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Stories of Impact



The Home of Health™

Health is a journey and it can take you a lot of places. But nothing quite feels like home.

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CEO Remarks

EVERYONE HAS A STORY



For more than 100 years, our SE Health story has revolved around people. We talk about our mission of bringing Hope and Happiness, and this year, we wanted to share a glimpse of what that means for the patients, families and communities we serve.

We hear from our patients that hope is about *connection*; feeling excited about a milestone, big or small. Whether it's making a trip to the hair salon, meeting a new grandchild, or sitting down for a family dinner, Hope and Happiness come from human connection and the day-to-day moments that make life special. For so



Shirlee Sharkey

Chief Executive Officer & President
SE Health

many of the patients we serve, their hope is limited by their physical health and their ability to receive care. We are committed to breaking down barriers and empowering patients and families to meet their life goals in *meaningful ways*.

We are inspired by our people and the way they put patients first; we hope these stories inspire you too.

We impacted the lives of
over 150,000 Canadians 
through more than **7.7 million visits**
& **care exchanges nationwide.**

A Note
from Shirlee

Transforming
Care Systems



Strengthening
Talent



Honouring
End-Of-Life Journeys



Empowering Patients
and Caregivers



Transforming Care Systems

IMPACT:

Together with our partners, we're changing the way Canadians receive care in the community with the goal of helping them stay at home.

Following a significant health challenge or hospital stay, our care transitions team steps in to help patients get home and back to their lives with extra support. **Our staff are empowered to listen to patients and provide care that helps them heal and also reach meaningful milestones: attending their grandson's graduation; being able to walk outside again and having coffee on the porch.** Supported by research and best practices, there is no goal that is too big or too small for our team to take on.



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PEGGY & BOB'S STORY: HOME MEANS SO MUCH

For Peggy Weatherall, there's no place like home. Curling up in the comfort of her favourite, green afghan that she hand-knit years ago; admiring the painting of her wedding portrait on the wall in the living room and savouring the smell of perfectly cooked toast coming from her kitchen – even though she finished breakfast hours ago. Home means so much.

As a 92-year-old with dementia – once an avid Sudoku player, who managed payroll in the Royal Navy in the late 1940s, before coming to Canada – that feeling of being in a familiar space and surrounded by the people you love, nothing compares.

No one knows that feeling better than Bob Weatherall, 93, Peggy's husband for over 70 years, her best friend and her primary caregiver. Caring for Peggy when she fell and broke her wrist was difficult and he sincerely appreciates the wonderful support, care and concern from our amazing and interdisciplinary Transitions Team. He says, "I can't thank them enough; they've created a beautiful atmosphere of friendship and caring in our home and they're freeing up a hospital bed while doing it." In addition to general personal care, medication management and rehabilitation for Peggy, the team went above and beyond, ensuring safe, quality care of husband and wife at every turn as Peggy continued her journey from hospital to home.



Bob and Peggy Weatherall enjoy visits with their SE Health, PSW Team Lead, Katharene Gill.

Our Transitions Programs helped approximately
4,500 people get home
& back to their lives with extra support.



 = 100 people



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Strengthening Talent

IMPACT:

Through our regulated not-for-profit college and approved training programs, SE Health is helping to address the shortage of health care workers in Canada, while improving access to care.

Our integrated training program for personal support workers meets the needs of today’s students who have a passion for health care but need to balance work with education. Students are paid to study while they certify as home support workers (Ontario) or Indigenous health care aides (Manitoba) and then continue to work and earn a pay cheque while completing their studies to become personal support workers.



Since November 2018, we have successfully partnered with 12 organizations to train more than **160 personal support workers.**



100% of graduating PSWs in Ontario were employed at three and at six months post-grad.



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ROSEMARY'S STORY: MAKING A BIG DIFFERENCE

Rosemary Bruce is a role model for her six children. As a graduate of our Health Care Aide (HCA) Program, in partnership with our First Nations, Inuit and Métis (FNIM) Program, and a member of the Little Saskatchewan, First Nations Reserve, Rosemary is making a big difference in her community as a Child Development Worker at Jordan's Principle. She loves the health field and helping people and says "that's where my heart is." The model and delivery of our program gave Rosemary a tremendous sense of achievement. Through virtual learning, she was able to stay close to her family and support system. Rosemary credits our "wonderful instructors" for her new confidence and overwhelming sense of accomplishment.



The HCA program in Manitoba has impacted more than **81,000 First Nations community** members with students or graduates practicing in **29 communities**.



Rosemary Bruce celebrates her graduation from the Health Care Aide program with instructor, Blair Stevenson.

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ANNUAL SCHOLARSHIPS AND AWARDS

SE Health is proud to support high-performing students who are passionate about making a difference in the Canadian health care landscape. Congratulations to our 2019-20 scholarship recipients!

Registered Nurses' Foundation of Ontario (RNFOO)



SE Health H.O.P.E.® Scholarship
Samantha Johnson – \$2,500



Dr. Joan Lesmond Memorial Scholarship
Logan Kennedy – \$2,500



Michael Decter Scholarship for Health Leadership and Policy Studies

Dr. Martin Koyle
\$5,000



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Honouring End-Of-Life Journeys



Empowering Patients and Caregivers



Honouring End-Of-Life Journeys

IMPACT:

It is a special privilege to care for patients and their families as they journey towards the end of life. Our health and spiritual care professionals offer comfort, compassion and care in homes and facilities nationwide, helping to make challenging times a little bit easier.

As a social enterprise, SE Health also has the unique ability to invest human and financial resources into creating better end-of-life stories for those most in need. We are the operating partner in Journey Home Hospice, Toronto’s first hospice for the homeless, and we also support street palliative programs in Victoria and Calgary, in addition to hospice programs nationwide.

In the last year, our personal support workers & nurses made about **450,000 palliative care visits**, helping Canadians to live and die at home



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Glen Horlock has a conversation with Dr. Sheri Bergeron at Journey Home Hospice. Photo credit: The Catholic Register and Michael Swan.

GLEN'S STORY: LETTING GO

When Glen Horlock arrived at Journey Home Hospice, he had spent decades living on the street. When his son was brutally murdered, Glen's whole life spun out of control and he lost his home and his family. He was filled with rage, depressed and quickly developed substance abuse problems just to cope. With the help of our interdisciplinary team at Journey Home Hospice, Glen rediscovered his humanity, forming meaningful relationships with the staff and volunteers. He said, "Saint Elizabeth is my family. They helped me to let go of my hate. I never thought I would have this feeling again."



In the last year, there were 4,380 homemade meals served at Journey Home Hospice



SE Health staff delivered holiday care packages to homeless individuals in areas such as Windsor, Hamilton, Ottawa and Wetaskiwin

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Empowering Patients and Caregivers




Empowering Patients and Caregivers

IMPACT:

We enable people to choose their location of care and work collaboratively to design programs that meet *actual* needs.

Research Spotlight: Exploring What Matters Most to Canadians About Aging and Mental Health Support, Care and Treatment

- The SE Research Centre and the Canadian Mental Health Association collaborated to gather input from approximately 250 Canadians about their opinions on aging and mental health research priorities in Canada.

 *We need to change our conceptions of mental health in older adults to incorporate an approach that starts with mental health rather than physical health, that places the mind and spirit at the core and base of all other health issues, and that looks at health not from a starting point of what is wrong but looks at social connections/relationships and how to strengthen them as an initial and enduring measure of mental and physical health.*

- Survey Participant





AVRAM'S STORY: GETTING A SCOOTER

Avram Levy* drove a city bus for more than 35 years and truly loved exploring the hidden neighbourhoods of Toronto. When his health and mobility declined, he begrudgingly decided to move to long-term care because he couldn't meet his needs at home. This was a decision that he had put off as long as possible since it would mean giving up his daily chess games with friends, feeding the birds at the waterfront and his independent lifestyle. With Avram's permission, our team discussed a new care plan that would actually meet his life goals: living independently, staying in his apartment and "getting a scooter so I can go to the park and meet my friends." We put a plan in place to assess his health needs, deep cleaned his apartment, and supported Avram with medication and symptom management at home so that he didn't have to give up everything he valued in his life just to receive the care he needed.

**Not his real name.*

- In the last year, SE Health conducted **1,500+ holistic client assessments using the interRAI tool** to help people like Avram identify and meet their life care goals. The SE Research Centre generated about **50 reports** to demonstrate the improvement in medical and social health outcomes of patients and to highlight the benefit of a community-based approach to care transitions from hospital to home.
- We held **30,000+ virtual visits and consultations** with patients, families, care providers and health partners. Virtual care is just one way we are helping patients to receive care in their place of choice and avoid unnecessary trips to the hospital.

One of Avram Levy's life goals was to continue feeding the birds at the waterfront.

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THE FUTURE OF AGING

THE
FUTURE
OF AGING

idea
couture
part of Cognizant Interactive

* SE Health



Co-produced by SE Health and Idea Couture, The Future of Aging presents answers and opportunities to rich and provocative questions related to aging. Written by subject-matter experts and supported by extensive research, the book helps to shape a holistic understanding of wellbeing that will ultimately support older adults in living well – and on their own terms – across all aspects of life.



Wiser Advisors is a new program that utilizes the wisdom and experience of older adults, patients and family caregivers to positively impact the future of health care. Launched in 2019 with an initial pool of approximately 80 advisors, the program recruits and matches people with lived experience to projects of impact, from providing input to Ontario Health Teams to helping to inform our digital strategy.



The issues that aging adults face comprise many different parts of one interconnected experience—just like a partially constructed LEGO® tower...This level of personalization can serve as a metaphor for good design, as it teaches us that our solutions must be flexible and adaptable. When it comes to the experience of aging, there is certainly no one-size-fits-all answer.

Shirlee Sharkey, President & CEO, SE Health

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Health

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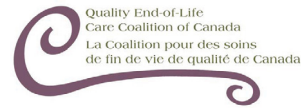
ACCOLADES

Forbes Canada's Best Employers 2020



SE Health

Sharon Carstairs Award of Excellence in Advocacy



Nancy Lefebvre
Chief Clinical Executive &
Senior Vice President

Women-Led Business Award



Shirlee Sharkey
President &
Chief Executive Officer

Order of Excellence



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