

“I spent two years crying
all night. Now I’ve found
a true friend.”

~ Jeanne Marie Braund,
Friendly Visiting Client



**Acclaim
Health**

Life-changing care.

Annual Report
2014-15



STRATEGIC FRAMEWORK

Fiscal 2014 - 2017

We help people live the best life possible.

Last year, 23,717 people and their families were touched by the caring and kindness of our incredible staff members and volunteers – an astounding **25% more people** than the year before.

Despite such high growth in demand, we are extremely proud that the very high standard of care for which we are known has not suffered. Again this year, **99% of clients reported satisfaction** with the help they received.

Our focus on our clients is what gets us up in the morning. It's why we continue to work with partners to drive systemic change. It's what inspires us to seek new

opportunities and adapt as our community changes and the population ages.

Thank you to all of our staff, our volunteers, our partners, donors and supporters for the life-changing care you've made possible.



Angela Brewer,
CEO



Hugh Pauwels,
Board Chair

Board Members

Hugh Pauwels, Chair

Laurie MacNab, Vice Chair

Peter Garrod, Past Chair

Anthony Greenhalgh, Treasurer

Michael Marco, Secretary

Paul Hancock

Cindy Heinz

Brian Hobbs

Russ Hunt

Lynn Johnston

Avis Maher

Hania Ornstein

Gerald Park



“I noticed a significant change in both mood and gait of my husband (who has Parkinson’s and some dementia) while he attended music therapy sessions... He was pleased to be involved by keeping the rhythm with the bongo drums and became more animated after these sessions. I so much see the value in such a program for these folks.”

~ Marion Binns,
Caregiver

Quality Care and Services

Client outcomes are achieved with high client satisfaction.

99% Client Satisfaction – Again!

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

Music and the Mind

We’ve never had an activity that’s had the same level of impact on our clients with dementia.

Using a combination of technology (iPods, iPads), the expertise of a music therapist, and deep knowledge of the personal preferences of clients, music care programs were developed specifically for individuals and to enrich the group experience.

Given that all of the seniors

participating were experiencing various degrees of memory impairment, family members and staff were absolutely amazed at how the music was able to draw out memories, stimulate discussion, encourage participation, and reduce wandering and anxiety. Many families even reported that

their loved ones were coming home and talking about the music care programming – a true testament to the power of music!



Music therapy sessions at the Oakville Seniors Day Program. Don't you just love Joan's laugh!

*Music care generously funded by the Burlington Community Foundation and the May Court Club of Oakville.



“I was having a hard time. You don’t expect to lose your children. I’d be a lot worse, but I can handle it now.”

~ Pat,
Bereavement Peer Support Client

Innovative Leadership

Our people are empowered to drive innovative care.

Getting Help with Grief

People struggling to cope with the death of a loved one now have an innovative new service to help them regain mental wellbeing.

Given our decades of work in hospice and palliative care, we knew that surviving family

members often need support after the death of a loved one – and we knew that their options in Halton were limited.

Using our extremely successful volunteer model, the expertise of Acclaim Health staff, a dedicated

group of volunteer advisors, and funding from the Ontario Trillium Foundation, we built our new Bereavement Peer Support program from the ground up.

Launched in 2014, Bereavement Peer Support is a unique program that trains volunteers to work one-on-one with those experiencing grief. Volunteers meet with clients in their homes, making the free program easily accessible to anyone across Halton.

As one client said, “My volunteer listened to me. That’s what helped.”



Our first-ever group of Bereavement Peer Support Volunteers completing their final training session. Congratulations!



“I was so tired caring for John that my health started to decline. We’re both in our eighties and we thought he’d have to move into a home because I just couldn’t care for him anymore. Now that we have help for one hour every day, we can stay living together. Your staff are very capable, kind and wonderful. Their help is a gift from heaven.”

- Ann Marie and John Enright, Personal Support Client

Outstanding People and Teams

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

Caring at the End of Life

“It’s a privilege to care for people at the end of their lives. Every day I wake up wanting to come to work because I know that the care I provide helps people die peacefully with their families close by.”

For 25 years, Linda Taylor, RN, has been caring for people as a community nurse, and for the last 10 years, she’s been the Acclaim Health day nurse assigned to Ian Anderson House,



Linda Taylor

the residential hospice in Oakville.

She credits Acclaim Health’s supportive environment and commitment to education as two key reasons she has continued to work in hospice palliative care without “burning out”.

“It’s a good day when I can go home knowing that I’ve done my best for the patients at Ian Anderson House and that

I’ve been able to help their families understand the end of life journey.”

Outstanding Experience

Celebrating 20 years of providing service with Acclaim Health:



Margaret Gills



Sharon Vathy



“We lean on each other.”

~ Edith D'Angelis,
Tele-Touch Volunteer and
Friendly Visiting Client

Effective Partnerships

We partner to improve care for clients.

Free Exercise Classes for Falls Prevention

Falls are one of the biggest risks for older adults, people with disabilities and those with chronic illnesses – and staying active is the best way to prevent them.

In partnership with Bayshore Seniors Wellness and the Mississauga Halton Local Health Integration Network (MH LHIN), we are now offering a variety of free drop-in and registered classes throughout Oakville, Milton, Halton Hills, Mississauga and Etobicoke that are designed to build strength, balance and endurance.



When you're sick, you need a quick way to figure out what kind of healthcare you need, what's nearby, and what's open.

An innovative new initiative called myHealth365 is being developed to give people in Halton and Mississauga real time information on the closest doctors, walk-in

clinics, pharmacies, hospitals – including hours, languages spoken, and type of care provided.

Patients can log in and set up preferences, including their family doctor's office. Healthcare providers also have the ability to update their information and send notifications to their patients to keep them informed.

Leading the project is the Mississauga Halton Local Health Integration Network (MH LHIN), with the involvement of Acclaim Health and key partners iamsick.ca, the healthline, Emergency Departments and Primary Care Providers. It's one way we're using partnerships to drive better healthcare.



“I highly recommend that people who are faced with [a spouse’s dementia] take all of the courses offered by Acclaim Health. I learned so much. You learn what you’re going to face and what’s going to happen. It’s a bit frightening at the beginning, but I found them very, very helpful.”

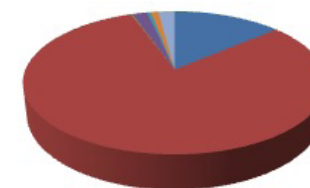
~ Irene Murray,
Caregiver

Sound Financial Management

We have the financial resources to do what we need to do today and to ensure ongoing viability.

Revenues

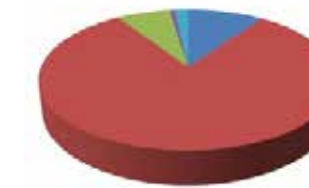
Government Funding	\$2,583,971	13.8%
CCAC Contracts and Fees for Service	\$15,074,767	80.6%
Non-Receipted Donations	\$26,015	0.1%
Receipted Donations	\$358,267	1.9%
Other Fundraising	\$91,569	0.5%
Community Grants	\$178,021	1.0%
Other	\$391,378	2.1%
Total Revenues	\$18,703,978	100%



■ Government Funding
■ CCAC Contracts and Fees for Service
■ Non-Receipted Donations
■ Receipted Donations
■ Other Fundraising
■ Community Grants
■ Other

Expenditures

Community Programs	\$1,765,673	9.8%
Health Services	\$14,517,706	80.9%
Management and Administration	\$1,236,432	6.9%
Fundraising	\$125,993	0.7%
Other	\$301,900	1.7%
Total Expenditures	\$17,947,704	100%



■ Community Programs
■ Health Services
■ Management and Administration
■ Fundraising
■ Other

Want to know more?

- Full audited financial statements are available at www.acclaimhealth.ca/about-us/.
- Our most recent charity tax returns (T3010s) are available on the Canada Revenue Agency’s website at www.cra-arc.gc.ca. Go to Charities and Giving and search for Acclaim Health.

Foundation for the Future

We take every opportunity to make each dollar go further. This year we established the Acclaim Health Agency Fund as an endowment with the Oakville Community Foundation (OCF). Moving our endowed fund to the OCF will allow us to benefit from their pooled expertise and investment strategies – and allow us to focus on what we do best: providing life-changing care!



Outstanding Experience

Celebrating 20 years of volunteering with Acclaim Health:

- Jean Cargill
- Pierrett Laflamme
- Norma Maynard
- Joyce Myrden
- Marlene Pearson
- Bob Sheppard
- Janet Simpson

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



Bob Sheppard

“You meet many interesting people and get very real satisfaction from helping others, so it’s an easy thing to do. It is sad when you lose a client, but I’ve had wonderful experiences and memories- too many to count!”

~ Bob Sheppard, 20 Year Volunteer



Marlene Pearson

“To see someone’s face light up because you took the time to stop by - it makes me happy. I’m so proud to be affiliated with Acclaim Health.”

~ Marlene Pearson, 20 Year Volunteer

Our **donors** made life-changing care possible.

\$100,000+



\$20,000+



\$10,000+

A.W.B. Charitable Foundation • Oakville Community Foundation • United Way of Milton

\$5,000+

ISTHMUS Legal • May Court Club of Oakville • Town of Halton Hills

\$2,000+

Derick Brenninkmeyer Charitable Foundation • Ross and Lynda Bryant • Augy and Anna Carnovale • John and Lynda Dunsford • Margaret Landsborough • Frank and Azniv Lochan Family Foundation • MediChair Halton • Prosperity One • Leonard Sanci • United Way of Halton Hills

\$1,000+

Angela Brewer • Frank and Evelyn Bury • Bryan and Mary Graham • Home Instead Senior Care • Homewatch Caregivers • Lynn Johnston • Dorothy Lawless • Mercedes-Benz Oakville • Carolyn and Gerald Park • Rotary Club of Oakville Trafalgar • SB Partners • Scotiabank • Smith’s Funeral Home • The Strategic Charitable Foundation • Helen Startek • Walker Wood Foundation

\$500+

AON Hewitt • Tom and Janet Alton Family Fund • The Cardinal Foundation • CellTrak • Joan Everett • First Ontario Credit Union • Marian and Paul Glover • Kauhito Goto • Joanne Hawkins • Donald Honey • Dona Justice • Paul and Liz McNamara • Miller Thompson LLP • Multi Line Auto Sales and Leasing • Hania and David Ornstein • PACE Consulting • June Schlang • Frank Sherwin • Margaret Shorey • Gayle Spina • Uniglobe Adventure House Travel • Douglas Walker





2370 Speers Rd.
Oakville ON L6L 5M2
Tel: 905-827-8800
Toll Free: 1-800-387-7127
Fax: 905-827-3390

www.acclaimhealth.ca



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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. Funded in part by the Mississauga Halton Local Health Integration Network (LHIN) and the Government of Ontario. The views expressed in this publication are the views of Acclaim Health and do not necessarily reflect those of the LHIN or the Government of Ontario.



“It’s a break from my ordinary life.”

~Ola Harvey, Friendly Visiting Client

