

# Impact Report

2022





### Our Purpose

Our raison d'être is to spread hope and happiness



### Our Mission

We share our knowledge, provide the best care and help each client to realize their most meaningful goals for health and wellbeing



### Our Vision

Forever impacting how people live and age at home, across Canada and around the world



### Our Values

Life Care, Love, Work With Purpose





## A Message From John

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Our purpose is simple: to bring hope and happiness to all the lives we touch in Canada and across the globe. SE Health Impact is a snapshot of how we live our purpose each day, and it highlights examples of the difference we are making.

We would not be able to accomplish all that we do without our passionate team of 8,000+ employees. Our people are at the heart of what we do and they are the reason we can make this impact. Thank you to everyone at SE Health for your commitment, passion, and hard work.

I am incredibly proud of the work we are doing, and I am excited to be able to share our positive contributions with the world.

I look forward to the road ahead and continuing to make a meaningful impact.

# Making a Difference for People & Communities



SE Health is a leading not-for-profit social enterprise that provides health care solutions, innovation and education. With a century of experience and powerful vision for the future, SE Health is making tangible contributions to health care and we are delighted to be able to share them with you. We hope that our impact inspires you, and we look forward to continuing to make our mark.



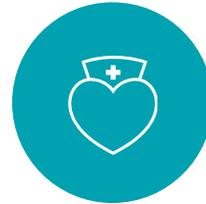
**110+**

years providing high quality care



**8,000**

staff across Canada & growing



**7.6 million**

annual visits



**25,000**

care interactions per day

# Our Areas of Impact

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We work on multifaceted projects and collaborate globally to help improve the physical, mental, and spiritual health of our communities. With the support and partnership of great minds across many fields, we collaborate to build better health systems that promote dignity, purpose, connection, independence, choice, and quality of life. Our key focus areas are:



**Making a Difference Through Care**



**Shaping the Future of Aging**



**Working Together for Indigenous Health**



**Honouring End-of-Life Journeys**



# Making a Difference Through Care

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SE Health provides a unique, holistic approach to care. Our clinical leadership, extensive experience, and focus on innovation improves health outcomes and experiences. Our goal is to help Canadians stay at home and live a meaningful life on their terms.



## By the Numbers

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**40,000+**

health care workers trained  
over the last 6 years

**125,000+**

clients cared for

**3.7 million**

connections with family  
caregivers

**153,000**

pediatric visits completed  
this past year



## Each year we complete **~7.6 million visits**, rain or shine

Nothing stopped Jared from delivering care to those in need - not even a snowstorm. "I made my decision that as long as the roads were manageable for my car, I could snowshoe through a driveway to make it to the client's door".





## Last year, SE Health's Acute Transitions Program delivered approximately **half a million** days of care

SE Health partners with Acute Care Centers across Ontario to safely transition patients back home once they have been discharged. Last year, we delivered approximately 500,000 days of care through this program, supporting patients as they go through the recovery process.





## SE Health completed **130,000 virtual visits** during the pandemic

When the pandemic began, SE Health wanted to ensure that client choice remained at the forefront of delivering care. We became quick to mobilize our virtual care strategy so that all our clients continued to receive safe, personalized care in ways that work for them.





## Our Fonemed team helped reduce ER visits by 70%

Our Fonemed team manages approximately 18,000 calls per month in Newfoundland and 30,000 calls per month in the United States. On average, 70% of individuals who call us and had planned to go to an ER are redirected away from the ER to a more appropriate level of care, or self treatment at home.





## Shaping the Future of Aging

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SE Health strives to make a better tomorrow for people as they age. Together with clients, families, staff, the healthcare system and our partners, we're creating a future where people can age with health, vitality and dignity.



## By the Numbers

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**78**

conference presentations by our  
Dedicated SE Research Centre

**25**

research projects on aging  
this past year

**20,000**

participants at our  
International Nursing Congress

**~500**

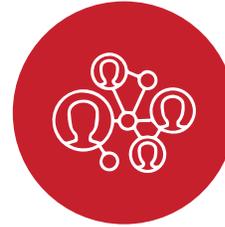
partners helping us address  
key issues on aging



## Our submission to the UN reached **197 NGOs** globally

SE Health is advocating for the rights of older adults. Earlier this year, we made two submissions to the United Nations Open Ended Working Group on Aging, which reached 197 Non-Governmental Organizations (NGOs) globally.





## ***Our Older Women Rock the World*** Twitter chat gained **25,726** impressions

In April of 2022, International Longevity Center Canada hosted an event to raise awareness about the Human Rights of older adults. SE Health actively participated in the Twitter event, gaining 25,000+ impressions and reaching notable individuals who are highly recognized in this space.





## Working Together for Indigenous Health

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SE Health has a deep and proud history of collaborating with Indigenous communities across Canada. For over 20 years, we have worked together with First Nations, Inuit & Métis communities to support nation-based solutions for Indigenous health and well-being.



## By the Numbers

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**700+**

Indigenous communities &  
organizations reached

**138**

graduates from our  
vocational program

**21**

vocational training  
programs delivered

**5,000+**

hours of annual learning





## Delivered virtual education to **over 6,000 direct care providers** working with Indigenous communities

In collaboration with Indigenous health care workers, we have developed online courses for health care staff working in First Nations, Inuit, & Metis communities. These online modules are evidence-based, regularly updated, and with the help of Saint Elizabeth Foundation, offered at no cost. To date, we have provided virtual learning to over 6,000 direct care providers from over 700 different communities and organizations.





## SE Health launches Indigenous Cultural Safety Course to **8,000+** employees across Canada

The Indigenous Cultural Safety Course promotes the delivery of culturally safe care. It takes a strengths based approach, highlighting the gifts and determination of Indigenous peoples, while also providing insight into the historical and contemporary factors that have influenced Indigenous peoples present day reality. The course also provides strategies to promote cultural safety, assisting learners to honor and act upon Reconciliation in Canada.





## Over **135 graduates** from our First Nations, Inuit & Métis vocational program

SE Health's First Nations, Inuit & Métis team, in collaboration with SE Career College of Health, offer vocational training programs for Indigenous communities. Our programs are led by Indigenous Instructors and allies who understand the unique strengths Indigenous learners have, and barriers and issues that Indigenous learners experience. To date, we have delivered over 20 vocational training programs, with more under way.





## Honouring End-of-Life Journeys

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SE Health brings greater comfort, dignity and peace to those who are approaching their end of life. Together with our Foundation, we support end-of-life journeys while striving to improve health equity for all people.



## By the Numbers

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**350,000**

hours of palliative care provided  
at home

**10,000**

patients received palliative  
care in the community

**10,000+**

volunteer hours provided  
since 2018

**18,000+**

homecooked meals served  
at Journey Home Hospice



**We provided 100+ people  
experiencing homelessness  
a place to stay during their  
end-of-life journey**

Operated by the Saint Elizabeth Foundation, Journey Home Hospice is tackling the tough societal issue of homelessness for those approaching their end of life.



# Journey Home Hospice

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## Where do you go to die when you don't have a home?

76% of Canadians would prefer to die at home. Unfortunately, that's not an option for people who are experiencing homelessness and structural vulnerability. End-of-life can appear very bleak when faced with a piece of cardboard on the street or a bed in the emergency room.

SE Health is bringing hope and happiness to people in need by changing the conversation about dying, death, and social stigma. In 2018, we launched an innovative project called Journey Home Hospice, which is operated by the Saint Elizabeth Foundation. Located in the heart of downtown Toronto, Journey Home Hospice provides 24/7 residential hospice care for patients experiencing homelessness and structural vulnerability.

## Peter's Story: Coming Home to Journey Home Hospice

Hard-core life on the streets was all Peter knew. Upon receiving his cancer diagnosis, he was faced with the realization that he would die on the streets - lonely and forgotten. With the help of Journey Home Hospice, Peter had a safe haven during one of the most agonizing periods of his life. "Not in the Street" is a documentary about Peter, the hospice, and our mission of caring for vulnerable Canadians. Watch Not In The Streets [here](#).





## **~1,500 stories shared in Reflection Rooms® to date**

The Reflection Room® project, led by our dedicated SE Research Centre, is an evidence-based participatory art installation, which was developed by researchers in the SE Research Centre and at Memorial University in 2016. Reflection Rooms® are dedicated spaces where people can think, talk, and write about their experiences with death, dying, and grief.

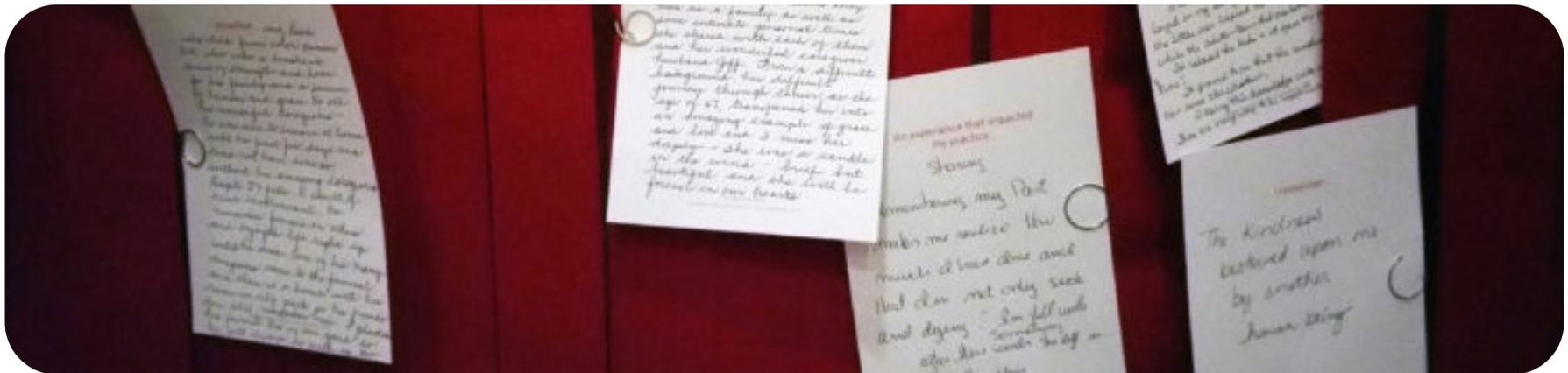


# The Reflection Room®

Researchers in our dedicated SE Research Centre currently lead a project called the Reflection Room® - a space for thinking and talking about dying, death, and grief.

The Reflection Room® project is an evidence-based participatory art installation that was developed by researchers in the SE Research Centre and at Memorial University in 2016. The project includes a research component that evaluates the impact of Reflection Rooms as the project adapts over time to address changing needs.

The Reflection Room project started as a calming physical space for people to write stories about their experiences with dying and death based on evidence about best practices to support high-quality spiritual care at the end-of-life. From this first installation, the Reflection Room project has gone through three phases of adaptation and continues to evolve.



# The Reflection Room®

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Common elements across Reflection Rooms, whether they be set up to include an entire room, hallway, or corner of a room, include a quiet, calming space that invites visitors to read other people's stories and post their own. The rooms are unstructured and unfacilitated, allowing visitors to engage with the space however they wish.

Over a five-year period from 2016-2020, the Reflection Room project was installed in 62 places across Canada, including in conferences, art galleries, hospices, and hospitals (Phases 1 and 2). Over a thousand stories were shared by individuals during their visits to these various Reflection Rooms. Results from the study from this period showed that storytelling has a healing effect on both storytellers and readers.

The Reflection Room project is currently in Phase 3 of its adaptation and evaluation. In 2020, the SE Research Centre was asked to expand the reach of the Reflection Room to LTC home communities in Ontario to respond to some of the accumulated pandemic-related grief in those communities. With the support of the Saint Elizabeth Foundation, Ontario Health Central, Family Councils Ontario, Ontario Centres for Learning, Research and Innovation in Long-Term Care, and Ontario Association of Residents' Councils, nearly 50 homes have signed up to host a Reflection Room®. Overwhelmingly positive feedback demonstrates the rooms support communities to work through grief by having a quiet space to rest and reflect, disclose emotions, and feel connected to others through sharing stories. Phase 3 of this project will continue to recruit interested LTC homes across Ontario.

A collection of the stories shared over the course of the project is available to view on the Reflection Room website - <https://thereflectionroom.ca>





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