

# Fighting Against Forced Labour and Child Labour in Supply Chain Act

## Introduction

Acclaim Health and Community Support Services (Acclaim Health) is a not-for-profit charitable organization, incorporated in the province of Ontario. Acclaim Health is identified as an entity as outlined in section 2 of the Act, meeting the following criteria:

1. Acclaim Health has a business located in and holds assets in Canada
2. Acclaim Health holds at least \$20 million in assets and employs more than 250 employees

Acclaim Health is identified as a reporting entity and thereby holds the obligation of reporting as it imports goods into Canada that are produced outside of Canada. This report is reflective of the time period from April 1, 2023 to March 31, 2024.

## Business Information

Acclaim Health and Community Support Services is a not-for-profit charitable corporation providing home and community care services to clients in the Halton region of Ontario and works within the healthcare and social assistance industry. Acclaim Health's business number is 290269596 and is a registered charity under the Income Tax Act.

Acclaim Health is submitting this report as a single entity and is not representing any other entities in other jurisdictions. This is an initial report filed by Acclaim Health.

## Acclaim Health Structure

Acclaim Health and Community Care Services has been incorporated in the province of Ontario since 1973 and its business activity is that of home and community healthcare servicing clients across the Halton region and is driven by its mission, vision and values:

### Vision

Your home. Our community. Extraordinary care.

### Mission

Providing the care and support you need to live well at home.

### Values

Acclaim Health's four (4) core values promote purpose and unity throughout Acclaim Health. The organization leans on its values to guide its actions. These values hold significance to our stakeholders, staff, volunteers, and clients. They represent the culture, behaviours, and attitudes of the organization.

**Connection** Caring deeply for our team, clients and community.

**Excellence** Demonstrating our passion for extraordinary care.

**Agility** Making positive change a reality.

**Leadership** Driving innovation to advance care and services

Acclaim Health provides both home care and community support services through a variety of services and employs 541 employees and 342 volunteers to provide the following services to our clients:

- Nursing
- Personal support
- Private care
- Community Support
- Adult Day and Caregiver Support
- Palliative Care consultation

In fiscal year 2023-2024, and with an annual operating budget of \$37,614,069, Acclaim Health provided care and support to 19,664 clients providing 649,869 units of service.

Funding for the various programs and services provided by Acclaim Health is received through contractual relationships with Home and Community Care Support Services (HCCSS) of Hamilton, Niagara, Halton, Brant (HNHB) and Mississauga Halton (MH) and Ontario Health. In addition, Acclaim Health receives operational funding through various grants and relies on donor contributions to support its programming.

Acclaim Health holds membership in various organizations including Home Care Ontario, Ontario Community Support Association, Hospice Palliative Care Association of Ontario, and the Canadian Home Care Association.

Acclaim Health is a partner of the Burlington and Connected Care Halton Ontario Health Teams and a member of the Mississauga Ontario Health Team.

## Procurement of Goods

Acclaim Health procures goods independently and through Home and Community Care Support Services (HCCSS) Health Shared Services Organizations (HSSO). The independent procurement outside of Canada is limited to the USA and does not extend to other markets. This importation of products is minimal.

## Prevention Efforts

To date, Acclaim Health has limited its internal procurement to Canada and the United States. In the coming year, Acclaim Health will further implement strategies in an effort to prevent engaging in procurement activities that threaten compliance with the Act.

## Policies and Due Diligence

Acclaim Health has an organizational policy in place to address the minimum age of employment of 18 years. A procurement policy is in place outlining procurement practices. A Code of Conduct policy is in place.

At the end of the 2023-2024, Acclaim Health had no further policies and due diligence related to forced labour and child labour. Policies will be updated this fiscal year, including the procurement policy to stipulate that Acclaim Health will endeavour to limit its procurement to Canadian vendors. Relevant

Human Resource policies will be updated to address the prevention of forced labour and child labour. Acclaim Health will stipulate in all responses to publicly posted tenders that Acclaim Health abides by the Act and does not engage in procurement that supports forced labour and child labour. By embedding responsible business conduct into its policies and management systems, Acclaim Health will reduce the risk of engaging in unethical practices.

## Risk Assessment

As an organization operating in the province of Ontario, there is no risk of forced or child labour internal to the organization.

Acclaim Health will conduct a risk assessment to identify any risks of force labour and/or child labour in its HSSO procurement and its internal procurement through Canadian distributors. To date, no risk has been identified.

## Remedies and Actions

To date, Acclaim Health had not identified any supplier or distributor that engages in forced or child labour therefore, has not implemented any remedies or actions to eliminate this practice. Acclaim Health will reduce any further risk by procuring as much as possible, through known vendors and limiting its internal procurement to Canadian vendors.

## Mitigating Income Loss

No income loss to the most vulnerable families has been identified as a result of measures to eliminate the use of forced and child labour across Acclaim Health's supply chains. Acclaim Health will continue to monitor for any income loss and implement strategies to mitigate the loss as required.

## Employee Training

Acclaim Health will require all employees who engage in procurement of supplies to review the updated policies and will be provided information on the Act and Acclaim Health's actions to mitigate any risk of forced labour and child labour in its supply chains. This report will be posted on the Acclaim Health website. The Act will be reviewed at an employee town hall session and include a review of the strategies Acclaim Health is taking to ensure the organization does not engage in internal procurement or procurement through our supply chain partners that poses a risk of the use of forced or child labour in the production or importing of goods utilized by Acclaim Health.

## Assessing Effectiveness

For fiscal year 2023-2024, Acclaim Health has not engaged in actions to assess the effectiveness in preventing and reducing risks of forced and child labour in internal procurement and supply chain activities. Consideration and implementation of effectiveness assessment strategies will be managed as policy changes and other actions are taken to ensure Acclaim Health's compliance with the Act.

## Attestation

In accordance with the requirements of the Act, and in particular section 11 thereof, I attest that I have reviewed the information contained in the report for the entity or entities listed above. Based on my knowledge, and having exercised reasonable diligence, I attest that the information in the report is true, accurate and complete in all material respects for the purposes of the Act, for the reporting year listed above.



Angela Brewer

Chief Executive Officer

I have the authority to bind Acclaim Health

May 30, 2024

Date