



Extraordinary Community Care.

Annual Report 2016-2017

We believe in advocating for the health needs of people in our community. We believe in rigorously pursuing excellence in everything we do – from exceptional client care to good governance and fiscal accountability. And we're not afraid to take risks or adopt new, emerging best practices to drive better care.

We know that when we're strong and healthy, our community is strong and healthy too.

That's why we're here.



Acclaim Health

The care we provide is tailored to each person. Seeing the organization grow while keeping its people-centred culture has been amazing to be a part of.

- Angela Brewer, CEO, celebrating 25 years of service



98%

**overall
customer
satisfaction**

If I were here on my own, I wouldn't be able to go out. Because of the absolutely amazing personal support staff, I have the help, energy and motivation to still do the things I love.

- Margaret Swayze, Client



It is the human connection that Acclaim Health provides that makes their care so extraordinary. I never go to see a sick person. I visit a person who is sick.

- Lou Darcie, celebrating 35 years as a volunteer

Growing Need for Care

Halton's older adult population has increased by almost 23% in the last five years (Statistics Canada). In Burlington, there are now more older adults than there are children.

No question, this is a challenging time to be on the front lines of elder care – and we're feeling the pinch.

Last year we provided an extraordinary 289,992 hours of personal care (up 19% from the previous year), and 111,996 nursing visits (up 4% from the previous year). This is the day in, day out care people need to live well at home. Our staff went above and beyond to make it happen.

Our waiting lists for programs are longer than they've ever been. In our volunteer programs, waiting lists are now 50% higher than normal levels. In our Adult Day Programs, wait times for accessing the program are between 6-11 months. This feels like an eternity when you're waiting for help.

12% more families turned to us for emotional support at the end of life and through the grieving process - reminding us that mental well-being is just as important as physical care.

In the coming year, Acclaim Health is gearing up to meet these challenges and to continue to deliver extraordinary community care to those who need it.





Acclaim Health has allowed me the freedom to heal in my own home, on my own terms. I love the flexibility and reliability of the help I'm getting.

- Carole Ward, Client

36,670

volunteer hours

22,904

people received care and support from Acclaim Health

The Impact of Extraordinary Care*

- 100% of clients are able to live independently because of a visit from a volunteer
- 99% of families are better able to cope when a loved one chooses to die at home
- 99% of clients had sufficient involvement in establishing their care / treatment plan
- 98% of caregivers are less stressed caring for their loved one with dementia
- 98% of caregivers can keep their relative at home longer because of the Adult Day Program
- 97% of clients feel safer because of a telephone call from their volunteer
- 91% of clients improved their strength, mobility and endurance through the Home Support Exercise Program

**As reported by clients and patients through our surveys and evaluation tools.*

I've always been fortunate at Acclaim Health, to be working with a dedicated team of caregivers and support staff. We solved our problems and had fun doing it.

- Bonnie Young, celebrating 25 years as a nurse



Without the Adult Day Program, Mum would be in long term care. Her geriatric psychiatrist has repeatedly stressed that keeping Mum at home is optimal for her stability and happiness.

- Leslie & Laurie, Liz Martin's Daughters

Leaps Forward

- Bereavement walking groups started in Oakville and Burlington
- New Burlington Adult Day Program space
- New furniture and equipment for Adult Day Programs
- Introduced new private care options
- Created a Service Advisory Group of patients, clients, and caregivers to better integrate their lived experience in our program planning

The commitment to professionalism, compassion, and sensitivity towards the people we help is what makes Acclaim Health exceptional.

- Laurie MacNab, Board Chair



It is very difficult when you see your loved one deteriorating before your eyes. We were struggling until Acclaim Health stepped in. They have become our salvation and are so important in our life.

- Betty and Bill Galysh, Clients

Thank You

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

\$100,000+



\$80,000+



\$20,000+

Google
Anonymous
United Way of Burlington and Greater Hamilton

\$10,000+

A.W.B. Charitable Foundation
June and Ian Cockwell Halton Region
LeVan Family Foundation*
Town of Halton Hills
United Way of Milton

\$5,000+

Hollanna Investments, Augy Carnovale, President
May Court Club of Oakville
Shorey Family

\$2,000+

Ross and Lynda Bryant
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Kyle Loveless
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United Way of Halton Hills
Lynn Johnston

\$1,000+

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\$500+

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**Funds held with the Oakville Community Foundation*

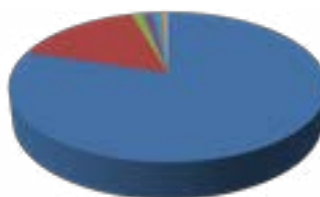
Party with a Purpose Sponsors 2016 and 2017

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*Sponsored both years

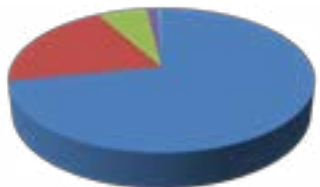
Financial Highlights

Total Revenues: \$21,035,395



■ CCAC Contracts and Fees for Service (\$16,793,508)
■ Community Programs - Government Funding (\$3,292,631)
■ Community Programs - Other Income (\$294,663)
■ Community Programs - Grants (\$277,868)
■ Donations (\$207,327)
■ Other (\$101,776)
■ Investment (\$67,622)

Total Expenditures: \$20,149,667



■ CCAC Contracts and Fees for Service (\$14,499,124)
■ Community Programs (\$3,996,242)
■ Management and Administration (\$1,270,726)
■ Other (\$284,000)
■ Fundraising (\$99,575)

Want to know more?

Full audited financial statements are available at www.acclaimhealth.ca/about-us/

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Accredited by:



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Acclaim Health provides nursing and personal support services under contract with the Mississauga Halton Local Health Integration Network (MH LHIN) and the Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) 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 MH LHIN, the HNHB LHIN or the Government of Ontario.