

If I didn't have the help,  
I wouldn't be able to stay by myself.

- Denise Faucher



Annual Report | 2013 - 2014



# We are all about life-changing care.

**Our clients' needs, experiences, and successes are what drive us forward.**

We've achieved an enormous amount this year, including:

- Improved and expanded services (pgs. 8 and 12)
- Exemplary standing with Accreditation Canada (pg. 4)
- Facility and technology improvements to support our work (pg. 10)

And while it's important to recognize these big leaps forward, they all serve one purpose: to improve the lives of our clients.

We are only able to achieve such incredible outcomes for our clients because of the incredible people who share our passion for outstanding care. Thank you to all of our staff, volunteers and partners for the millions of ways – big and small – you helped our clients this year.

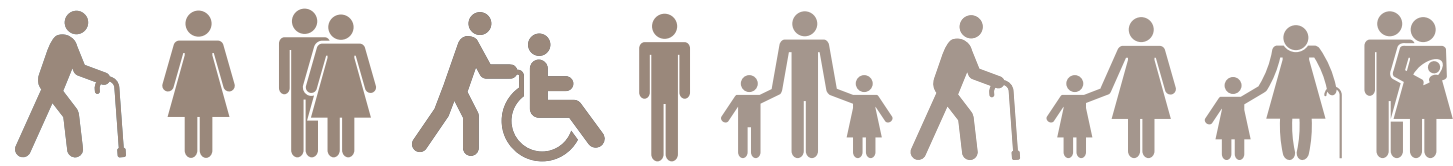


To us, our most meaningful achievement is that 99% of clients report satisfaction with the help we provide.

- Angela Brewer, CEO  
- Dr. Peter Garrod, Board Chair

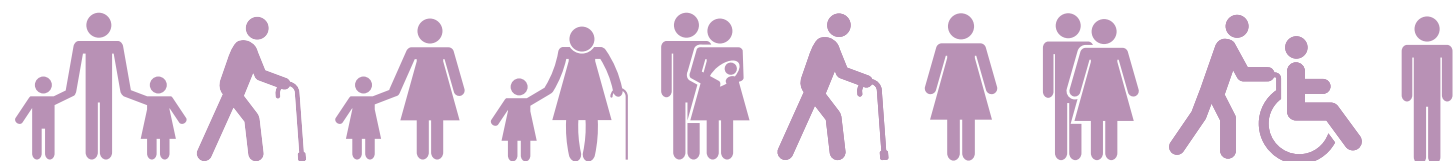
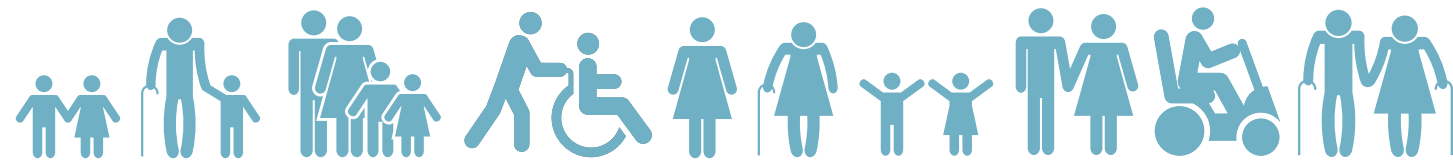
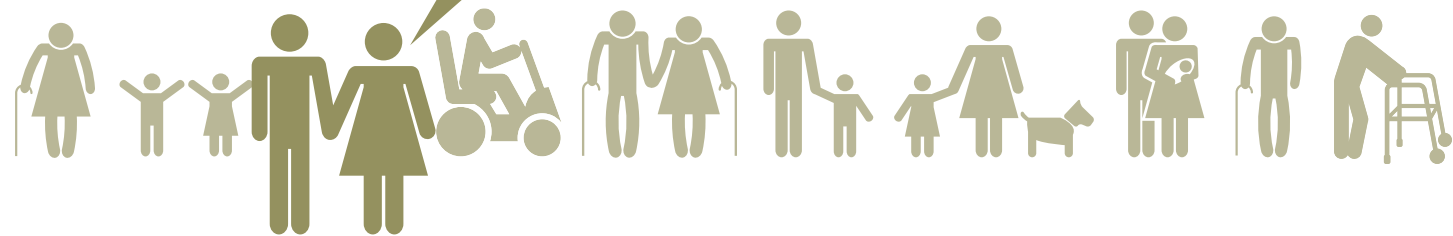


STRATEGIC FRAMEWORK | F14-17



“If your organization didn’t exist I don’t know how one person, as a caregiver for their spouse, could survive. You provide excellent help.”

- Frank Sherwin



# Quality Care and Services

Client outcomes are achieved with high client satisfaction.

## 99% Client Satisfaction

When clients were asked to rate their overall satisfaction with our services, a resounding 99% of respondents indicated our services were “good” or “very good”.

## Client Adverse Events < 1%

Problems were reported with less than 1% of client visits. Any issues that do occur are promptly reviewed and recommendations for improvements are instituted as soon as possible.

## Rigorous Pursuit of Excellence

Acclaim Health’s ongoing commitment to client safety and high quality care has earned it “exemplary standing” – the highest standing possible – from Accreditation Canada.

Quality Dimension	Met	Unmet	N/A	Total
Population Focus (Working with communities to anticipate and meet needs)	32	0	0	32
Accessibility (Providing timely and equitable services)	9	0	0	9
Safety (Keeping people safe)	128	2	4	134
Worklife (Supporting wellness in the work environment)	60	1	0	61
Client-centred Services (Putting clients and families first)	34	0	1	35
Continuity of Services (Experiencing coordinated and seamless services)	12	0	0	12
Effectiveness (Doing the right thing to achieve the best possible results)	197	0	0	197
Efficiency (Making the best use of resources)	25	0	0	25
<b>Total</b>	<b>497</b>	<b>3</b>	<b>5</b>	<b>505</b>

\* Unmet standards related to a) low rates of flu immunization amongst staff, b) need for improved plan to encourage vaccination amongst staff, and c) health and safety of staff was not explicitly stated as a strategic direction in our strategic plan. These will be improved and/or remedied in the coming year.



“When I first came home from the hospital, I was depressed, and upset with the changes in my life... My nurse took the time to explain everything and she certainly calmed me down. She truly is kind and caring, I have been very lucky to have her for my visits.”

- Lorraine Demers, Nursing Client



# Outstanding People and Teams

We have a committed team of people with the right skills and attitudes who want to work here.

## Happy Staff = Happy Clients

- 99% agree that they understand how their work contributes to the success of the organization.
- 98% are proud to work at Acclaim Health.
- 98% feel they make a difference to the work Acclaim Health does.
- 96% of employees agree that Acclaim Health focuses on client needs and provides quality service.
- 94% of all employees agree Acclaim Health has clear priorities and objectives.
- 93% of employees agree that they have enough training, education, information and tools to do their jobs well.
- 91% of staff are satisfied with Acclaim Health as an employer.

*\* Selected results from Employee Survey conducted in December 2013.*

## Changing Lives for 20 Years

20 year employees Jan Brimer and Polly Griesbach remind us why we do what we do - and why we're always trying to get better.



“The best part of the job is seeing my clients get back to where they want to be. When I first see them they're nervous, they're upset, and they're wondering how they're ever going to cope. And then, after a few visits, their confidence is back, they can get back to their life and do all of the things that they want to do.”

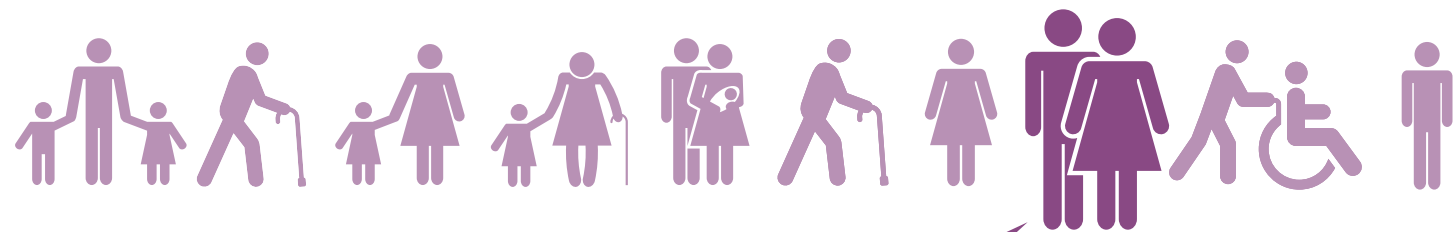
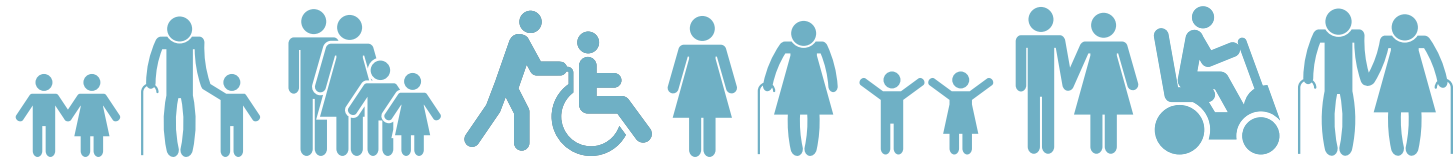
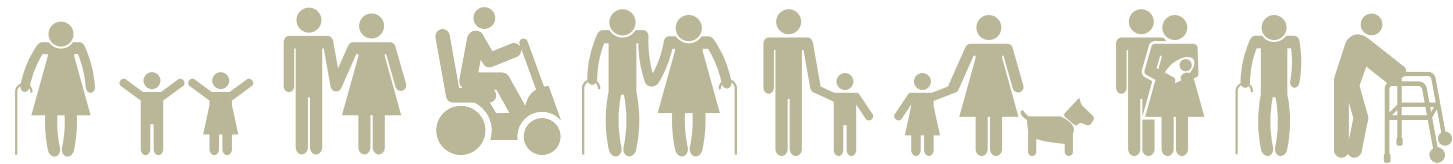
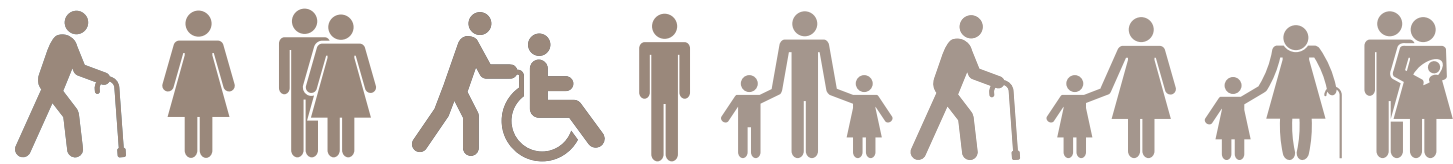
- Jan Brimer



“There is nothing more meaningful than to be invited into a client's home. Whether you're helping someone start their day or assisting them during their end of life journey, knowing you are supporting them to remain in their home brings me joy.”

- Polly Griesbach





# Effective Partnerships

We are positioned to be able to respond to client requirements.

## Improving Care for Patients Through New Oakville Health Link

Patients with complex health issues have to coordinate many health care professionals, appointments, and care plans – it can be daunting and exhausting. Acclaim Health is proud to be co-leading with the OakMed Family Health Team, the exciting new Health Link partnership for Oakville, which is being developed to better integrate care for these patients.

# HealthLinks

Health Links will bring together the patient and all of his or her health care providers to share information and develop a coordinated approach to care – and best of all, the patient is healthier and has less chance of ending up in the emergency room!

Still in the planning stages, getting the Oakville Health Link up and running will be one of the major projects for Acclaim Health in the coming year.

## More Hours of Care for People with Dementia

Our Seniors Day Program in Oakville for people with Alzheimer disease or a related dementia is now open on Tuesday evenings and every Saturday, in addition to daytime hours Monday to Friday, because of increased funding from the Mississauga Halton Local Health Integration Network (MH LHIN).

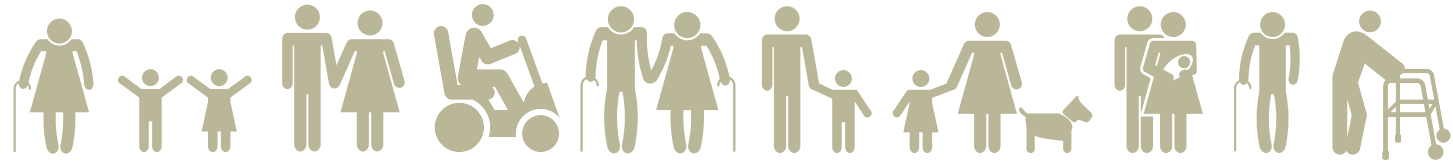
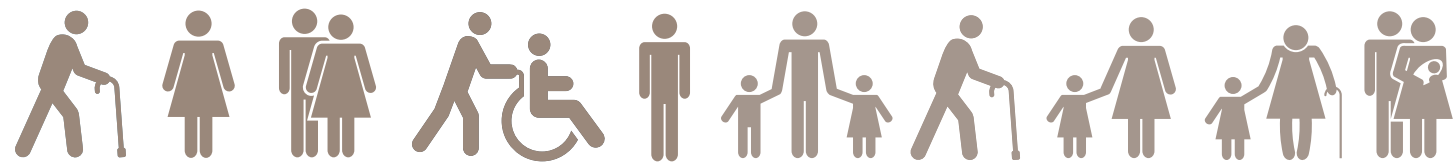


“Acclaim Health is highly regarded by their partners as having legitimacy and trust in the healthcare field.”

- Accreditation Canada



Our Seniors Day Program “Club Members” enjoying a game of pool.



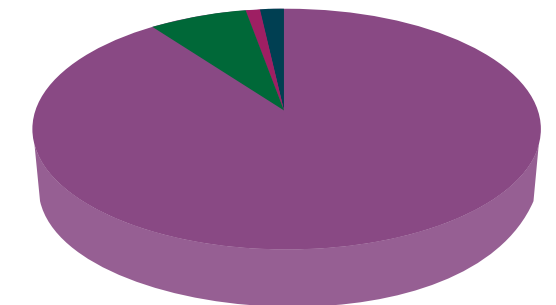
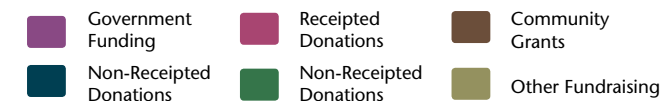
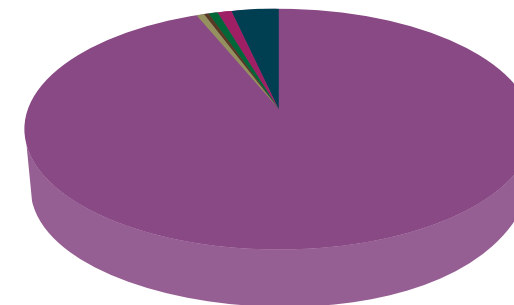
# Sound Financial Management

Working with our partners to maintain financial viability.

## Financial Highlights 2013 - 2014

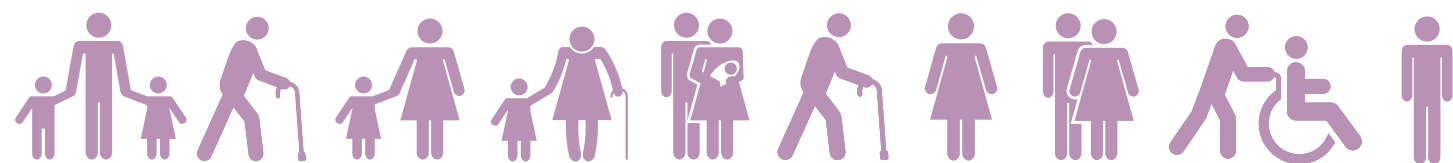
Revenues		
Government Funding	\$15,999,702	93.7%
Non-Receipted Donations	\$91,425	0.5%
Receipted Donations	\$70,836	0.4%
Other Fundraising	\$120,362	0.7%
Community Grants	\$177,328	1.0%
Other	\$624,186	3.7%
<b>Total Revenues</b>	<b>\$17,083,839</b>	<b>100.0%</b>

Expenditures		
Charitable Programs	\$14,683,219	89.8%
Management and Administration	\$1,205,929	7.4%
Fundraising	\$165,490	1.0%
Other	\$297,481	1.8%
<b>Total Expenditures</b>	<b>\$16,352,119</b>	<b>100.0%</b>



“Acclaim Health is doing such a great job for Gwen...I don't ever want to see the day program falter. Whatever I can do, I'll try to help.”

- Doug Walker, Donor and Husband of Client



## Investing for the Future

Infrastructure improvements ensure we work as effectively and efficiently as possible.

Last year we:

- Implemented over 225 iPhones for our personal support workers to improve communication and efficiency.
- Relocated and took on the facility and operational management of our nursing clinic in Milton.
- Renovated and updated our building on Speers Road to give us more space.

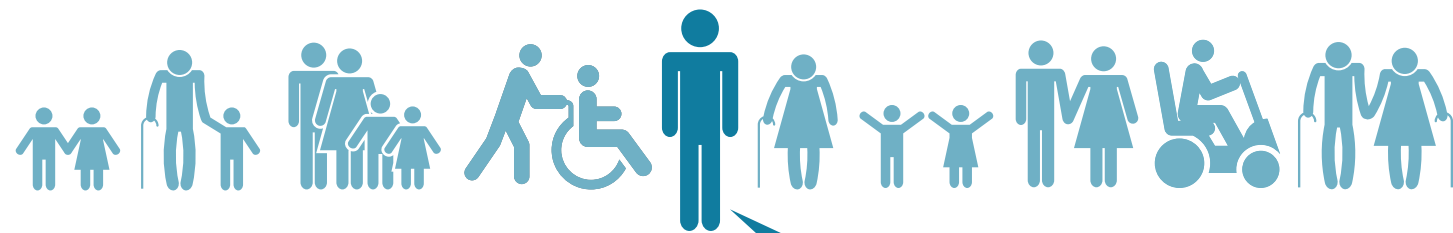
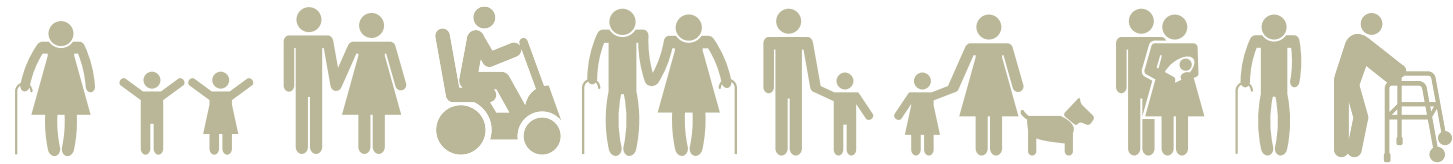
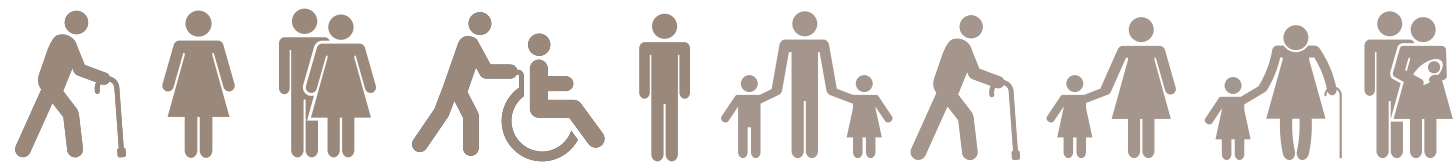
## Want to know more?

Our most recent charity tax returns (T3010s) are available on the Canada Revenue Agency's website [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca).

Go to *Charities and Giving* and search for Acclaim Health.

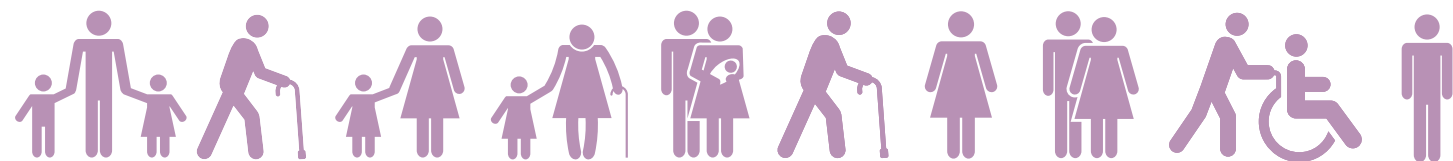
Full audited financial statements are available upon request.

Contact Melissa Cameron at 905-827-8800 x2040 or [mcameron@acclaimhealth.ca](mailto:mcameron@acclaimhealth.ca).



“It’s invaluable what other people can do for you. You’re not alone in this world. Get out and enjoy it.”

- Max, Special Steps Client



# Innovative Leadership

We have an organizational culture that drives our strategy forward.

## Excellence Starts at the Top

The Board of Directors is committed to ongoing learning and improvement – both for itself and the organization. Members of the board regularly participate in workshops to broaden their understanding of the healthcare sector and improve their knowledge of governance. Each member of the Board completes an annual self-assessment, an assessment of the Chair and an assessment of the Board as a whole, to ensure it is on the right track.



Halton Region Chinese Canadian Association raises over \$15,000 for Acclaim Health.

## Board Members

- Dr. Peter Garrod, Chair
- Hugh Pauwels, Vice Chair
- Hania Ornstein, Past Chair
- Anthony Greenhalgh, Treasurer
- Laurie MacNab, Secretary
- Sartaj Dhillon
- Paul Hancock
- Russ Hunt
- Avis Maher
- Michael Marco
- Gerald Park

## Talk First, Task Later

Three little questions are changing the way we deliver care to our home and personal support clients:

1. What is the most important thing I can do for you today?
2. I have 10 minutes before I leave, what can I do for you before I go?
3. Is there anything you would like me to tell the office?

Known as *Talk First, Task Later*, this new customer service initiative is part of our culture of continuous improvement, actively engaging our clients in their care, and encouraging communication between clients, our personal support workers, and our service coordinators.



# Our Heroes

Over 600 people strong, our team of volunteers is legendary for their caring and dedication.

This year four amazing volunteers celebrated 20 years of service to our clients.

**Barbara Davidson**  
- Friendly Visiting

**Jane Gibson**  
- Hospice and Friendly Visiting

**Jan Raymond**  
- Hospice Visiting

**Letty Matthysen**  
- Hospice and Friendly Visiting



"It gives me great pleasure to help people and give back to my community. It's wonderful, very rewarding."

- Barbara Davidson



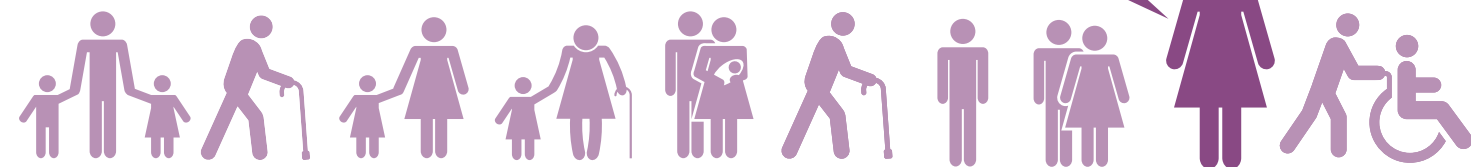
"I have learned so much from my clients and I've deeply appreciated the journey that each has been on."

- Jan Raymond



"Volunteering on a one to one basis has been win/win: for them, for their families and for me."

- Jane Gibson



# Our Heroes

Our donors made life-changing care possible.

\$100,000+



\$20,000+



\$10,000+

Fleck Foundation • Halton Region Chinese Canadian Association • United Way of Milton

\$5,000+

A.W.B Charitable Foundation • ISTHMUS International • Town of Halton Hills • Oakville Community Foundation • GlaxoSmithKline Foundation

\$2,000+

Derick Brenninkmeyer Charitable Foundation • Dorothy Lawless • Frank and Azniv Lochan Family Foundation • Ross and Lynda Bryant • United Way of Halton Hills • Wendy's International, Inc. • Burlington Community Foundation • Healing Cycle Foundation • Medichair Halton • May Court Club of Oakville

\$1,000+

Angela Bruce Chapter IODE • Augy and Anna Carnovale • Home Instead Senior Care • Scotiabank • Uniglobe Adventure Travel • Walker Wood Foundation • Frank Bury • Smith's Funeral Homes • Bryan Graham • SB Partners LLP • Rotary Club of Oakville Trafalgar • John and Lynda Dunsford

\$500+

Angela Brewer • Brigitte Dykstra • Dona Justice • Donald Honey • Douglas and Gwendolyn Walker • Frank Sherwin • Homewatch Caregivers • Leppert Business Systems Inc. • Miller Thomson • Peter and June Garrod • Procor Limited • Google • Mary Lui • Waldan Gardens • Joanne Hawkins • Burlington Lions Club • AON Hewitt • Pace Consulting Benefits • Prosperity One





My volunteer caller has changed my life a lot...it's like a security blanket for me.

- Jean Griffin, Tele-Touch Client



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Acclaim Health provides nursing and personal support services under contract with Community Care Access Centres in accordance with their programs and service guidelines. The views expressed in this publication are the views of Acclaim Health and do not necessarily reflect those of the Mississauga Halton Local Health Integration Network (LHIN) or the Government of Ontario.

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