



THIS IS HOW YOU MADE CHANGE HAPPEN.

Extraordinary community care requires extraordinary transformations.

You asked for more care, more support, new ways of doing things, and challenged us to remedy service gaps in Halton.

You helped us by sharing your stories, giving your time, lending your expertise, partnering with us, and funding us to make it possible.

Here's what happens when we all work together.

MORE CARE

Almost Half a Million Home Care Visits and Counting

As the health care system shifts more care to the home, we're caring for people with more complex needs. So while the number of patients we cared for has not changed significantly, our nursing visits increased 5% to 117,842 and our personal support visits increased 18% to 342,397. That's over 460,239 patient visits last year, and our satisfaction rate is 97% - which is the most important measure of all!



“It gives me time free from worry, and gives Ralph something to look forward to.” - Brenda on the care Ralph, her husband, receives from Lisa, his PSW

MORE SUPPORT



34% More Families Get Support Caring for a Person with Dementia

The stress of caring for a loved one with dementia can be devastating for families. It's years of dealing with the ups and downs, changes, and loss that the disease brings. Thanks to support from the Halton Region Community Investment Fund, we were able to increase the capacity of our Caregiver Education and Support program to help 1,482 families - 34% more than last year.

**“Very nice therapy for caregivers, an emotional healing day.”
- Caregiver, Day at The Ranch**

Sticking It to Social Isolation

Your social network is increasingly recognized as one of the most important factors in healthy aging. Yet, 1 in 7 older adults in Halton live alone, and over age 85 that increases to 1 in 3.¹ It's an unintended consequence of people living in their own homes longer. Never fear! Our team of amazing volunteers and staff ramped up their visits to isolated older adults by 7% - that's 28,065 visits to almost 500 isolated people!

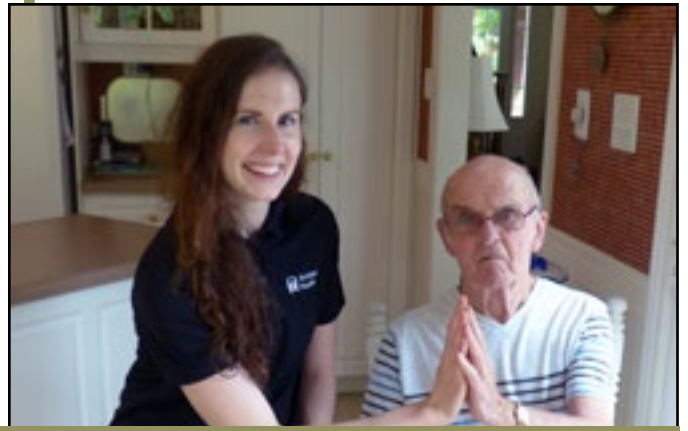


**“From the minute we met we felt as if we'd known each other our whole lives. It feels like getting together with a good friend.”
-Maria Longo and her Friendly Visiting Volunteer, Linda Del Bel**

NEW WAYS OF DOING THINGS

An Exercise Program that Actually Works

Two years into our innovative Home Support Exercise Program (HSEP), an outstanding 91% of clients have improved their strength, balance, and endurance. Funded by the Ontario Trillium Foundation, trained volunteers take frail older adults through a series of exercises in their home. The results speak for themselves: 86% of clients felt more confident walking and 73% continued the exercises on their own 3 months after the program (which is more than we can say for our own exercise resolutions)!



“It’s a very enjoyable way for him to exercise. It’s inspired him to keep going.”

–Norma, on husband Sheridan’s enthusiasm for the program.



Burlington Adult Day Program Gets a New Home

Our Burlington Adult Day Program opened in its brand new location in June 2017. The new space incorporated best practices in design for people with dementia, including a lovely outdoor space and the latest technology. The lessons learned from this project will help inform the design of our new dementia care centre coming in 2020. Truly a community effort, the new space was funded in part by the Ontario Trillium Foundation, the Halton Region Community Investment Fund, the Mississauga Halton Local Health Integration Network and the Burlington Foundation.

“This isn’t just a place to ‘park’ Mum... She is happy and stimulated, encouraged to flex her brain and given the opportunity to maintain vital social skills.” *–Laurie Martin, Liz’ daughter*

Our First Ever Date Night

When one partner has dementia, eating out can be a stressful experience. Yet it’s still important to spend quality time with the person you love. This March, we transformed the Oakville Adult Day Program into a fine dining bistro to host a date night for 14 couples. It was a safe, magical space where couples could relax and enjoy themselves without worrying about dementia – it’s just one example of how we see the person, not the disease.



“Date Night was awesome. For a while you made the abnormal, normal. For a while you cared for us, the caregiver and our loved ones. For a while you allowed us to remember, with joy. For a while, dementia took a backseat. For a while, light and life ruled!” *– Caregiver, Date Night*

REMEDY SERVICE GAPS

Wellbeing for the Whole Person

To reduce the pain, anxiety and stress of our clients living with life-threatening illnesses, grief, and loneliness we launched an innovative new wellness program using dedicated volunteers to deliver therapeutic care to clients. Long recognized as valuable by hospices and health care centres, our most vulnerable clients can now access Music Therapy, Therapeutic Touch, Reiki and other complimentary therapies in their own homes



“I felt so mellow and calm. I didn’t want to open my eyes or lift my arms. I wanted to sit and just be.”

– Marilyn Greenham on her Therapeutic Touch sessions with volunteer June Leach



Private Care Celebrates Its First Birthday

You told us that sometimes you need more care, or more flexible care, than existing services can provide. We listened, we acted, and introduced our new Private Care services one year ago.

From driving to appointments, meal preparation, and companionship right up to nursing – the solution for each family is unique. Now, the service is going strong and has provided 15,458 hours of care to 232 clients. Built on a social enterprise model, we re-invest revenue into programs that help more people in our community.

“I was more than blessed by the Acclaim Health team who cared for my mother. Returning to B.C. was difficult, but knowing that she had respectable and loving care, genuine interest and humour in her life made me much more confident.”

– Daughter of Private Care Client

NEW DEMENTIA CARE CENTRE: WE HAVE A BUILDING!



If you haven't already heard the news, we're creating a new dementia care centre in Oakville that will open in 2020!

Best of all, we now have a location for the new centre! Over the next two years, we'll renovate 2250 Speers Road in Oakville to build a state-of-the-art centre that will include an expanded Adult Day Program, short stay overnight care for people with dementia (a major service gap), and increase our caregiver support for families. We've launched the \$5 million dollar Building Better Days campaign to make the centre a reality. This is big change – so stay tuned for updates!

“My wife, Wendy, passed away from the complications of early onset dementia. She was a part of the Adult Day Program for years, and I don't know what I would've done without it. I'm helping create the new dementia care centre to make sure the care is there when other families need it.”

– Brian McNamara, Building Better Days Task Force

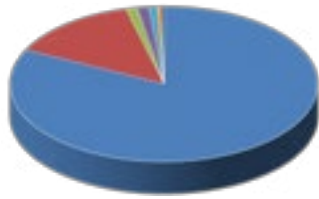


2370 Speers Rd
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Charitable Registration Number: 11928 4602 RR0001



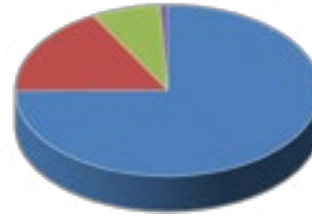
FINANCIAL HIGHLIGHTS

Total Revenues: \$23,360,744



- LHIN Contracts & Fees for Service (\$19,206,892)
- Community Programs - Gov't Funding (\$3,210,315)
- Community Programs - Other Income (\$280,223)
- Community Programs - Grants (\$292,568)
- Donations (\$205,009)
- Other (\$97,287)
- Investment (\$68,450)

Total Expenditures: \$22,323,194



- LHIN Contracts and Fees for Service (\$16,714,225)
- Community Programs (\$3,789,344)
- Management and Administration (\$1,642,725)
- Fundraising (\$176,899)

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.

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Thank you to our partners, funders and donors for making extraordinary community care possible.

\$100,000+

United Way of Halton and Hamilton

\$50,000+

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