



**EXTRAORDINARY CARE**  
*delivered together.*

# THE LEGENDS BEHIND EXTRAORDINARY CARE.

People are the heart of Acclaim Health.

You, who are facing challenges and find care and support with us.  
You, who work hard every day to care for your clients and patients.  
You, who share your kindness, compassion and good vibes through volunteering.  
You, who contribute to changing care for the better.

Together we create an incredible community that's strong, caring, and resilient.  
It's an extraordinary community to be a part of, and we hope you are proud to be a part of it too.

You're nothing short of extraordinary!

There are even more **amazing people** to meet in the rest of this report!



## Kathy Cule, our 2026 Angela Award Winner!

What makes Kathy truly extraordinary is the heart she puts into her work. As the Acting Recreationist at our Burlington Club, she treats every club member with dignity, patience, and genuine care. Her calm, steady presence - even in the most challenging moments - reassures both club members and coworkers.

One day, a club member became extremely overwhelmed and went into a full crisis. Several team members tried to calm the club member down, but nothing worked - and the situation only escalated. Then Kathy stepped in. She never lost her composure, and responded with her usual professionalism and compassion. As things intensified, and the paramedics arrived, Kathy protected the club member's dignity, spoke gently, and used her deep understanding of the club member's needs to help her feel safe again. Afterward, she supported the entire team with her usual kindness and encouragement, helping everyone recover.

Thank you, Kathy, for your leadership and extraordinary care.

The Angela Award was created to recognize team members that regularly go above and beyond and to honour the legacy of Angela Brewer (Acclaim Health's former CEO).

## Sherry Fjell, PSW | 25 Years of Extraordinary Care



"When I first began my journey, I never imagined just how meaningful, humbling and life-changing this work could be. I am grateful to be celebrating 25 years as an Acclaim Health PSW."

## Cheryl Kozak | 30 Years of Supporting Extraordinary Care



"Life is full of responsibilities but volunteering is a choice that we make to reach out to someone in need. The time that we give is not only beneficial for the client but also for the volunteer as well."

## Mags Shorey | 30 Years of Supporting Extraordinary Care



"Acclaim Health embodies what compassionate community care should be. Supporting this work over 3 decades has been one of the most meaningful commitments of my life."

## Dodsworth & Brown Funeral Home | 30 Years of Supporting Extraordinary Care



"For 30 years, Dodsworth & Brown has been honoured to stand alongside Acclaim Health in supporting individuals and families in our community. Together, we share a commitment to compassionate care, dignity, and making a meaningful difference in people's lives."

## IODE Oakville, Angela Bruce Chapter | 30 Years of Supporting Extraordinary Care



"The IODE Angela Bruce chapter has been a proud supporter of Acclaim Health for 30 years! Their wonderful much needed community work speaks to the mission of our organization: enhancing the quality of life for individuals through community service, education support and citizenship."

# TOGETHER, WE PROVIDED MORE CARE THAN EVER BEFORE.

## A Half Million PSW Visits – the Most Ever!

For the first time in our 95 year history, our amazing Personal Support Workers (PSWs) provided a whopping 504,662 personal care visits – a 16% increase over the previous year. PSW care is fundamental to helping people live in their own homes longer. But more than that, it's a meaningful human connection in a person's day that lets people know they matter.



"Acclaim Health Nurses are truly amazing. I am truly blessed to have these angels. Thanks for this amazing service on Fairview. The staff are so friendly. Thank you to all the nurses for their hard work and dedication!"

- Client

## Our Nurses Are There When You Need Them Most

Our incredible nurses provided 153,499 nursing visits – another 8% increase over last year. Incredibly skilled, our nursing team are renowned for their palliative care, wound care, IV treatments, assisting with medically assisted dying, and their crackerjack ability to problem-solve complex needs in unpredictable home environments.



The Caregiver Corner series has been a true lifeline, giving me a much-needed opportunity to focus on my own needs instead of only pouring from an empty cup. It provided a welcome break where I could connect with other caregivers who truly understand this journey, share experiences, and enjoy fun projects and activities that helped lift me out of caregiver burnout."

- Caregiver



"My PSWs do everything for me... they visit with me, they get me dressed. They get me fed. I enjoy Renato. He's a good fellow to have for company. We just share time peacefully"

- Donna, PSW Client



The care and support that the Acclaim Health PSWs provide my family is wonderful. The impact is that my mother is living in her own home and thriving at 92. We have designed the Acclaim Health schedule with my sister, the primary care giver, in mind. She makes it possible for my mother to be in her own home; Acclaim Health makes it work. My sister has the freedom to be out and busy with the things she loves to do. My mother enjoys having the company of the PSWs who take her for walks, do her laundry, and provide personal care. All in all it makes for an organized and happy household."

- Cathy, Donna's Daughter

## Caregiver Support Beyond Dementia

Family caregivers are doing more than ever. So we are too. After living through a 64% increase in demand over the last 5 years, we expanded our caregiver support services to include families caring for a person living with challenges other than dementia (before this, our caregiver supports were focused on families living with dementia). Now, caregivers have support no matter what challenges their family members is facing, including a new Caregiver Educator position for family consultations, two new support groups, and opportunities to socialize with other caregivers.

Community support made this happen!

## Our Clubs Are Packed...



Community support made this happen!

Occupancy rates for our Clubs (aka our Adult Day Programs) are now averaging 101%, with our Walmley Club at Patty's Place full to the brim at 118%. This means that we're opening our doors to more club members than ever to meet the growing demand for care – overbooking knowing that on any given day a club member or two might be absent. Except when they all show up – then it's really a party! Thank you to our community – it's your support that allows us to stretch to care for more people than our base funding supports.



## ...Which Is Why We Introduced Bring The Club Home

Last June we announced our new Bring The Club Home program. One year in, it's doing exactly what we hoped it would: bringing best practices from our Clubs to deliver fun, recreation-based activities to people living with dementia who are on a waiting list for ongoing support. Our first Bring the Club Home members started last summer, and since then 91 people have benefited from the program. With 100% of caregivers reporting they feel less isolated and alone since their family member has joined. Thanks to the Halton Region Community Investment Fund and our awesome community members for the flexibility to get help where it's needed!



Community support made this happen!

## CLIENT STORY



Last year was a very difficult time for my husband and me, and it became increasingly difficult to care for my husband at home. Thankfully, he was on the waiting list for Patty's Place and we were then able to take part in the Bring The Club Home program.

This 12-week program was a huge breath of fresh air for both of us. The customized care plan, the dementia-friendly activities and the support and coaching from a carefully selected and well-trained professional made a huge difference for my husband - and therefore for me as well.

My husband and the visiting staff member quickly discovered they had a mutual passion for music and she used that love of music to motivate him to exercise. Even after the 12 weeks had passed, he found it easier to try to follow the exercise program on his own.

Bring the Club Home was a totally positive experience for both my husband and me and the 12 weeks passed far too quickly."

# TOGETHER, WE PROVIDED MORE CARE THAN EVER BEFORE.

## Tech Cafes Take Over Halton

We never let a good idea go to waste! Our pop-up Tech Café proved so popular, that we've expanded to provide regular, monthly Tech Cafés in every community across Halton. Last year 233 older adults used our Tech Cafes to learn new skills and navigate the digital world with confidence. This is huge! We have had participants begin video calling their grandchildren, learn to order grocery delivery (incredibly helpful for people who can't leave home easily), and discover online communities related to their hobbies and interests. Plus, the ability to maintain contact with friends and family is absolutely fundamental to their wellbeing. Shout out to Cogeco for their sponsorship of this amazing program.



**Community support made this happen!**



“Volunteering at the Tech Cafes has been such a rewarding experience! I really enjoy helping seniors become more confident using technology; whether it's to help them stay connected with family through texting or email, navigating Google and Google maps to find information and places, or learning to book appointments online. It is really satisfying to see how these skills can make everyday life easier and help seniors feel more independent and connected with the world.”

- Volunteer

## Clinical Coaches Improving Palliative Care Across Halton

Acclaim Health introduced new Palliative Care Clinical Coaches in partnership with the Connected Care Halton Ontario Health Team (CCH OHT) and the Burlington Ontario Health Team (BOHT) to help support Halton community organizations as they change the delivery of palliative care in our community. Our Coaches help local organizations – such as long term care homes, emergency medical services, home care and community living – up their palliative care game through coaching, increasing access to education, strengthening connections of local teams and better integrating processes. So far, 9 community organizations have been onboarded and 102 community providers have accessed funded palliative care education.

# TOGETHER, EXTRAORDINARY CARE IS POSSIBLE TODAY...AND TOMORROW.

## The Future Is Here! Pom Poms Recommended

Acclaim Health's new 3-year strategic plan is here! Throughout the process, many of you took the time to share your insights, your experiences and your hopes for the future. It was incredible, inspiring, and humbling to hear how Acclaim Health has touched so many people.

We heard that Acclaim Health is doing many things right (yay!). We heard that the community needs more of what we offer so that people can live well at home for as long as possible. And we also heard that there are things we need to improve, and we took that feedback to heart. 'Cause that's what we do.

All of this was distilled into a plan that was truly created by our community, for our community.

As we work towards our vision of *extraordinary care, delivered together*, we will be tackling three big priority areas:

1. Strengthen our collaborative relationships with partners across the healthcare and community support systems to improve integration of home and community care models and services.
2. Use the collective knowledge and experience of our community to evolve our care, ensuring extraordinary care for everyone.
3. Invest in the people, systems, and infrastructure to support sustained growth and maximize community impact.

What does this mean in real life? It means there's exciting stuff to come! Stay tuned and keep your pom poms at the ready. 😊



# TOGETHER, OUR VOLUNTEERS CREATE EXTRAORDINARY COMMUNITY CARE.

Cheers to these caring volunteers for supporting extraordinary care in our community!



**30**  
Years

Cheryl Kozak  
Mags Shorey

**20**  
Years

Brenda McElroy

**15**  
Years

Slava Banfi  
Niam Nasir

**10**  
Years

Nancy Brand  
Judy Bridgman  
Noelle Parsons  
Colleen Richmond  
Christine Walach

**5**  
Years

Phyllis Alcantara  
Susanne Armitage  
Gloria Gibson  
Megan Heil  
Paulene Jodry  
Luisa Reyes  
Debbie Robinson  
Jack Snye

Basheer Abdulmajeed  
Adeiza  
Hazem Kamal Abouagwa  
Charolette Adams  
Natacha Addy-Wenman  
Hassan Ahmad  
Karen Aikman  
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Violeta Burany  
Nora Cameron  
Karen Capindale-Smith  
Michael Carusone  
Mary Cassidy  
Theresa Castonguay  
Sunil Chandra Dev  
Colleen Clairmont  
Elyse Cooper  
Mackenzie Cornell  
Denise Correia

Donald Croucher  
Alice Dekleer  
Sunil dev  
Marisa Di Filippo  
Enuri Dissanayake  
Barbara Ellis  
Ahmed Elzoghby  
Gayle Fisher  
Margaret Foley  
Emma Fonseca  
Chiharu Fukuda  
Pearl Gabriel  
Linda Gallow  
Edward Gao  
Jacqueline Gardner  
Natalia Ghiglioni  
Valerie Gibson  
Veebha Gosai  
Karen Granatier  
Yinuo Guan  
Jacqueline Maria Hahn  
Eileen Hamilton  
Lynne Handy  
Bonita Head  
Laura Daniela  
Hernandez-Ruiz  
Scott Hledin  
Margaret Hogervorst  
Chelsea Howard  
Hala Issa  
Mary Jaggard  
Sean Janssen  
Beverly (Bev) Johnston  
Christine Kaitola  
Ruhi Kapur  
Gurpreet Kaur  
Kim Keliehor  
Douglas Kelley  
John Kidston  
Irene Kim  
Truda Koopman



Karan Kumaresan  
Heather Laferriere  
Kanchan Lakhota  
Robin Lampman  
Teresa Lazette  
Gaon Lee  
Holly Lillico  
Lainey Lowe  
Grace Maharaj  
Linda Manto  
Jessa Mae Marquez  
Christie McCarthy  
Tracy Mclver  
Marybeth Meadows  
Sreevidya Narayanan  
(Vidya) Mooss  
Wanda Morey-Williams  
Annette Morris  
Ken Moxey  
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Marius Musteata  
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Francine Nadeau  
Devnand Nambiar  
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Crystal Olanubi  
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Anne Stewart  
Ruth Stockdale  
Ruhail Sud  
Ai Sueyoshi  
Aisha Taimuri  
Saman Talha  
Aric ten Brinke  
Jennifer Thomas  
Prema Priyanka Vallala  
Dali Varma  
Joanne Venman  
Blythe Ward  
Marlene Weslake  
Laurie Westover  
Jeannette Williams  
Laura Williams  
Cassia Winkels  
Cindy Zhou

... and many more wonderful people!



# TOGETHER, OUR SUPPORTERS CREATE EXTRAORDINARY COMMUNITY CARE.

Thank you to our incredible donors for supporting extraordinary care in our community.

This list includes donors who gave between April 1, 2025 to March 31, 2026. 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!



30  
Years

Paul & Carol Agro  
Bob Bruce  
Dodsworth & Brown Funeral Home - Burlington Chapel  
IODE Oakville, Angela Bruce Chapter  
Blair and Libby MacAulay  
The Shorey Family\*  
Greta M. Spalding Martin

5  
Years

John Brown  
Peter and Cassandra Callahan  
Linda Carver  
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Dr. Jane Charters  
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Jane Tyson  
Christopher Vagg  
Bonnie Wace  
Ian Waid  
Dolores Wielgus  
Peter and Carol Willson  
Jennifer Yan Wilson

25  
Years

P. Donaldson  
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McKersie & Early  
Richard and Christina Moskal  
Oakview Funeral Home  
Ontario Trillium Foundation  
Hania and David Ornstein  
Marion Robertson  
Carolyn Smail

20  
Years

Patricia Blakeley  
Rose Dafoe  
Glen Oaks Funeral Home & Cemetery  
Liz and Merritt Goddard  
David Harley  
Lawrence Hughes  
The Lochan Family\*  
Linda and Terry Ploen

15  
Years

Ardis Archer  
Jean E.  
George W. Heelis  
David Marshall  
Glen Rogers  
Elizabeth Thompson  
Sarah Thompson

10  
Years

Access Abilities  
Bozena Bercik  
June and Ian Cockwell & Family  
John Kidston  
LeVan Family Foundation\*  
Lori Sims and Paul D'Auvergne  
Marianne Singh-Waraich  
Marni Wagner

5  
Years

Maria Atto  
Brenda and Paul Barrington  
Maria Bassi  
Lynn & Jonathan Beach  
Verdun Bourdon

# TOGETHER, OUR SUPPORTERS CREATE EXTRAORDINARY COMMUNITY CARE.

Thank you to our incredible donors for supporting extraordinary care in our community.

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Rotary Club of Oakville Trafalgar  
Rotary Club of Oakville West  
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Cathy Zuraw

**... and many wonderful anonymous donors!**

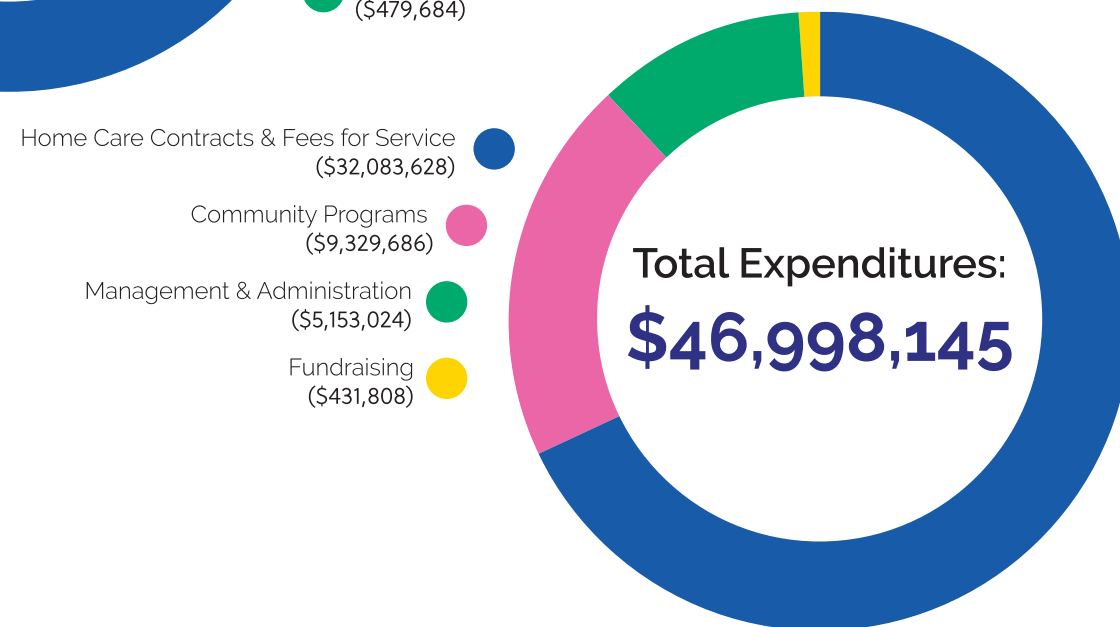
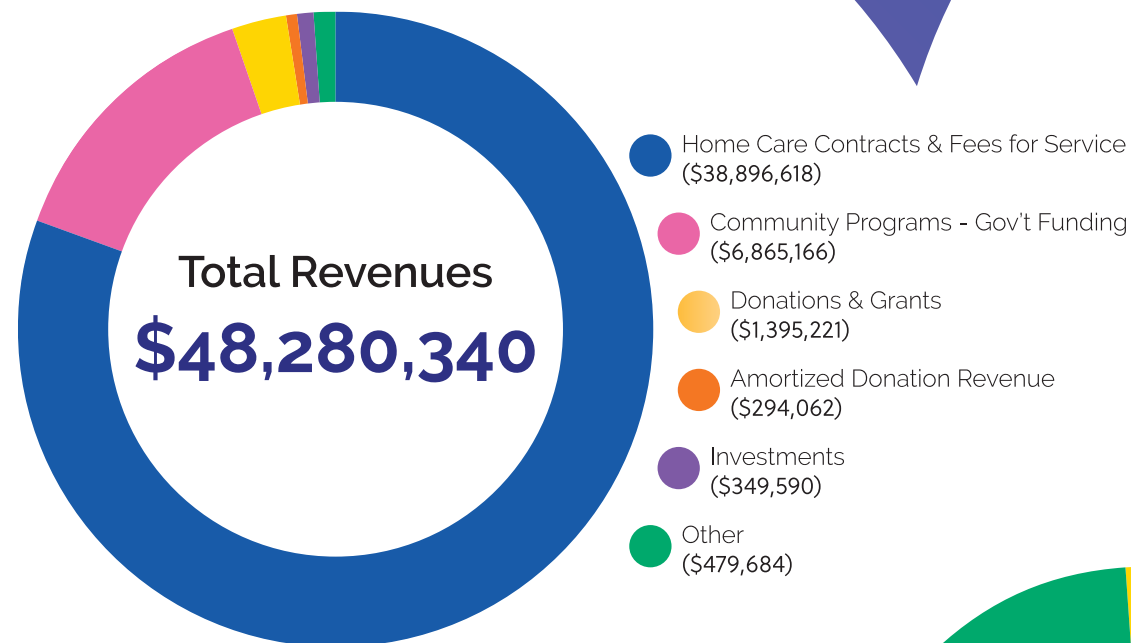
\*Funds held within the Oakville Community Foundation  
\*\*Funds held within the Burlington Community Foundation

# TOGETHER, WE BUILD A STRONG FOUNDATION FOR THE FUTURE.

## Beautifully Boring...Just How Business Systems Should Be

Our business systems were old, cranky, and struggling to keep up with our busy teams. They had to go! Enter in a new phone system (improving customer service), a new staff portal (better connecting our far flung workforce), a new finance system (increasing our efficiency), a new online learning platform (to ensure all team members have the knowledge they need to provide extraordinary care), and a new recruiting platform (to hire the best of the best). It's the glow up our basic business processes needed to keep up with the energy across the rest of the organization!

### Financial Highlights



### Want to know more?

Full audited financial statements and a link to our charity tax returns (T3010s) are available at [acclaimhealth.ca/about-us/](https://acclaimhealth.ca/about-us/)

## OUR BOARD TEAM



Stuart du Kamp,  
Chair



Lawrence Benjamin,  
Vice Chair



Debra Deakin,  
Treasurer



Dwania Peele,  
Secretary



Mukul Asthana



Predrag Jurovicki



Jason Merrithew



John Sheedy



Carla Velastegui



Kelly McWilliams,  
CEO (ex officio)

### Community Committee Members

Margaret Grice  
Michael Marco

# CHOIR! CHOIR! CHOIR!

# IS BACK!

It was **SO MUCH FUN**, we're doing it again!

Join us for this fully interactive, participatory show that turns audience into performer! Get ready to laugh, dance and **SING!** your hearts out with hundreds of other Acclaim Health supporters and music-lovers just like you. It's a big party for the greatest songs of all time - and you're invited!

The event will raise funds for our Bring The Club Home program, which provides support to people living with dementia who are on a waiting list for ongoing support.

Tickets are limited – so be sure to get yours as soon as possible! Early bird rates end July 30, 2026.

**Wed., October 21, 2026**

**6:00pm-9:00pm**

**Appleby College, Oakville**



[acclaimhealth.ca/choir](https://acclaimhealth.ca/choir)



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[www.acclaimhealth.ca](https://www.acclaimhealth.ca)

Accredited by:



Funded in part by:



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