



IMPACT REPORT 2018-19





Delivering exceptional care

As Ontario's HIV/AIDS hospital, Casey House continues to be a strong, stable organization with over 30 years experience caring for people in our community. And, with 2-3 people diagnosed with HIV every day in our province, the need has not abated.

While 24-hour inpatient care continues to be essential, it is by no means all we do. The day health program is now our largest care stream and the majority of our programming is outpatient, making up 75% of all the care we deliver.

Our team in the day health program completed the first full year of service delivery this fiscal. Our holistic approach to helping clients achieve their health and wellness goals offers care this community deserves and we look forward to providing that care well into the future. As the health care system is restructured and as Casey House evolves, this remains true; we will continue to deliver world-class, compassionate care.

Looking forward, Casey House is developing a peer support program to further enhance client care, and has engaged in a strategic visioning project to help us determine how to best serve our current, and future, client population 5-10 years from now.

Read about some of our accomplishments to see how we are working to achieve our mission of empowering the lives of people living with HIV/AIDS.

Joanne Simons
Chief Executive Officer

Mark Lachmann
Chair, Board of Directors

“You helped put me back together again and for that, I am eternally grateful.”

MULUBA, INPATIENT CLIENT

VOICES FOR WORLD AIDS DAY



HEALING HOUSE HIV+ SPA



HONoured GROUP AT PRIDE



Casey House approaches health care with an understanding of the impact of the broader determinants of health. Our work is to provide care within the context of people's lives, choices, communities and life circumstances.



Allan discusses the impact of our care

Day health

- Goal-driven program to address gaps in care
 - access to inter-professional clinicians
 - hot midday meal
 - individual & group supports to achieve health and wellness goals
 - workshops to build skills

Day health

“Eating five meals a week here lowers my budget, gets me out of the house, I was becoming a recluse.”

“I faced stigma getting older, as a long term HIV survivor. I started getting ignored...but not at Casey House.”

After spending 20 years living with the thoughts of everything you can't do, “Casey House showed me what I can do. And helps me accept what I can't.”

Inpatient

- 24-hour care in a private room
 - Treatment for illness and infection
 - Recovery
 - Palliative care
 - Respite

Inpatient

Allan resisted becoming an inpatient while going through radiation treatment for cancer, “I didn't want to give up what Casey House has given me to be able to do at home.”

Coming to be an inpatient for two months was, “the best thing I ever did. All I had to deal with was eating and getting better.”

Community care and outreach

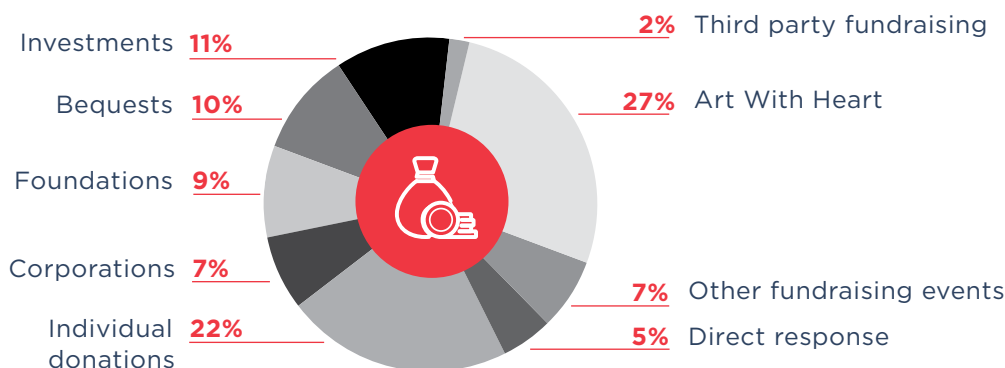
- In-home nursing, social work and case management for those not able to travel to Casey House
- Palliative care at home
- Nursing clinic in satellite locations with partner organizations

Respite

Allan accessed the two week respite program. “For the first time I got to rest. I didn't feel guilty. I didn't feel guilty for being gay, for being HIV positive, I felt guilty for not being able to do more to take care of myself.”

Financial highlights

FOUNDATION SOURCES OF REVENUE



Casey House Foundation grants revenue to Casey House for programs and projects that enhance client care and for capital projects such as our new rooftop terrace and healing garden.

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

Accomplishments



- Cared for 404 clients in the day health program who came for 17,237 visits and 8,234 hot midday meals



- Expanded day health program to a fifth day each week and added new activities including music group, gay men's discussion group and book club



- Provided sub-acute and respite care for 130 clients who spent 4,286 days as inpatients



- Developed Clients' Declaration, our new patient declaration of values



- Recognized three nurses for 30 years of service to Casey House during our 30th anniversary year



- Established full time peer program manager role, strengthening our commitment to GIPA/MIPA



- Assembled and distributed 26,390 free safer injection and inhalation kits to clients and members of the public, including 62,000 clean needles



- Installed a sharps disposal container outside our door, reducing discarded needles in the neighbourhood



- Three clients consented to take part in a pilot autopsy study looking at the effects of HIV, including pathologic changes, causes of death and reservoirs of HIV in the body



- Inpatient team member Dan Chisholm wins *Hospital News*' nursing hero award



- Continued #smashstigma campaign with Healing House HIV+ Spa earning 538 media stories



- Premiere of filmmaker Hubert Davis' short documentary *June's*, featuring chefs from June's HIV+ Eatery



- Listed amongst top 10 brands by *Strategy* alongside McDonald's, IKEA, Westjet and SickKids Foundation



- Named honoured group for Pride Toronto 2018



- Building honoured with Governor General Medal in Architecture, Ontario Heritage Award for Excellence in Conservation and American Institute of Architects Honor Award for Architecture



- Hosted the Honourable Elizabeth Dowdeswell, Lieutenant Governor of Ontario for a tour after winning her Heritage Award for excellence in conservation



- Named one of world's top 9 buildings by American Institute of Architects



- Transformational donor Mark S. Bonham named Outstanding Philanthropist by Association of Fundraising Professionals Greater Toronto Chapter

Drawn to health care through harm reduction

Robert* comes to pick-up free safer injection kits from Casey House vestibule.

Finds it welcoming:

- building is nice;
- there's no stigma;
- no one asks questions.

Eventually ventures further inside, becomes part of Casey House's outpatient programming.

Through conversation, nurse learns:

- he is in his mid-thirties;
- history of war-induced trauma;
- uses substances intravenously;
- drug use has led to psychotic episodes.

Registers in day health program:

- comes for mid-day meal;
- helps build harm reduction kits and suggests what else to include;
- talks about substance use and its impact with nurse;
- gets all his injection supplies at Casey House, and brings friends to pick up supplies of their own.

Staff observe significant health improvements and stabilization since joining program.

- no abscesses from IV drug use;
- continues to take psychiatric medication to prevent psychosis;
- no involvement in criminal justice system.

Agrees to be admitted as an inpatient and start anti-retroviral treatment (ART)

- will make an enormous difference to Robert's health and extend his life.

End result:

- involvement with Casey House has led to stability and considerable progress towards his health and wellness goals;
- the clinician who treated Robert five years ago in the community saw him and said they could not believe it was the same person.

**Robert is a pseudonym*



25 years of Art With Heart

The 25th Art With Heart presented by TD Bank Group took place in October. True to its history the auction was fun, lively and a great success.

Five hundred artists, art buyers, sponsors and gallerists came together to celebrate the landmark year at the Art Gallery of Ontario (AGO) and raised over \$750,000 in support of innovative HIV/AIDS care that saves lives.

Art With Heart's history includes locations as humble as a parking lot, the sale of over two thousand pieces of art and the generosity and hard work of countless individuals. Casey House is grateful to the dedicated, innovative thinkers who conceived of Art With Heart; twenty-five years later it's still a highly successful auction and our premiere fundraiser.

This year's milestone was possible because of the extraordinary support of hundreds of artists and gallerists and the many buyers who have built their collections while supporting Casey House.

Thank you to everyone who has been part of Art With Heart, whether for one or all twenty-five years. Your generosity has made a tremendous difference in the lives of those receiving care at Casey House.





Smashing stigma with a personal touch

There has always been anxiety and stigma around touching people living with HIV. Casey House amplified the voice of our clients and brought awareness to the sense of belonging people get from being touched by challenging Torontonians to feel the power of HIV+ hands.

For three days, Healing House HIV+ Spa offered free light-touch treatments from 18 HIV+ volunteers trained by Melissa Doldron, RMT for the Toronto Blue Jays. It was part of our #smashstigma campaign to bring attention to misinformation about HIV and the impact it has on those who live with it, continuing the conversation we started in 2017 with June's HIV+ Eatery.

And while opening a pop-up spa staffed with HIV+ attendants was a provocative reminder that the virus cannot be transmitted through touch, Healing House was a huge success with visitors. Not surprisingly, it also garnered widespread media attention.

The spa generated over 500 media stories, reigniting conversation around HIV/AIDS, stigma, the power of touch and compassion. Comments on social media ranged from doubt that there still is

stigma, clear disdain for those living with HIV, to messages of support and encouragement. The negative comments created an opportunity to educate people about HIV/AIDS and break down misconceptions.

For the 150 visitors, it changed perceptions. Upon leaving Healing House 85% of guests felt more compassionate and/or understanding towards people living with HIV/AIDS.

#Smashstigma demonstrates that framing issues in an engaging and thought-provoking way piques curiosity, captures attention and pulls the public into a dialogue while compelling them to think about stigma.

"Ah yes, sounds like a great idea. I'll visit one of your Aids spas right after I take a bath in my septic tank and eat at a restaurant where the employees don't wash their hands."

REDDIT COMMENT

"Being a healer at Healing House HIV+ Spa, was a powerful opportunity to redefine what it means to live with HIV today!"

RANDY DAVIS

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**

Exterior photos of Casey House: Doublespace Photography

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

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