

## Thank you to our generous donors

### Family (\$500 - \$999.99)

B. Benjamin  
B. Gefucia  
Canadian Federation of University Women  
CIBC  
Good Year - Mars Tire  
Grace Church ACW  
Holy Trinity Anglican Church  
Human Endeavour Incorporation  
J. Williams  
Lorne Block Investments  
M. Gignac  
M. Mashinter  
M. Tremblay  
Newmarket Chamber of Commerce  
P. Pritchard  
R. Downer  
R. Kapur  
R. Kinch  
Richmond Hill Seniors Citizens' Club 35  
Royal Canadian Legion #459  
S. Morrison  
T. Jones  
T. King  
Town of Richmond Hill  
Township of King  
W. Love

### Members (\$1,000 - \$4,999.99)

A. Powell  
Astellas Pharma Canada Ltd.  
Aurora Winter Blues Festival  
B. Shugg-Barbeito  
Bazil Developments Inc.  
H. Green  
Hunter Engineering Company  
L. Jones  
Newmarket - Tay Power Distribution  
Newmarket Mayor's Charity Golf Classic  
Nobleton Lions Club  
Ontario Realtors Care Foundation  
Operation Red Nose  
R. & L. Hewett  
Raymond James Canada Foundation  
Retire-at-Home Services  
Rotary Club of Aurora  
Roy Russell Memorial Fund @ Toronto Community Fndn  
Royal Canadian Legion Bradford  
Royal Canadian Legion Branch 375  
Saint Andrew's College  
Silver Lakes Golf and Conference Centre  
Town of New Tecumseth

### Builders (\$5,000 - \$9,999.99)

J. & S. Waters  
Aurora Mayor's Charity Golf Classic

### Patrons (\$10,000 - \$49,999.99)

The Dunin Foundation



### Partners (\$50,000+)



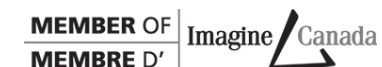
### CONTACT CHATS

905-713-6596 or 1-877-453-4287

Head Office: 240 Edward Street, Suite 1, Aurora, Ontario L4G 3S9

Charitable Business Number: 13209 0978 RR0001

[www.chats.on.ca](http://www.chats.on.ca) . [seniorshelp@chats.on.ca](mailto:seniorshelp@chats.on.ca)



## Annual Report 2014 -2015

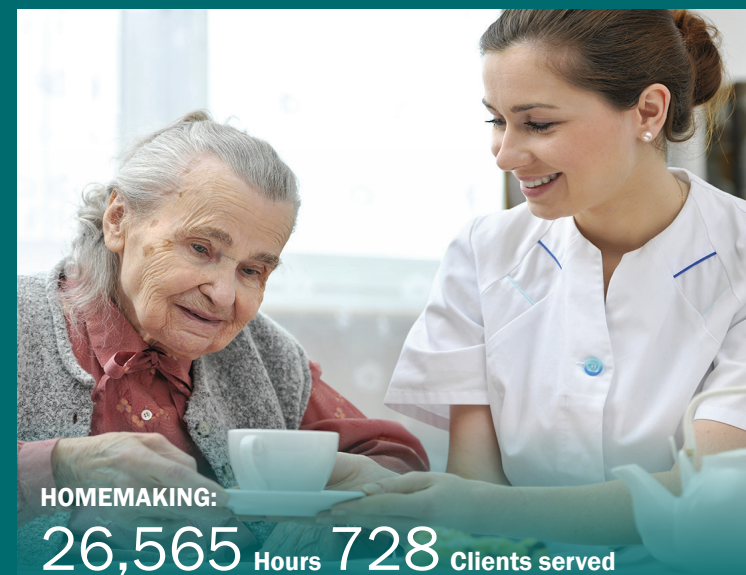


Supporting the health and well-being of seniors and caregivers at home and in the community.

## Program and Service Highlights



HOME AT LAST: 5,270 Visits 1,397 Clients served



HOMEMAKING: 26,565 Hours 728 Clients served



PERSONAL CARE: 3,302 Hours 41 Clients



TRANSPORTATION: 88,030 Drives 3,996 Clients served



VISITING - SOCIAL/SAFETY: 12,434 Visits 1,503 Clients served



CAREGIVER RELIEF (Respite Care): 53,296 Hours 420 Clients



ADULT DAY PROGRAM: 20,660 Attendances 521 Clients served



ASSISTED LIVING: 114,094 Attendance days 437 Clients served



Letter from the Board Chair and CEO

**What a year it's been at CHATS!** Throughout our 35 years of service to seniors, CHATS has constantly evolved and grown to meet the changing needs of more than 7,300 York Region and South Simcoe seniors and caregivers each year. In this past year, not only did we continue to improve our capacity to serve our clients with quality and safety, we did so with a focus on ensuring a positive experience for our clients.

With the priorities identified in our Strategic Plan 2014-2017 at the centre of all we do, we set out this past year to have an impact on our objective of providing support to more seniors in York Region and South Simcoe. Through the expansion of our Assisted Living for High Risk Seniors program, Tenancy Risk Reduction Services for Seniors and our integration of the Adult Day, Assisted Living and social programs at Friuli Terrace, we moved considerably forward in this regard.

On the home front, we were delighted to be able to officially open the “Community Healthcare Hub” along with our partners the Alzheimer Society of York Region, and York Support Services Network at the new head office location in Aurora. This model of collaborative co-location has been positively received by our main funder, the Central LHIN—so much so that it was one of the highlights on a recent tour of community organizations taken by the Deputy Minister of Health and Long Term Care, Dr. Robert Bell! We also began to sow the seeds of designing, with our partner agency Circle of Care in the south, a new “one number to call” transportation model for seniors and adults with disabilities throughout the Central LHIN. We eagerly anticipate the launch of the new, integrated program, in July, 2015.

With the expected growth rate of the seniors population in the Central LHIN catchment area surpassing that of the provincial estimate over the next decade (20% for the Central LHIN versus 13% for the province), we know that demand for our programs and services will continue to rise.

This past year, the provincial government has recognized the value and role that the community service and home care sector can have in responding to this demand. Recently, Dr. Eric Hoskins, the Minister of Health and Long Term Care released Patients First: A Roadmap to Strengthen Home and Community Care, a new plan to improve and expand home and community care over the next three years. In addition to a commitment to increase funding to the sector, the plan identified how care delivered at home and in the community will be transformed, giving clients and caregivers greater say in choosing a provider, and how and when that provider delivers services, among other key initiatives.

Being the provider of choice is at the core of CHATS’ actions, activities and focus on client care and experience, and our team stands ready to meet the opportunities and challenges ahead of us. CHATS’ passionate volunteers, staff, funders and community partners already make a tremendous difference in the lives of seniors in our community. Last year the time dedicated by our more than 535 volunteers, amounted to the equivalent of 22 full-time positions, roughly valued at over \$800,000! We cannot even begin to put a dollar value on the impact of the care and compassion that our volunteers and staff extend to seniors every day.

It is our pleasure to extend our sincere thanks to CHATS’ volunteers, Board of Directors and committee members, staff, funders, partners and donors for all you have contributed to seniors’ health and wellness in our community. We’ve had a year steeped in strong achievements on behalf of our clients, and look with great anticipation for doing even better, in the coming year.

  
Graham Constantine  
Board Chair

  
Christina Bisanz  
CEO



# CHATS 2014-2015

**About CHATS** Community & Home Assistance to Seniors is a not-for-profit, charitable organization that assists seniors in York Region and South Simcoe to maintain wellness and a healthy independent lifestyle.

Since its launch in 1980, CHATS has evolved into a nationally-recognized organization that delivers a continuum of services to meet the changing needs of more than **8,000** culturally, economically and geographically diverse seniors and family caregivers every year.

Under the strong experience and knowledge of **220** employees, supported by a Board of Directors, committees and about **580** volunteers, CHATS embraces professional best practices with caring and compassionate dedication – a unique combination that ultimately benefits our clients, our community partners, and the community overall.

**Highlights of Achievements 2014 -15**

**Assisted Living for High Risk Seniors**

“Reaching more seniors in the community” has been a key strategic priority for CHATS and we were delighted to be named the new service provider for about 250 clients for Assisted Living sites in Schomberg, Keswick, Newmarket, Aurora, Richmond Hill, Stouffville and Woodbridge. The expansion is a result of the Central LHIN’s plan to increase access to assisted living services to a greater number of high risk seniors living in the community on a 24/7 basis.

**Integration of Adult Day Program, Assisted Living Services and Social Recreation Programs at Friuli Terrace**  
CHATS and the Friuli Benevolent Corporation have undertaken an exciting collaboration in which the Friuli Terrace’s Adult Day Program, Assisted Living Services and Social Recreation Programs were transitioned to become CHATS’ services. The collaborative integration has allowed for more seniors to access service. The Assisted Living Program has been expanded to provide 24/7 care and the Adult Day Program has been expanded to five days a week. Ethno-specific Italian programming has continued and all staff were transitioned to CHATS employees.

**Official opening of the Community Healthcare Hub**

On October 8, 2015 The Cartwright Group Ltd. celebrated the grand opening of the new Cartwright Centre at 240 Edward St. Aurora. The site is the new home of Alzheimer Society of York Region, CHATS – Community & Home Assistance to Seniors, Hunter Engineering Company and York Support Services Network. Each organization has its own devoted space, but is accessible to each other. This set-up allows for communication and co-operation amongst the organizations, as they often deal with similar clientele.

**Tenancy Risk Reduction Services for Seniors**

We were please to launch the Tenancy Risk Reduction Services to Seniors program for the year 2014-2015. This service was designed and offered in partnership with York Support Services Network and VHA Home HelathCare. The program supported low to moderate income York Region seniors at risk of losing their tenancy due to hoarding behaviour, cluttered living spaces, uncleanliness and squalor, and/or unmaintained homes. The program was funded by the Regional Municipality of York through the Community Investment Strategy for 2014.

**Named co-lead for the new transportation model of service in the Central LHIN**

As the demand for rides has increased dramatically, CHATS has looked for ways to enhance the quality, safety and efficiency of its services to better meet seniors’ needs. For that reason, we are delighted to have been named the Community Transportation Lead Agency for the North Central LHIN. Working with Circle of Care, the Community Transportation Lead Agency for the South Central LHIN, we will provide a new and comprehensive delivery model that builds on our strengths and enables continued development of capacity to respond to a broader base of needs and opportunities for improved effectiveness and efficiency. This new model will launch July 1, 2015.

**Community Partners**

Alzheimer Society of Greater Simcoe  
Alzheimer Society of York Region  
Apetito  
Aurora Presbyterian Church  
Bradford Legion  
Canadian Red Cross  
Carefirst Seniors and Community Services Association  
Catholic Community Services of York Region  
Central Community Care Access Centre  
Circle of Care  
City of Vaughan  
Community Support Services Network  
COSTI  
Crescent Village  
Danube Seniors Leisure Centre  
Lumacare  
Good Neighbours  
Human Services Planning Board of York Region  
Human Endeavour  
LOFT Community Services  
Mackenzie Health  
Markham Stouffville Hospital  
Matthews House Hospice  
Neighbourhood Network  
Ontario Community Support Association  
Ontario Trillium Foundation  
Operation Red Nose  
Philips Lifeline  
Region of York, Long-Term Care & Seniors Branch  
Rexall Health Centre  
Richmond Hill Hospice  
Richmond Hill United Church

Ryerson University  
Seneca College – King Campus  
Social Services Network  
Southlake Regional Health Centre  
St. Justin Martyr Church  
Stevenson Memorial Hospital  
Town of Aurora  
Town of Bradford West Gwillimbury  
Town of East Gwillimbury  
Town of Georgina  
Town of Markham  
Town of New Tecumseth  
Town of Newmarket  
Town of Richmond Hill  
Town of Whitchurch Stouffville  
Transit Georgina  
VHA Home Health Care  
VON  
Welcome Centre  
York Region Catholic School Board  
York Region District School Board  
York Region Housing  
York Region Transit Mobility  
York Support Services Network  
York University

**Grand Opening of the Community Healthcare Hub**



**Our Mission**

To support the health and well-being of seniors and caregivers at home and in the community.

**Our Vision**

We will be recognized for leadership in delivering a quality experience for our clients driven by our focus on innovation, partnership and service excellence.

**Our Values**

- Collaboration
- Creativity
- Caring
- Quality

**Thank you, CHATS Team!**

**M**any thanks to the dedicated staff who put so much care and compassion into their work.

**5 Years of Service**

Elizabeth Bildfell  
Heather Whit  
Krista Van Wingerden  
Leslie Briggs  
Marie Empringham  
Robert Smart  
Robin Jacobs

**10 Years of Service**

Marianne Still

**15 Years of Service**

Brian Hodgson  
Denise Nathaniel

**20 Years of Service**

Carol Page

**We Appreciate our Volunteers!**

**M**any thanks to all those who selflessly give their time and effort to enhance the lives of York Region and South Simcoe seniors.

**5 Years of Service**

Alison Sanzo  
Allan Saunders  
Chris Gogos  
Frances Blumfald  
Gary Menezes  
Jacqueline Eisen  
Jean Mennen  
Judy Maguire  
Justyn Valenzano  
Kavas Dadabhoy  
Lionel Sandiland  
Lorna Wong  
Luis Garrido

**10 Years of Service**

Maqsood Mahboob  
Marjaneh Amir-Sheibani  
Mary Patricia Porter  
Matthew Chacko  
Philip Port  
Ruth Ash  
Teresa Sottile  
Wayne Arcus

**20 Years of Service**

DorothyWagg  
Doraine Beatty  
Kenneth Norris  
Nelda Morley

**10 Years of Service**

Elizabeth Arnold  
Farahnaz Mahmoudasi  
Fluvio Rodaro  
Irene George  
Jim Paterson  
Mina Keshavarzy  
Nasrin Moradi  
Noushin Mirzaaghaei Tavan  
Sandy Sherief  
Wendy Bowes

**35 Years of Service**

Ann Boyle  
Audrey Gibson  
Bev Bain  
Dorothy Gilbert  
Lorna Sheehy  
Phyllis Tyrie  
Rena Mingay

**15 Years of Service**

Anne Schwarzenberg  
Bernard Katugampola  
Cacilda Ribeiro  
Enid Mann  
Eric Stangl  
Gordon Macrae  
Jane Stangl  
Jean Thomas  
Joyce Brinkman  
Judy Wong  
Marg Curtis  
Peggy Hood  
Robert Cook  
Ron Brinkman  
William Church

**25 Years of Service**

Deb McIntosh  
Jocelyn Tunnard  
Mildred Dionne  
Ron Gibson  
Susan Armstrong