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# Acclaim Health

[Health](#)

Operating Charity

2370 Speers Road  
Oakville, ON L6L 5M2  
CEO: Angela Brewer  
Board Chair: Lynn Johnston

Charitable Reg. #:11928 4602 RR0001

### STAR RATING

Ci's Star Rating is calculated based on the following independent metrics:



#### FINANCIAL TRANSPARENCY

[Audited financial statements](#) for current and previous years available on the charity's website.



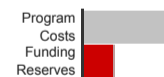
#### RESULTS REPORTING

Grade based on the charity's public reporting of the work it does and the results it achieves.



#### DEMONSTRATED IMPACT

The demonstrated impact per dollar Ci calculates from available program information.



#### NEED FOR FUNDING

Charity's cash and investments (funding reserves) relative to how much it spends on programs in most recent year.



#### CENTS TO THE CAUSE

For a dollar donated, after overhead costs of fundraising and admin/management (excluding surplus) 66 cents are available for programs.

## OVERVIEW

### About Acclaim Health:

*Acclaim Health is a 3-star charity. It has a B- results reporting score, which is below average. Its overhead spending is within Ci's reasonable range and it has enough reserve funds to cover its annual program costs for around three months.*

Founded in 1973, Acclaim Health provides home and community care to adults with dementia or related diseases. It operates in Oakville and Burlington. Acclaim Health states that the pandemic has increased demand for its services. The charity has two main programs: Home Care and Community Programs. Acclaim Health reports that it helped over 20,000 people improve their quality of life last year.

In the fiscal year ending March 2024 (F2024), Acclaim Health spent \$26.0m (76% of program spending) on **Home Care**. Personal support workers (PSWs) made 384,273 home visits in F2024, up 11% from the previous year. Nurses provided 138,776 patient visits in F2024, up 3% from the previous year. In F2024, Acclaim Health provided 3,215 family consultations, support group sessions, workshops, and events. Acclaim Health reported that it helped 740 people in F2024 through dementia-related caregiver support, up 23% from last year. Acclaim Health also reported that its Private Care program saw a 14% increase in volume in F2024. Private Care is a social enterprise program. Surplus fees from private care are re-invested in Acclaim Health's community programs.

Acclaim Health spent \$8.3m (24% of program spending) on **Community Programs** in F2024. Community programs help adults build and maintain social connections. F2024 marked the 2 year anniversary of Patty's Place, a Dementia care centre in Oakville. Acclaim Health reports that since its opening, club members have eaten 47,582 cookies, performed 950,640 leg lifts in exercise classes, and created 733 works of art. In F2024, Acclaim Health launched its Technology Accessibility pilot to combat social isolation. This program helps older adults learn to access the internet, send messages, and play online games. Participants are assigned a volunteer to help them learn. Acclaim Health offers Adult Day Programs online and in person. These programs engage participants in sing-alongs, exercise, and games. Acclaim Health also runs a friendly visiting program. Volunteers meet with older adults for conversation and company.

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## RESULTS AND IMPACT

Charity Intelligence could not find any quantified outcomes on Acclaim Health's website. This may not be a complete representation of Acclaim Health's results and impact.

This charity is not yet rated on impact (n/r).

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## FINANCES

This financial report is based on Acclaim Health's audited financial statement for the fiscal year ended March 2023 (F2023). While the audited financial statement for F2024 is posted on the charity's website, the charity's T3010 filing with the CRA is not available at the time of this update. Ci needs the charity's T3010 filing to determine administrative costs, fundraising costs, and government funding.

In F2023, Acclaim Health received \$1.1m in donations. Acclaim Health reported that it received \$30.1m in government funding in F2023 on its T3010 filing with the CRA (51% of total revenue). The charity only reported \$5.7m in government funding on its audited financial statement. Acclaim Health received \$27.2m (46% of total revenue) from fees for service in F2023. Administrative costs are 6% of total revenue (excluding investment income) and fundraising costs are 28% of donations. Overhead spending is 34% which is within Ci's reasonable range. For every dollar donated, 66 cents are available for the cause. In F2023, Acclaim Health spent \$29.7m on its programs (50% of total revenue).

In F2023, Acclaim Health had a surplus of \$25.6m and spent \$82k on capital expenditures.

At the end of F2023, Acclaim Health has \$6.9m in reserve funds. This is enough to cover 23% or around three months of its annual program costs.

This charity profile is an update that has been sent to Acclaim Health for review. Changes and edits may be forthcoming.

Updated on July 18<sup>th</sup>, 2024 by Thea Clark.

## Financial Review

### Financial Ratios

Fiscal year ending March	2023	2022	2021
Administrative costs as % of revenues	5.6%	4.9%	4.7%
Fundraising costs as % of donations	28.3%	13.9%	32.6%
Total overhead spending	33.9%	18.8%	37.3%
Program cost coverage (%)	23.1%	13.2%	23.5%

### Summary Financial Statements

All figures in \$000s	2023	2022	2021
Donations	1,109	1,932	865
Government funding	30,094	31,668	28,951
Fees for service	27,216	26,718	25,363
Investment income	93	23	114
<u>Other income</u>	<u>417</u>	<u>963</u>	<u>2,919</u>
Total revenues	58,930	61,304	58,211
Program costs	29,728	30,927	30,145
Administrative costs	3,315	3,029	2,733
<u>Fundraising costs</u>	<u>314</u>	<u>268</u>	<u>282</u>
Total spending	33,357	34,225	33,160
Cash flow from operations	25,573	27,079	25,051

## Summary Financial Statements

All figures in \$000s	2023	2022	2021
Capital spending	82	4,582	3,800
Funding reserves	6,854	4,096	7,072

Note: ADMINISTRATIVE AND FUNDRAISING COSTS: Ci used the charity's T3010 filing with the CRA to determine administrative and fundraising costs and removed these amounts from program costs in F2023, F2022, and F2021. GOVERNMENT FUNDING: Ci used the charity's T3010 filing with the CRA to determine government funding, as government funding reported on the T3010 was materially different from government funding reported in the charity's audited financial statements. This affected total revenue by \$24.4m in F2023, \$24.5m in F2022, and \$21.7m in F2021. AMORTIZED DEFERRED CAPITAL CONTRIBUTIONS: Ci removed amortized deferred capital contributions from revenue, affecting total revenue by (\$272k) in F2023, (\$129k) in F2022, and \$nil in F2021. ADJUSTMENT FOR DEFERRED CAPITAL CONTRIBUTIONS: Ci adjusted for deferred capital contributions in other revenue. This affected total revenue by \$67k in F2023, \$870k in F2022, and \$2.8m in F2021. AMORTIZATION: Ci removed amortization from program, administrative, and fundraising costs on a pro-rata basis in F2023, F2022, and F2021.

### Salary Information

Full-time staff: 218

Avg. compensation: \$71,921

Top 10 staff salary range:

\$350k +	0
\$300k - \$350k	0
\$250k - \$300k	0
\$200k - \$250k	0
\$160k - \$200k	2
\$120k - \$160k	4
\$80k - \$120k	4
\$40k - \$80k	0
< \$40k	0

Information from most recent CRA Charities Directorate filings for F2023

## COMMENTS & CONTACT

### COMMENTS ADDED BY THE CHARITY:

No comments have been added by the charity.

## CHARITY CONTACT

Website: [www.acclaimhealth.ca/](http://www.acclaimhealth.ca/)

Tel: 905-827-8800



For more information on Canadian charities, please visit [www.charityintelligence.ca](http://www.charityintelligence.ca)

The information in this report was prepared by Charity Intelligence Canada and its independent analysts from publicly-available information. Charity Intelligence Canada and its analysts have made endeavours to ensure that the data in this report is accurate and complete but accept no liability.



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