



# Annual Report

2023-2024

Extraordinary care for **everyone.**



# We are you. You are Acclaim Health. This is us. *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!



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."

**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."



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!**



*This is us*



**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."



**Angela Brewer was nominated for a Woman of Distinction award!**

**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."

**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."



**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."



**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.



# Patty's Place Celebrates Its 2nd Birthday



"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

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  
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 Margaret Ann Andrews  
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 Sarah Arjoon  
 Charles and Susanne Armitage  
 Terri Armstrong  
 Mukul Asthana  
 Arnold Atienza  
 M. Baksics  
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 Mary Berry  
 Bespoke Travel and Tour  
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 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  
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 William Burns  
 Peter Burton  
 Frank Bury  
 Raymond Bush  
 Barry Butcher  
 Alicia Butson

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 Susan Callon  
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 Melissa Cameron and Ben Morris  
 Dennis and Moira Camm  
 Josephine Campanella  
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 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  
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 Elizabeth Cooper  
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 Bruno and Mary Ann Covi  
 Darlene Cox  
 Carol Craig  
 Cudjoe and Pendala Families Fund\*  
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 Rose Dafoe  
 David Daubaras  
 Gary Davis  
 Paula de Ronde

Rosemarie de Souza  
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 Loveleen Dhanoa  
 Eini & Carol Di Bon  
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 Mike Felker  
 Richard Fiamelli  
 Sherry Fjell  
 Margaret Foley  
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 John Goyder  
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 Estate of Robert Gray  
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 Samantha and Fraser Horn  
 Mary Jane and Zoli Horvath  
 Greg Howard  
 Lawrence Hughes  
 Diane Hutchison  
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 Bonnie and Terry Jackson\*  
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 Margaret Jardine  
 Margot Johnson  
 Marilyn Kerr  
 John Kidston  
 Lynn Kirk  
 Ilona Kopriva and Don Robinson  
 Wendy Kovachik  
 Susan Kun  
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 Robin Lampman  
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 Sarah Anne Lewis  
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 Robert and Margo Maclean

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 Laurie MacNab  
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 Sandra Marchand  
 Christina Marsh-Semerjian  
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 Elvira Martinez  
 Beverley Jane McBain  
 Maureen McCallister  
 H. McCallum  
 Dorothy McDonald  
 Paul and Carolyn McDougall-Rippington  
 Mary McHugh  
 Tracy McIver  
 Winnifred McKay  
 Marilyn McKeag  
 McKersie & Early  
 Susan McLachlan  
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 Jane McNicoll  
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 Cathi Mietkiewicz  
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 Richard and Christina Moskal  
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 Chad Murray  
 Irene Murray and Family  
 National Wireless  
 Faye Neville  
 Sue and Paul Newman

Kazuo Nishimura  
 Ross Nishimura  
 Ana Nunes  
 Oakville Community Foundation  
 JoAnne and Al Oatridge  
 Onex  
 Ontario Trillium Foundation  
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 Gerry and Carolyn Park  
 Noëlle and Mark Parsons  
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 Ellen Patkos  
 Kathy Patrick  
 Christopher Patterson  
 Peel Family  
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 Neil and Patricia Pennington  
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 John Petford  
 Lloyd Pezze  
 Jim and Barb Pickworth  
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 Elizabeth Pillon and Steven Rukavina  
 Anne and Tony Pizzacalla  
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 Susan Platt  
 Barbara Podgorski  
 Yordie Prosper  
 Margaret Pugh  
 Samir Rangooni  
 RBC  
 June and Glenn Richardson  
 Leanna Ringler  
 Helen Ritcey  
 Henry L Roeser  
 Glen Rogers  
 Linda Ross

Rotary Club of Burlington  
 The Royal Canadian Legion, Ontario Provincial Command Branches and Ladies' Auxiliaries' Charitable Foundation  
 Shirley Russell  
 Frances Rustom  
 Sophie Saeys  
 Betty Sale  
 Cathy Sancic  
 Len and Pat Sancic  
 Maureen Sangster  
 Stella and Michael Sartor  
 Gerhard Sauer  
 Louis Saunders  
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 Steve and Lorraine Shuta  
 Lori Sims and Paul D'Auvergne  
 Marianne Singh-Waraich  
 Madjana-Anita Sinkic  
 Lorraine Siu  
 Edgar Slater  
 Frank Smith  
 Pauline and Don Smith Family Foundation\*  
 Sandra G. Smith  
 Smith's Funeral Home  
 Jack Smye  
 Elisabeth Sonke-Buck  
 Jane Soper Kennedy

Wendy St Thomas  
 Robert & Ruth Stapleford  
 Don Stewart and Laura Babb  
 The Stewart family - Wynne, Bill, Dave, Jenn and Jim  
 Margot Strongitharm  
 Shirley Sturdevant  
 Richard Sumsion  
 Michele Swanson  
 Beth Ann Teare  
 Cheryl Thomas  
 Elizabeth Thompson  
 Judy Thompson  
 Sarah Thompson  
 Julie Thomson  
 Wayne and Heather Thorpe  
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 Mike Toole  
 Sarah Toole  
 Cassie Traill  
 United Way Greater Toronto  
 United Way Halton and Hamilton  
 Ruth and Robert Urbasik  
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 Mario Velez  
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 Anne Wadge  
 Marni Wagner  
 Doug Walker  
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John Walker  
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 Asma Zafar and Zahid Naeem  
 Larry Zavitz  
 Cathy Zuraw

\*Funds held within the Oakville Community Foundation  
 \*\*Funds held within the Burlington Foundation

and hundreds of wonderful anonymous donors!

# 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



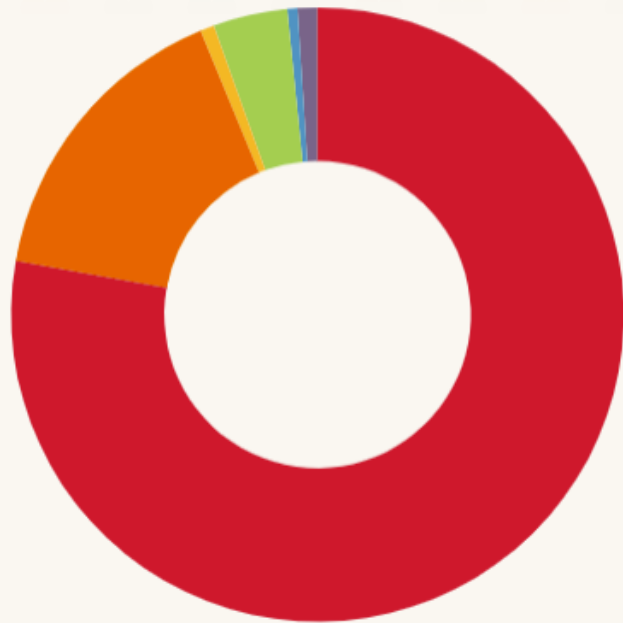
Our amazing Developing Diverse Leaders group!

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

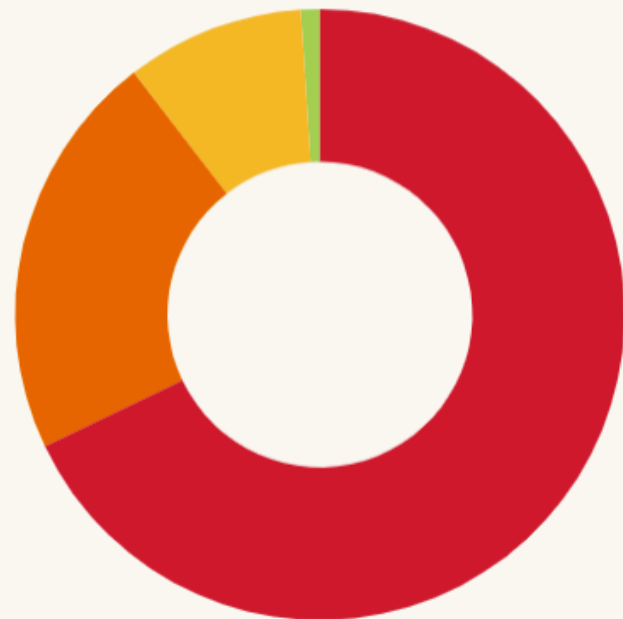


# Board and CEO



## 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/](http://www.acclaimhealth.ca/about-us/).

# Board and CEO



**Cindy Lee Heinz,  
Chair**



**Stuart Du Kamp,  
Secretary**



**Lawrence Benjamin**



**Debra Deakin**



**Mukul Asthana**



**Dwania Peele**



**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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Oakville ON L6L 5M2  
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Fax: 905-827-3390  
[www.acclaimhealth.ca](http://www.acclaimhealth.ca)

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Ontario



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