



CASEY HOUSE



IMPACT REPORT 2017-18



"We are taking care of people who need it in ways they can accept."

JUNE CALLWOOD

Message from CEO & Chair

It has been 30 years since Casey House opened the door to welcome our first client and on June 19, 2017 we opened our new doors, marking the final step in our evolution from hospice to hospital. We realized June Callwood's vision of a day health program, onsite outpatient care that bridges the continuum between community-based care and inpatient services. While our home may be new, our compassionate spirit is not, it remains as true as the day we opened in 1988.

We also smashed stigma this year! The launch of our #Smashstigma campaign brought attention to the ongoing perceptions of HIV felt not just by our clients, but by everyone who lives with HIV, and led an international conversation. June's, the world's first HIV+ Eatery, was on the tip of everyone's tongue during our three night pop-up restaurant. It's a conversation we intend to build upon.

As we move forward into the future, we continue to deliver care that saves lives, generate and share

knowledge globally to improve health outcomes and amplify our clients' voices to improve the conditions in which they live and remove barriers so all people with HIV/AIDS have access to exceptional care.

A sincere thank you for being part of our community, for your tremendous belief that everyone deserves compassion and dignity. None of our work would be possible without your investment in our clients' lives.

We encourage you to read more about our accomplishments; this has been an extraordinary year at Casey House.

Finally, thank you to our clients, who open our hearts and minds and inspire us on a daily basis to strive for excellence in all that we do.

Joanne Simons
Chief Executive Officer

Leighton McDonald
Chair, Board of Directors

Bringing 30 years of experience to today's care

While many live well with HIV, Casey House clients experience barriers accessing the health care they deserve.

Our overarching approach to care is to ensure it's compassionate, it's personalized, uses a harm reduction philosophy and is always client-driven.

We make our clients' humanity more visible than their disease

INPATIENT

For those in need of 24 hour care

- Specialized inter-professional expertise
- Treatment for illness and infection
- Respite
- Palliative care
- Recovery

DAY HEALTH

Goal-driven program to address gaps in care

- Hot midday meal nourishes and reduces social isolation
- Individual supports to achieve health and wellness goals
- Access to inter-professional clinicians
 - nursing appointments
 - massage therapy
 - social work
 - physiotherapy
 - foot care clinic
- Workshops to build skills
 - self-care on a budget
 - acupressure
- Themed group supports
 - women's group
 - seeking safety group
- Health education
- Recreation therapy
 - bingo, yoga & movie outings
- Amenities
 - computer lab
 - medication lockers

COMMUNITY CARE AND OUTREACH

In-home nursing, social work and case management for those not able to travel to Casey House

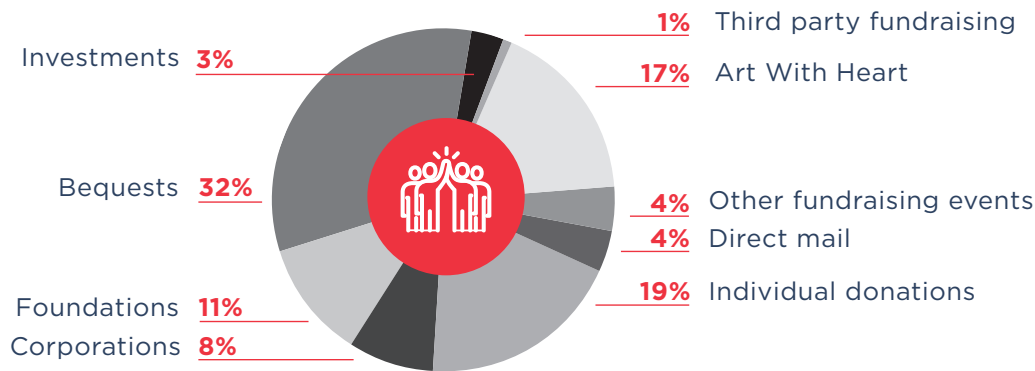
- Manage symptoms
- Help regain strength
- Prevent hospital stays

Palliative care at home

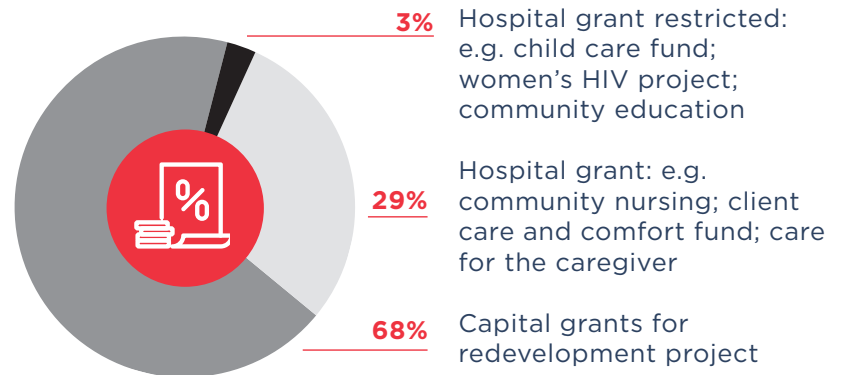
Skilled HIV nurses at outreach clinics care for vulnerable people

Financial highlights

FOUNDATION SOURCES OF REVENUE



FOUNDATION GRANTS TO CASEY HOUSE



For full financial statements, visit the accessibility, accountability and freedom of information page at caseyhouse.com

Total \$ 1,080,016

CAPITAL DONOR DINNER



ART WITH HEART



JUNE'S HIV+ EATERY



Accomplishments



- Cared for 319 clients with over 9000 visits and 18000 meals through inpatient, day health and community care



- Moved all aspects of hospital into new purpose-built high-tech facility



- Introduced modernized brand look, feel, and logo to match new space's sleek design



- Launched a day health program to serve more people and address gaps in HIV care, included assembling new clinical team, new practices, transitioning clients and actively engaging new ones.



- Established independent medical advisory committee to accredit physicians



- Launch of campaign to #smashstigma kick-started with first of its kind June's HIV+ Eatery pop-up restaurant



- Transitioned from paper-based to paperless clinical documentation and closed loop medication management in 18 months, helping modernize client safety and clinical communication practices



- Celebrated 30 years of compassionate care in March



JUNE'S

AN HIV+ EATERY

Break Bread Smash Stigma

June's HIV+ Eatery launched a much-needed conversation about judgement and misconceptions surrounding HIV. The public was intrigued by the concept of a pop-up restaurant staffed by cooks living with HIV, and the story spread like wildfire.

The goal was to make the humanity of our clients more visible than their HIV.

Addressing stigma, a reality for many people living with HIV that most of the world ignores, was the perfect place to start. The brilliant minds at Bensimon Byrne distilled the story and came up with a vehicle for the narrative, creating Break Bread Smash Stigma.

Fourteen brave individuals agreed to be featured in that story, and put themselves out there as the faces of HIV. Matt Basile and his Fidel Gastro's team provided the expertise to pull off a dining experience to remember.

This project did more than Casey House ever imagined it could; in terms of broad impact, inspiring conversation, and touching the hearts of those who were directly involved. The intensely personal nature of food, of sharing a meal, struck a chord.

Break Bread Smash Stigma received global attention and won multiple creative industry awards. Widespread media attention and social media engagement ignited discussion. Comments on social media extended from the 'why is this necessary?' variety to 'wouldn't be caught dead eating there' and worse, a reminder that stigma persists.

The conversation has just begun.

"Sharing a meal with someone who has HIV isn't going to risk your life, it'll just open your mind and your heart."

JULIAN, VIDEOGRAPHER

Our new home

Casey House is a hospital that doesn't feel like a hospital, it's an open, warm, light-filled space, with a design informed by clients. Architect Siamak Hariri says his inspiration was an embrace, the new portion of the building wraps around the heritage house like Casey House's wrap-around care for clients.

The award winning design offers both privacy and sunlight, space for private conversation and for larger group activities.

Casey House unveiled our new home in October, marking its evolution from a hospice founded in 1988 to a specialty stand-alone hospital and global leader in HIV/AIDS care. The opening of our 58,000 square foot contemporary facility enables Casey House to expand our services to meet clients' evolving and complex needs, always putting the client first.

Thank you for giving compassion a new home. If you haven't seen it yet, ask about coming for a tour.



What brings clients to Casey House?

Life of male client in his 50s

AGE: 0-12 1963-75	Boy born in small town Ontario Grows up uncomfortable with sexuality
AGE: TEEN YEARS 1976-82	No opportunity to come out as gay, community and family not accepting. Wants to ask Ryan to prom, but know's he can't.
AGE: EARLY TWENTIES 1983-85	Moves to Toronto at 22-ventured from home to escape small town and explore sexuality. Lives as a gay man more freely in large city. Becomes established in gay community, makes lots of friends.
AGE: LATE TWENTIES 1985-92	Peers start being diagnosed with HIV, visits friends at Casey House. Sees all his friends pass away, an entire community
AGE: EARLY THIRTIES 1992-98	Thinks he's going to die. Health forces him to stop working, goes on ODSP, moves to smaller apartment. Diagnosed HIV+ in 1994 Starts on early HIV medication AZT in 1995- major side effects lead to 2 months in hospital and permanent liver damage, recuperates at home for another couple of months. Starts highly active antiretroviral therapy (HAART) in 1997 when it becomes available, no side effects, health stable.
AGE: LATE THIRTIES 1998-2002	Acquires a bacterial pneumonia only people with compromised immune systems are susceptible to. At 37 isolation from not working, staying in the house, lack of friends leads to depression. Cared for in hospital for a month, discharged to Casey House inpatient program for another month to recover. Starts seeing a psychiatrist, begins treatment for depression, new medication means taking more pills every day.
AGE: EARLY FORTIES 2003-12	HIV plus age and poor nutrition means a small scrape turns into a deep wound within a day. Casey House nurse comes 3 times a week over the course of the 3 months it takes wound to heal to clean and dress it.
AGE: EARLY FIFTIES 2013-18	Social isolation and neuropathic pain make him perfect candidate for Casey House day health program, registers upon opening in 2017. Through dhp has a massage and physio once a month, participates in legends group and comes for lunch. Virus affects nerve endings in hands and feet and they tingle constantly, doesn't respond to pain medication. Eating more and gaining weight.
AGE: EARLY SIXTIES 2023-28	Future offers decreased mobility, will need an assisted device, falls more likely. HIV medications soften bones, will lead to osteoporosis.

Life of female client in her 30s

AGE: 0-1 1987	Girl born in mid-size Ontario city, mother used substances during pregnancy. Challenges at birth led to health complications.
AGE: 1-12 1988-89	Mother continues to use substances; experienced abandonment, lives in foster care where food is withheld and there are locks on fridge. Lack of healthy attachment, food issues.
AGE: TEEN YEARS 2000-05	No connection to family, moves to Toronto with no plan, becomes street involved and squeegee friends become street family.
AGE: EARLY TWENTIES 2007-12	Worry and thoughts about not having a place to live, not having enough food and being vulnerable to sexual abuse lead to using heroin to cope with life on the street. Contracts HIV from injection drug use at 22.
AGE: LATE TWENTIES 2012-16	Outreach worker finds her under a bridge and calls ambulance. Reconnects with Casey House through another agency a month later, goes through intake process. Stops using medication. Fever, large abcess, weight loss and skin infection, hospitalized, referred to Casey House but feels better and leaves hospital against medical advice before nurse can get there to meet her.
	Followed in the community by Casey House community nurse for medication adherence, harm reduction, observation of veins to flag infection or inflammation that requires hospitalization, treatment of abscesses, discussion about overdose, where to get naxolone and training to use it, gives her a safe space to talk about her heroin use.
	Loses weight, has thrush, comes to inpatient for a week or two to get better, won't stay longer, has to get back to work to get next hit. It's a daily search, can't plan ahead.
AGE: EARLY THIRTIES 2017-18	Joins day health program to pick up harm reduction supplies, has lunch and connects with others. Acquires endocarditis, a life-threatening infection in lining of heart affecting its ability to pump. Treatment is antibiotics for 6 weeks without interruption through a central line or IV to the heart. Can't get home nursing because no home address, comes to Casey House as an inpatient, completes treatment, discharged to day health program.
	Comes to nursing clinic once a month, sees Casey House as a safe space where she can talk about issues & no one cares about her HIV status, attends seeking safety group to find healthy coping mechanisms to deal with trauma and substance use, attends women's group to connect and share with others living with HIV.
AGE: MID TO LATE THIRTIES 2018-27	Risk from intravenous drug use, the use is all consuming, everything is done to avoid withdrawal, can't see past that.

Casey House continues to provide care matched to their needs

Through compassion and social justice, we are at the forefront of empowering the lives of every client.



**UNEQUIVOCAL
COMPASSION**



**CREATIVE, MINDFUL
COLLABORATION**



**INFORMED,
CLIENT-DRIVEN CARE**



**COURAGEOUS
ADVOCACY**



**DELIBERATE
INCLUSIVITY**



**RESPONSIVE
INNOVATION**

We rely on the generous donations of our supporters to enhance our health care programs and capital projects.

Support Casey House today
caseyhouse.com or 416-962-7600

119 Isabella Street, Toronto, ON M4Y 1P2



 CaseyHouseTo
 @CaseyHouseTo
 CaseyHouseTo

caseyhouse.com