



# ANNUAL REPORT



Acclaim  
Health

2012 - 2013

## Demand for Quality Care Increases

Care is shifting from hospitals and long term care facilities to the home. People are living longer, and want to remain independent as long as possible. The seniors' population is growing at a rapid rate. All of these factors have meant that demand for our services is growing.

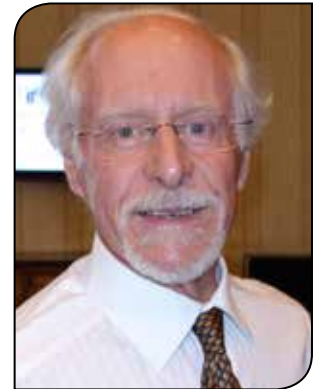
This past year we assisted 18,985 people, an increase of 6% over the previous year. As a testament to our commitment to quality care, 95% of our clients felt the care we provided met or exceeded their expectations.

Our challenge is to continue to provide exceptional care as demand increases. To do this, we'll be working very closely with our community partners to find innovative ways to provide effective, seamless care, as efficiently as possible. We're also integrating the latest technology so that our staff has the information they need, where and when they need it.

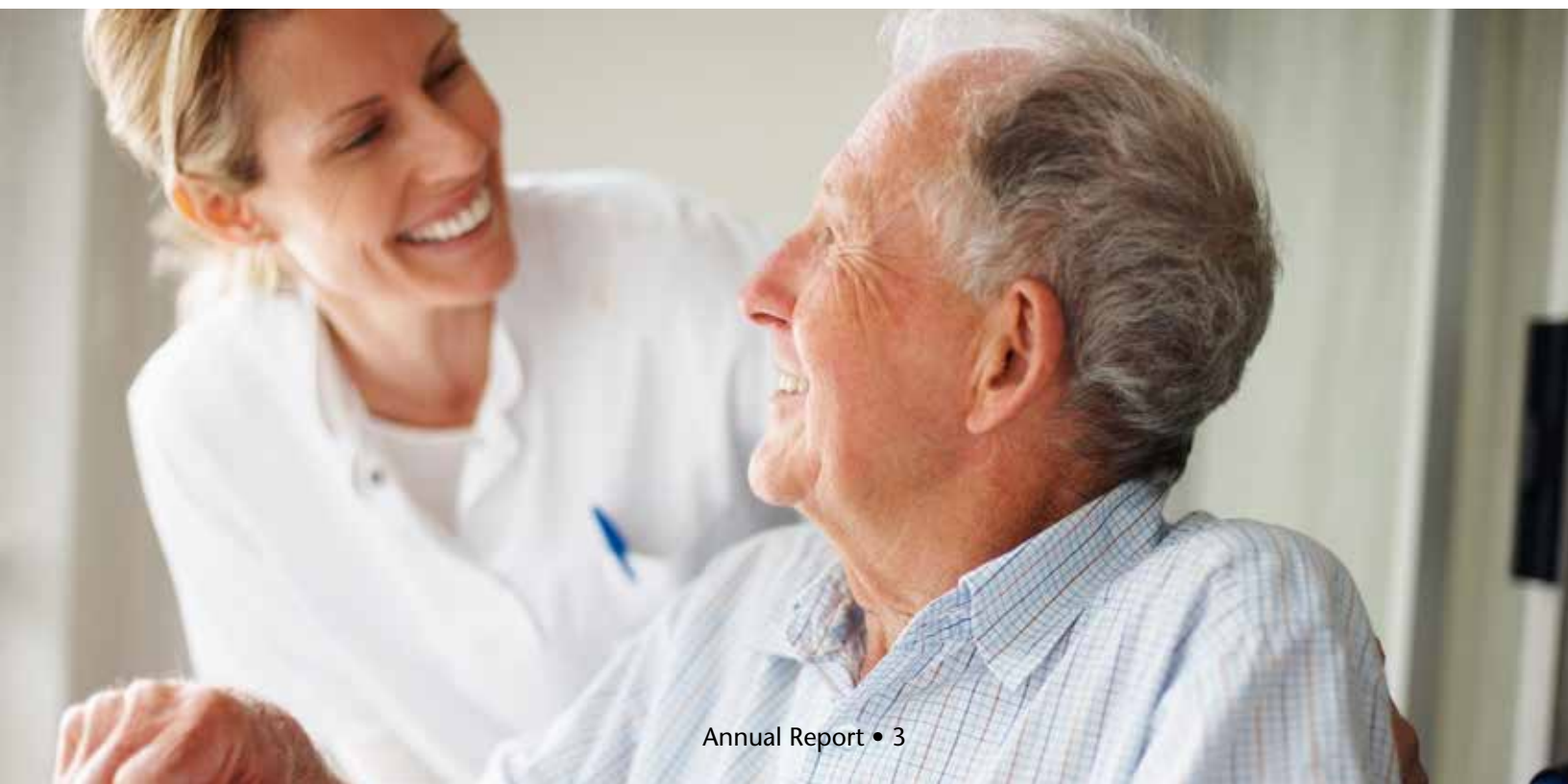
At its heart, our organization is about people helping other people. Whether it is our nurses, our personal support workers, our coordinators, our volunteers or our donors, it is our people that make the difference for thousands of families throughout Halton. Thank you to everyone who is a part of the Acclaim Health team and shares in our success.



**Angela Brewer**  
CEO, Acclaim Health



**Dr. Peter Garrod**  
President, Acclaim Health



## We help people like...Marlene & Bob Faulhafer

Marlene, who was diagnosed with Alzheimer disease in 2008, can no longer be left on her own. To help Bob and Marlene cope, Marlene attends the Seniors Day Program for people with dementia in Burlington three days a week. "I don't know how I would survive without the day program," declares Bob. "I really don't! Because I can't leave her alone, everything falls to me."

Bob has also taken advantage of Acclaim Health's education sessions for caregivers. "I am much better prepared for what might come," says Bob. "It gave me some comfort to know that I was not alone and to learn how others are dealing with the difficult situations that arise."

Many challenges remain but the support of Acclaim Health's programs has helped Bob and Marlene through each hurdle. "They are an absolute necessity to us," confides Bob.



Marlene & Bob Faulhafer  
Photo courtesy of Creative-Tradeoffs

### New Space for Burlington Seniors Day Program

Our Burlington Seniors Day Program moved in to a brand new space in January, allowing us to increase the number of seniors we can support each day. The space was furnished with the help of the *Halton Region Community Investment Fund*.

759 people took advantage of our Alzheimer Services Caregiver Support and Education services



### Extra Support for People with Dementia

To further help the clients and caregivers of our Seniors Day Programs, we began a partnership through the Behavioural Supports Ontario project with the Alzheimer Society of Peel. The partnership provided us with a specialized Community Support Worker who can help clients, families and caregivers better understand, support and mitigate some of the behavior challenges that come with dementia.

164 people with dementia participated in our Seniors Day Programs

## We help people like...Noella Bozzer

Noella Bozzer's move to Halton Hills meant living closer to her daughter, but it also meant leaving behind many long time friends. Feeling isolated, Noella decided to reach out to Acclaim Health, and was matched with Friendly Visiting volunteer, Frances Herder. During their visits together, Noella and Frances enjoy shopping, having dinner, crafting or simply chatting.

The ladies have been getting together once or twice a week for the past two years. "We share likes and dislikes, family values, and much more," says Frances "overall she's a good companion, and wonderful to talk to."



Friends Noella (left) & Frances (right)

"I couldn't do without her," says Noella, "and if I mention anything about Frances to my friends in the seniors' residence, they tell me how lucky I am to have her. I've gained more than a friend, she's a family member."

**1,135 clients were  
supported by  
Community Support  
Services in  
2012-2013**

## Streamlining Client Information to Improve Care

All of our Community Support Services (including Friendly Visiting, Special Steps, Tele-Touch, Hospice Visiting and Bereavement) implemented the inter RAI-CHA tool this past year. It means clients only have to answer assessment questions once – even if they need multiple services, across multiple agencies. It also helps us make sure clients receive the right care for their needs, right from the start.

## Hospice Visiting Introduces Music Therapy Program "Room 217"

Our Hospice Visiting program is now offering "Room 217" a therapeutic music program, to all hospice clients. Designed to provide pain distraction, promote sleep, and focus the mind on positive memories and feelings, the music is tailored to a client's tastes.

## We help people like...Martha Johnson

"It's life changing," says client Martha Johnson of the nursing care she's received from Acclaim Health. "Throughout my life I've required and have been fortunate to access various forms of medical intervention. With the Acclaim Health nurses I've felt comfortable from day one - which is really something for me."

The nurses were professional, patient and took the time to understand her. "I feel like they really got it, what I needed as a person. They were always there to help me and support me, and if I was having challenges they gave me other solutions. And I always felt they put my dignity first and foremost."

"It's been such a gift," says Martha. "I mean that genuinely. I'm so thankful for the nursing care because I've been able to learn from the nurses the things I need to do, to take care of myself, and through their support and experience incorporate 'the how' of managing my medical needs into my daily routine, supporting everyone's efforts, helping me to remain as independent as possible. For me it's been amazing."

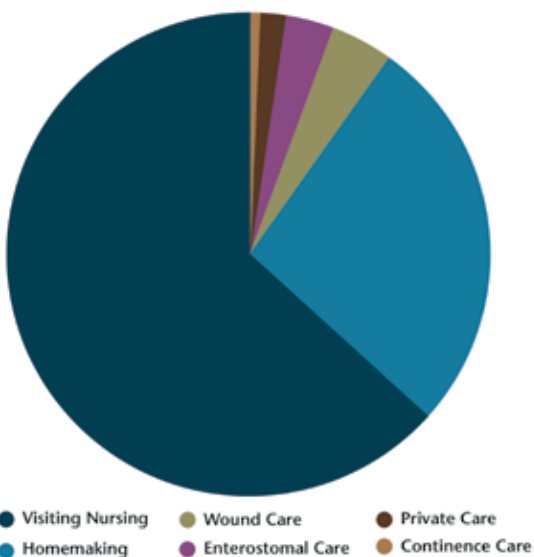


Martha Johnson, Client

### Demand Soars for Nursing Care and Personal Support Services

Health Services experienced huge volume increases this past year with nursing growing by 14% and personal support services growing by 17%.

6,594 clients were cared for by Health Services in 2012-2013



### New Contracts with Community Care Access Centres (CCAC)

Acclaim Health signed new contracts with the Mississauga Halton Community Care Access Centre and the Hamilton Niagara Haldimand and Brant Community Care Access Centre to continue to provide nursing and personal support services in Halton region.

### Acclaim Health Piloting New Provincial Nursing Model for Wound Care

Our nurses and many other staff have been involved in testing a new care model for patients with wounds that require home nursing. A province-wide initiative of the Ontario Association of Community Care Access Centres (OACCAC), the new wound

care model will pay health care agencies according to client outcomes (how well a wound heals, client teaching, etc.) rather than how many times they visit the patient. The model is currently in the proof of concept stage and is expected to officially launch in the fall 2013.

## Advance Care Planning Across Cultures

To help health care providers understand how culture may affect a patient's decision making and end-of-life care planning, the Acclaim Health Palliative Care Consultation team coordinated seminars on Culturally Sensitive Advance Care Planning in Halton, Dufferin and Peel regions with guest speaker Gurwinder Gill.

## New Palliative Care Materials Created for Ontario

One of our Palliative Care Consultants worked with provincial partners to adapt the Canadian Hospice Palliative Care Association's *Speak-Up: Let's Start the Conversation About End-of-Life Care Workbook* so that it is Ontario-centric and meets with Ontario law. Find it at [www.advancecareplanning.ca](http://www.advancecareplanning.ca).

## Improving Palliative Care in Long Term Care Facilities

One of our Palliative Care Consultants participated in Dr. Mary Lou Kelley's research team that looked at Quality Palliative Care in Long Term Care in two Halton long term care facilities: Allendale in Milton and Creekway in Burlington. The research highlights the important role that personal support workers play in the provision of care.



# Thank you to our over 900 volunteers for your extraordinary work in our community.

Congratulations to those who achieved long service milestones the past fiscal year!

## 25 Years

Margaret Gregson

## 20 Years

Margaret Lafontaine • Richard Olley •  
Earle Stobart • Barb Watt

## 15 Years

Alice Brand • Betty Griffithe • Anna Herod  
• Joan Hewitt • Cheryl Kozak • Jenny Kyle  
• Anne Macneil • Pankaj Mehra • Fran  
Moore • Liza Po • Lena Simmons

## 10 Years

Lorraine Bird • Lynda Currie • Vici Erwin • April  
Graham • Colleen Lichtenberger •

Rose Machacek • Beverly McBain • Brian McCrossan • Vina Morland • Vanaja Prabhu •  
Eunice Quash • Diane Smith • Shirley Watson • Shirley Zucker

## 5 Years

Debroah Burke • Nora Cameron • Glynis Cunningham • Angela Edwards • Barbara Ellis •  
Yvonne Hawkins • Greg Kaposy • Tara Knight • Melanie Lyjko • Suhua Ma • Diane Mihalek  
• Jackie Newby • Joan Page • Tom Pettingill • Jeanne Purdy • Anne Quinton • Ann Sargant •  
Maria Suarez • Nadine Vanden Boom • Anne Walden • Marlene Weslake • Sarah Williams •

## Award Winners

Anne Wunderlich, Friendly Visiting Volunteer, was named the Volunteer of the Year by the Service Award for Geriatric Excellence (SAGE).

Cheryl Kozak, Friendly Visiting and Special Steps Volunteer, won a Town of Oakville Community Spirit Award.

Dr. Mary Buzzell, a long time Acclaim Health Volunteer, was honoured with the Queen Elizabeth II Diamond Jubilee Medal.



Margaret Gregson, Acclaim Health  
Volunteer of 25 Years



## Join our volunteer team!

For more information and a list of available positions go to [www.acclaimhealth.ca/volunteer](http://www.acclaimhealth.ca/volunteer), email [volunteering@acclaimhealth.ca](mailto:volunteering@acclaimhealth.ca) or call 905-827-8800 or toll free 1-800-387-7127

# Congratulations to all staff members who achieved long service milestones this past fiscal year!

For over **35 years**, Ginny Swain has been providing community nursing care. “I love what I do. The best thing about it is the hands-on care we provide to clients. When people are comfortable at home, it’s easier for them to improve. Community nurses make that happen. Sometimes we’re supporting people so that they can die with dignity at home amongst their loved ones. It’s hard, but it’s rewarding to help families through that process.”

“A lot of nurses that come from a hospital setting don’t believe what we do out here. A community nurse has to be a generalist. You have to know everything. When you’re in a client’s home, you don’t have anyone to ask for help. You’re problem solving on your own. Sometimes it can be a very difficult thing to do.”

Her advice for new community nurses: “The one thing you have to remember: you are a guest in your clients’ homes. You have to be respectful of that. You may go in and suggest something to a client - and they may not agree with you. You’re going to have learn how to accept that, and find ways to build a relationship with your client so that you can improve their care.”



Virginia (Ginny) Swain, Acclaim Health  
Community Nurse of 35 Years

## 30 Years

Heather Cass-Kerr

## 25 Years

Anne King  
Bette Read

## 20 Years

Wendy Ekstrom  
Jean Macerollo

## 15 Years

Susan Ford  
Susan Nash  
Sharon Vathy

“

*Thank you for helping me through the most difficult time in my life. Acclaim Health is truly special and has an extraordinary ability with their knowledge and compassion.* ”

~Nancy Avolio, Client

## 10 Years

Dee Kearns • Rhonda Roberts • Bonnie Bassett • Janet Fitzgerald • Marzenna Maks • Kim Mallory • Gurbinder Singh • Margaret Savoy • Vedwati Bharmal • Latoya Pusey

## 5 Years

Liping Yi • Nancy Brown • Yaneth Lozano • Anna Chyzinski • Gabriela Rodriguez • Christine Keeler • Frances Mortiboys • Gail Wooley • Haiying Wu • Anne Green • Pamela Stanford



# Thank you to the many donors who gave generously to help those in need, including:

\$100,000+



Nancy Agnes Groves



\$5,000+



A.W.B. Foundation



\$2,000+



The Derick Brenninkmeyer Charitable Foundation •  
Ross & Lynda Bryant

\$1,000+



Augy Carnovale • John & Lynda Dunsford • Bryan Graham • IODE -  
Angela Bruce Chapter • Frank & Azniv Lochan Family Foundation •  
Walker Wood Foundation

\$500+



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Donald Honey • Margaret Lansborough • Carol A. Moorse • Frank Sherwin • The Shorey Family • Ian & Nicole Troop

**Your Donation is in Good Hands**  Top Pick **Charity** 2012

Acclaim Health was one of only 45 Canadian charities chosen by Charity Intelligence as a Top Pick for 2012. Charities are selected based on their "leadership, cost-efficiency and, most importantly, their bottom-line results in getting the job done in helping their clients." To find out more visit:

[www.charityintelligence.ca](http://www.charityintelligence.ca)



Charitable Registration Number:  
11928 4602 RR0001



Acclaim Health Board of Directors, back row from left to right: Gerry Park, Russ Hunt, Hania Ornstein, Anthony Greenhalgh. Front row from left to right: Hugh Pauwels, Laurie MacNab, Peter Garrod and Angela Brewer. Absent from photo: Paul Hancock, Avis Maher, Michael Marco and Sartaj Dhillon.

### Planning

A New Strategic Plan was developed and will launch in July 2013. The plan focuses on quality service, client safety, financial accountability, partnership, outstanding people and teams, and innovative leadership.

### Quality

A Quality Committee of the Board was created to monitor high-level quality and risk indicators.

### Governance

- The Board completed its annual self-assessment, assessment of the Chair, and assessment of each board member.
- Ensured that the CEO was compliant with the Executive Limitations Governance policies by means of monitoring report for each policy.
- Board Fundraising Liaison position was developed and appointed.
- All governance policies and committee terms of reference were reviewed and revised where necessary.

### Learning

To deepen understanding of the health care sector and the organization, the Board received presentations from:

- John Oliver, *CEO of Halton Healthcare*
- Narendra Shah, *COO of the Mississauga Halton Local Health Integration Network*
- Kevin Flynn, *Member of Provincial Parliament for Oakville*
- All Acclaim Health Departmental Directors

Several board members participated in a variety of education sessions, including:

- Mississauga Halton Local Health Integration Network's Governance to Governance sessions
- Governance for New Board Members
- Financial Literacy Primer for Board Members
- Governance Certificate Program through the United Way
- Quality workshops



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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 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.



United Way Funded Agency

