

ACCLAIM HEALTH

2370 Speers Rd.
Oakville, ON L6L 5M2
President: Peter Garrod
CEO: Angela Brewer



Sector: Health Operating Charity

Website: www.acclaimhealth.ca
Charitable Reg. #: 11928 4602 RR0001

About Acclaim Health: Acclaim Health (AH) is dedicated to providing a broad spectrum of community health support services to Burlington, Oakville, Milton, Georgetown, Acton, Campbellville & surrounding areas.

In F2012, AH's 350 staff and about 900 volunteers provided visits and other services to almost 9,000 clients. Its integrated Alzheimer Services offers two adult day programs that provide therapeutic socialization and recreation for 170 dementia patients, while nearly 780 caregivers of Alzheimer's patients received in-home education and support, as well as a respite from constant caregiving. Community Support Services provided over 50,000 hours of in-home visits and telephone calls for frail and socially-isolated individuals, including physically- and memory-challenged adults, as well as hospice visits and bereavement services to over 350 individuals in need. Nearly 13,000 "Tele-Touch" reassurance calls were made, and benefited 108 isolated seniors. AH also provided nursing and personal support care to more than 6,900 clients through contracts with the Community Care Access Centres (CCACs). Its Caregivers Compass website tool was launched in 2010, and provides resources for informal caregivers of Alzheimer's and other dementia patients.

Financial Review: Administrative costs are 6% of total revenue and fundraising costs are not disclosed on the audited financial statements. AH has only enough funding reserves to cover 16% of annual program costs.

Financial Ratios

Fiscal year ending March 31 st	2012	2011	2010
Administrative costs as % of revenues	6.4%	7.2%	6.9%
Fundraising costs as % of donations	0.0%	0.0%	0.0%
Program cost coverage (%)	16.2%	9.3%	19.3%

Summary Financial Statements

All figures in \$000s	2012	2011	2010
Donations	538	564	447
Government funding	1,899	1,824	1,781
Fees for service	12,447	11,091	9,936
Special events & other	197	141	92
<u>Investment income</u>	<u>19</u>	<u>31</u>	<u>61</u>
Total revenues	15,100	13,652	12,317
Program costs	13,222	11,935	10,992
<u>Administrative costs</u>	<u>961</u>	<u>979</u>	<u>852</u>
Cash flow from operations	917	738	473
Funding reserves	2,148	1,109	2,119

Note: To reflect the period in which contributions were received, Ci reversed deferred revenue, which affected revenues by: (\$33k) in F2012, \$35k in F2011, and \$30 in F2010.

Financial Transparency

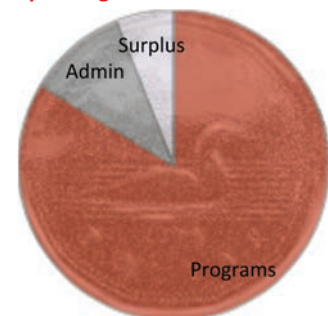


Audited financial statements available only upon request

Program Cost Coverage



Spending Breakdown



Full-time Staff # 79

Avg. Compensation \$53,478

Top 10 Staff Salary Range

\$350k +	
\$300k-\$350k	
\$250k-\$300k	
\$200k-\$250k	
\$160k-\$200k	
\$120k-\$160k	1
\$80k-\$120k	2
\$40k-\$80k	7
< \$40k	

Information from most recent CRA Charities Directorate filings for F2011

ACCLAIM HEALTH

 Year ending March 31st

Program Data	2012	2011	2010
Program costs	13,222,451	11,934,789	10,992,316
Program hours	421,121	370,841	362,747
Total volunteers	893	904	884
Volunteer hours	46,434	46,516	48,693
Volunteer turnover rate (%)	16%	18%	12%
Clients served	8,975	8,209	10,300
Program hours / client	47	25	20
Program costs / hour	31	32	30
Program costs / client	1,473	1,454	1,067

Charity Analysis	2012	2011	2010
Revenues (less interest income)	15,081,029	13,620,546	12,256,407
Value of donated time	696,510	697,740	730,388
<u>Donated goods and services</u>	-	-	-
Charity value	15,777,539	14,318,286	12,986,795
Administrative costs (as % of charity value)	10%	11%	12%
Local support (\$)	15,777,539	14,318,286	12,841,957
Community size (population)	466,047	453,363	441,025
Community ownership (local support \$ / pop.)	\$33.85	\$31.58	\$29.12

History: Acclaim Health started as Victorian Order of Nurses Oakville in 1930. In 2006, AH withdrew from VON Canada to ensure that its programs would continue to meet the needs of its local Burlington, Oakville and surrounding communities.

Management: CEO Angela Brewer is a Registered Nurse with an MBA who has been with AH for nearly 20 years. AH's five top staff members have been with the organization for a combined total of 79 years, with over 100 years of sector experience. AH has recently hired a new fundraising director to assist in diversifying funding sources to include more donations.

Social Results: For the Alzheimer Services Seniors Day Program in F2012, 94% of caregivers (up from 89% in F2011) reported that the program has helped them to keep their relative at home longer. 80% of clients in the Friendly Visiting Program reported that the help they received enabled them to continue to live independently at home. In the Special Steps Program, 97% of caregivers reported that the visits by the volunteer/coordinator provided the client with social or physical stimulation. 100% of clients in the Tele-touch Telephone Reassurance Program reported improved coping skills, allowing them to live independently at home.

Community Need: Halton has the second oldest population in Ontario, with many people living below the poverty line and unable to afford private aging services. Ontario's Aging at Home Strategy has increased demand for home care and community support services for seniors. There is a waiting list for many of AH's services, which is likely to grow as the population continues to age.

Funding Need: An additional \$500k per year would enable AH to implement planned improvements to their Community Support Services Program and increase the spaces available in the Alzheimer day programs to eliminate their wait list and meet patient and family needs. As part of this, \$75k per year would enable them to hire another staff member dedicated to training and managing their extensive volunteer base.

Investment Highlights: AH differentiates itself from other health providers by offering a full range of services for clients beyond government-funded care. It fills a gap by dealing with the needs of clients who are not well enough to be at home without assistance, but are not ill enough to qualify for full OHIP support. AH actively tracks and trends thousands of indicators to assess their client impact and identify critical gaps in serving clients and volunteers.

Investment Risks: AH is dependent on government and CCAC service funding for 95% of revenues and only has funding reserves to cover 17% of annual program costs.