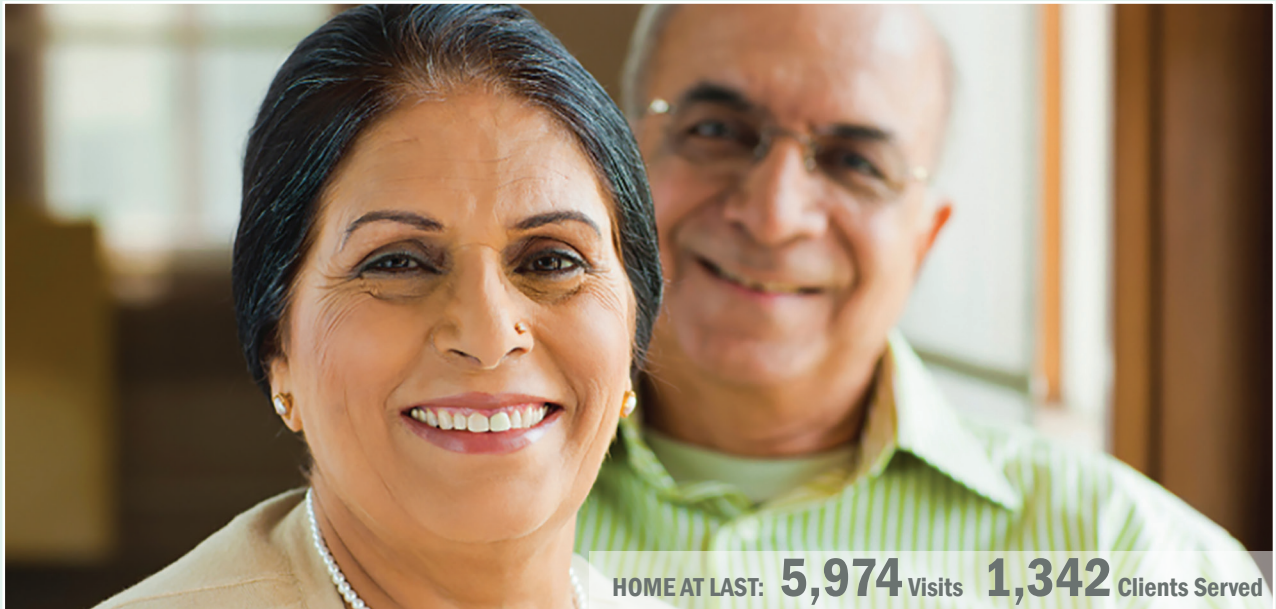




Annual Report 2015-2016



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



HOME AT LAST: **5,974** Visits **1,342** Clients Served



HOMEMAKING: **25,118** Hours **646** Clients Served



MEALS ON WHEELS:
33,415 Meals **1,269** Clients

Served



TRANSPORTATION: **99,757** Drives **4,440** Clients

PROGRAM AND SERVICE HIGHLIGHTS



11,389

Visits

VISITING - SOCIAL/ SAFETY:

1,792

Clients Served



CAREGIVER RELIEF (Respite Care):

53,709

Hours

335

Clients



ADULT DAY PROGRAM:

25,840

Attendances

586

Clients



ASSISTED LIVING: **131,867** Attendance Days

414

Clients Served

Letter from the CEO and Board Chair

Thirty-five years ago, a small group of community members came together as a result of concerns with the lack of a coordinated approach to services for seniors. Together, they saw an opportunity to enhance the health and well-being of seniors and caregivers in their community and CHATS was formed. Coming a long way from its early days of focusing on practical support including housework, grass cutting and transportation services provided to 419 seniors, CHATS now serves more than 7700 seniors and their family caregivers in York Region and South Simcoe with a continuum of geared-to-income community support services that provide “wrap around care” based on client needs and preferences.

It is no secret that the need and demand for services to seniors continues to grow. In this past year, we have seen several public policy documents focused on improving access to home and community care including the Report of the Expert Group on Home & Community Care, Bringing Care Home, and the Ministry of Health and Long Term Care’s Patients First: A Roadmap to Strengthen Home and Community Care which have led to the introduction of new legislation, known as the “Patients First Act”. If passed, this legislation will strengthen patient-centered healthcare in Ontario, transforming the health system by delivering more care in the community, addressing equity and population health needs at the local level, and seeking to reduce avoidable emergency room visits, hospitalization and institutionalization. Interestingly, mirroring the mandate and strategic objectives long held by CHATS itself.

With this ever-increasing growth in demand, CHATS is constantly challenged to identify better, more efficient and effective ways to serve our clients. Partnership, integration and innovation are keys to being able to do so, and formulate our approach to deliver on our strategic priorities. In the past year alone, we have launched iRIDE Plus transportation service, Tenancy Risk Reduction Services for Seniors, and the Storytelling York Region initiative, engaging us with partners such as the Alzheimer Society – York Region, Carefirst Seniors and Community Services Association, Circle of Care, Human Endeavour, Human Services Planning Board of York Region, Routes – Connecting Communities, VHA Home Healthcare, York Support Services Network, CIVICYork, and the York Region District School Board—to name but a few. A complete list of our partners is included in this report.

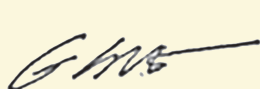
As a client centered agency we are always looking to enhance our client’s experience - a goal which has led to the establishment of our Client and Family Caregiver Advisory Council, comprised of clients and caregivers representing the people we serve. This Council provides a voice for clients and families, allowing for open lines of communication and a forum to provide us with input, ideas and feedback on how we can serve them better.

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.

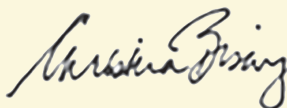
This past year was an excellent example the success of our organization, as all CHATS staff and volunteers worked tirelessly together to be able to meet 100% percent of our service targets as outlined by the Central Local Health Integration Network. We congratulate everyone on their hard work and commitment in continuing to improve our capacity to serve our clients with the highest quality and safety year after year.

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 certainly come a long way in 35 years. We still have room to grow, improve and enhance our services. Let’s continue to make a difference in the 2016 year as we celebrate 35 years of helping seniors live well, age well, and be well!



Graham Constantine, Board Chair



Christina Bisanz, CEO



Operations Plan Highlights 2015-16

This past year resulted in a number of accomplishments that CHATS is proud of. We were able to focus on enhancing care and service to more seniors, build our Quality Improvement capacity, continue to explore and develop partnerships and integration opportunities, and further develop our commitment to being client-centred. Here are some highlights:

Establishment of Client and Family Caregiver Advisory Council

Connecting directly with our clients and family caregivers has always been a priority for CHATS. This year we were pleased to establish our first-ever Client and Family Caregiver Advisory Council comprised of representatives of the people we serve. The Council was created as a forum to seek input, ideas and feedback from a client's perspective, on how we can serve them better. Council members address topical issues related to programs, services, and the changing needs of the seniors' community - acting as the "voice" for the clients and family caregivers of CHATS.

iRIDEPlus Hits the Road!

On July 1st, 2015 CHATS' newly branded transportation service, iRIDE^{Plus} officially launched with great success! This new service has allowed us to better meet the demand for rides in York Region and South Simcoe. As the North Lead on this initiative, we have had the opportunity to partner with other dynamic agencies including, Circle of Care, Carefirst, Human Endeavour and Routes – Connecting Communities among others. This program offers clients throughout the Central LHIN improved access through just one number to call, 1-844-IRIDE-01.

Dial-a-Ride: Partnership with YRT

In another exciting transportation related partnership, CHATS teamed up with York Region Transit (YRT) to bring a 'dial-a-ride' transit service to individuals in Georgina and East Gwillimbury. The service is for clients who either live too far from walking distance of a bus stop or are travelling to a rural location within Georgina and East Gwillimbury not currently serviced by YRT Service. This unique partnership allows us to better meet the transportation demand in Georgina and East Gwillimbury whilst simultaneously improving the mobility options for seniors and persons with disabilities.

Supporting Seniors at Risk of Homelessness

CHATS received funding from the province's Local Poverty Reduction Strategy to develop and evaluate a program to help vulnerable seniors who struggle with hoarding, stay in their homes and improve their quality of life. Teaming up with VHA Home HealthCare and York Support Services Network, the Tenancy Risk Reduction Services program provides seniors with integrated support, including home support workers, cleaning services and counselling. By leveraging a broad range of community partnerships and collaborative efforts with municipal housing providers, fire services, regional emergency medical services and police, among others the CHATS hopes to increase the number of adults with hoarding behaviours who can remain in their homes, increase their quality of life, and ensure safety in the home. The project is being evaluated by researchers from York University.

Storytelling York Region

CHATS received funding from the Ontario Trillium Foundation for a two-year collaborative partnership project to support the learning, social participation, and community inclusion of seniors and youth living in Aurora, Newmarket, and Richmond Hill, by enabling the seniors and young people to tell their stories. Through this partnership between CHATS, York Region Community Information and Volunteer Centre (YRCIVC) and the York Region District School Board (YRDSB), three communities in York Region will be able to use storytelling as an intergenerational tool to engage seniors and youth to work together.

Telephone Safety Service

Leveraging our existing Telephone Reassurance program, the Telephone Safety Service was launched in an effort to support clients with lighter needs, currently waiting for CCAC services. For this project CHATS has joined with Better Living and North York Seniors Centre to provide structured volunteer support to clients with moderate needs including phone calls ranging from a routine check-in, to safety check-ins before/after bathing.

Central LHIN CHA/IAR Coordinated Training Resource

CHATS was selected by the Central LHIN to establish a RAI CHA/IAR Training Coordinator role to work in partnership with the community support sector (CSS) to support use of the common assessment (interRAI- Community Health Assessment or RAI CHA) and the Integrated Assessment Record (IAR). This position is responsible for all the training needs for all the CSS agencies in the Central LHIN to improve competency of the RAI CHA assessors and sustainability of the RAI suite of tools in the Central LHIN.

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 **7,700** culturally, economically and geographically diverse seniors and family caregivers every year.

Under the strong experience and knowledge of **340** employees, supported by a Board of Directors, committees and about **520** 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.

COMMUNITY PARTNERS

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Cristine Prattas, Treasurer
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Ian Hilley
Laila Kanji
Ken Ng
Frances Reinholdt
Michael Tremblay
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David Wright

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Michael Wosnick
David Wright

Alzheimer Society of
Greater Simcoe
Alzheimer Society of York Region
Apetito
Aurora Historical Society
Aurora Horticultural Society
Aurora Presbyterian Church
Aurora Rotary
Aurora Winter Blues Festival
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 Markham
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
Magna International
Markham Stouffville Hospital
Matthews House Hospice
Metroland Media
Neighbourhood Network
Ontario Community Support
Association
Ontario Trillium Foundation
PACE Credit Union
Philips Lifeline

Region of York, Long-Term Care
& Seniors Branch
Rexall Health Centre
Richmond Hill Hospice
Richmond Hill United Church
Routes Connecting
Communities Inc.
Ryerson University
Seneca College – King Campus
Silver Lakes Golf and
Conference Centre
SNAPd Aurora
Social Services Network
Southlake Regional
Health Centre
St. Justin Martyr Church
Stevenson Memorial Hospital
Tim Horton's Bradford
Town of Aurora
Town of Bradford West
Gwillimbury
Town of East Gwillimbury
Town of Georgina
Town of New Tecumseth
Town of Newmarket
Town of Richmond Hill
Town of Whitchurch Stouffville
United Way Toronto
& York Region
Upper Canada Mall
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

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!

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

5 Years of Service

Angela Dube
Cara Chandler
David McGarrity
Erica Quartermain
Karen Webster
Peter (Eun-Ha) Park

10 Years of Service

Sara Hooshiyarfard
Timothy Tomlin

15 Years of Service

Julie Edmunds-McGlade

20 Years of Service

Jeanne Alderton
Julie Carnovale

Management Team

Carol Page
Christina Bisanz
Cindy Dryfhout
Devin Stephenson
Elizabeth Anthony
Hillary Richardson
Irena Fedchun
Janet Williams
Julie Casaert
Kalsang Phuntsok
Marie Empringham
Nancy Kula
Suzanne Whitehurst
Tim Jones

WE APPRECIATE OUR VOLUNTEERS!

Many 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

Ada Seebach
Adlin McFarlane
Alexander Savransky
Alfred Knight
Alida Re
Antonietta Ganci
Arlene Simms
Brian Leonard
Carol McLafferty
Deborah Todoschuk
Donna Dougan
George Joseph
Graham Constantine
Graham Sparrow
Howard Sniderman
Isaac Weinroth
Jan Douglas
Jane D'Souza
John Allen
Joya Lopez
Lea Kronenberg
Leslie Alberto
Luciana Pol-Bodetto
Luigi D'Ambrosio
Mary Love
Mary D'Ambrosio
Mimi O'Leary
Nancy Dewolde
Nigel Mayne
Paulette Henry
Renata Morassut
Rhonda Geoghegan
Rita Venier
Rose Latimer
Sylvia Furlano
Yash Kapur

10 Years of Service

Angela Caggiano
Anna-Maria Reiff
Bonnie Saunders
Brian Armstrong
Debra Hayward
Doris Campbell
Edward Saunders
Elizabeth Northey
Fred Tappen
Jane Deguerre
Liliana Pol Bodetto
Malek Fattah
Marilyn McNally
Marjorie Carter
Nahid Masserrat
Pauline Alston
Rita Rossi
Wilma Kleine

15 Years of Service

Byrne Hill
Clara Tersigni
Daniela Gridel
Doug Kilpatrick
Robert Tabone
Wai Yeung
Syd McCullough
Vicky Guerra
Wanda Halliday

20 Years of Service

Jim Rattray
June Rattray

25 Years of Service

Lyn Jordan

30 Years of Service

Vivienne Tod

35 Years of Service

Ken Stevens
Margaret Stevens

THANK YOU TO OUR GENEROUS DONORS

FAMILY (\$500 - \$999.99)

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Gallaughier Contracting
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Royal Canadian Legion
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Royal Canadian Legion
Branch 385

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Conference Centre
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The Very Useful Theatre Company
Town of Bradford
West Gwillimbury
Town of New Tecumseth
Ultramar/La Foundation Cst
Youth & Community
Initiatives Fund

BUILDERS (\$5,000 - \$9,999.99)

Aurora Mayor's Charity Golf Classic

PATRONS (\$10,000 - \$49,999.99)

Astellas USA Foundation
City of Vaughan
The Dunin Foundation
Toronto Conference - The United
Church of Canada



PARTNERS (\$50,000+)

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Contact CHATS

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

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