only way to provide extraordinary care for EVERYONE.

Financial Highlights



Total Revenues \$39,633,451

- Home Care Contracts and Fees for Service - \$30,833,695
- Community Programs - Gov't Funding - \$6,328,086
- Amortized Donation Revenue - \$287,111
- Donations & Community Grants - \$1,559,772
- Other - \$206,151
- Investments - \$418,636



Total Expenditures \$38,230,113

- Home Care Contracts and Fees for Service - \$25,966,618
- Community Programs - \$8,265,974
- Management and Administration - \$3,615,523
- Fundraising - \$381,998

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/.

Board and CEO



Cindy Lee Heinz,
Chair



Stuart Du Kamp,
Secretary



Lawrence Benjamin



Debra Deakin



Dwania Peele



Mukul Asthana



Cathi Mietkiewicz



Angela Brewer,
CEO (ex officio)



Accreditation Perfection

Did we get 100% perfect on our recent Accreditation Canada assessment? Why, yes. Yes we did. All 804 quality standards were met earning us Exemplary Standing – the highest standing possible. **Mic drop.**



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Funded in part by:



Ontario 

Accredited by:



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**