



**CHATS**  
Community & Home  
Assistance to Seniors

# ANNUAL REPORT 2016-17



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

*live well, age well be well*

## PROGRAM AND SERVICE HIGHLIGHTS



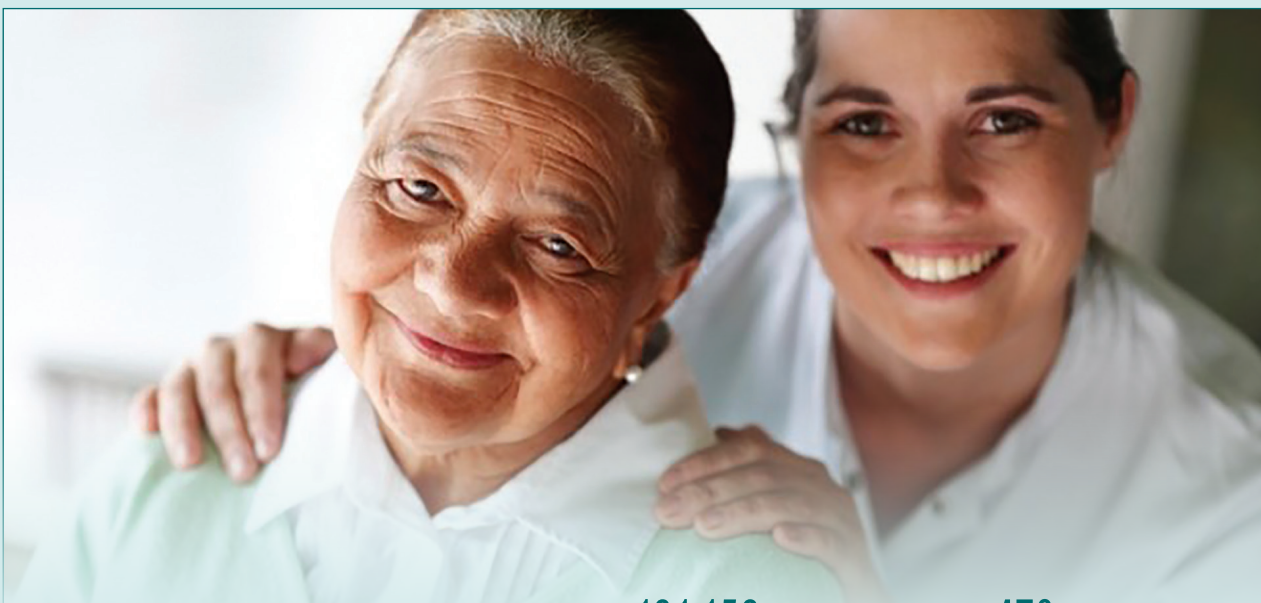
CAREGIVER RELIEF (RESPITE CARE)  
47,795 Hours 406 Clients Served



HOME ADAPTATION & MAINTENANCE  
438 Arrangements 191 Clients Served



ADULT DAY PROGRAM 23,396 Attendances 587 Clients Served



ASSISTED LIVING 131,153 Attendance Days 478 Clients Served



## CHATS ANNUAL REPORT 2016-2017



LUNCH OUT/SENIORS WELLNESS PROGRAMS 35,010 Attendances 2,218 Clients Served



HOMEMAKING 24,129 Hours 754 Clients Served



TELEPHONE REASSURANCE  
12,021 Visits 2,100 Clients Served



TRANSPORTATION 106,943 Drives 4,153 Clients Served

# CHATS 2016-2017

Letter from the CEO and Board Chair

## Looking to a new horizon for CHATS

**In our more than thirty-five years' history**, it is undeniable that CHATS has come a long way in becoming one of the largest community support service agencies in York Region and South Simcoe. It began with a mere 12 community members who came together in 1980 with a shared belief that local elderly people could be better supported to stay in their homes, with the provision of a few basic services. They started out providing practical support services to 419 seniors including housework, grass cutting and transportation services.

From those humble beginnings, CHATS now boasts over 330 staff and more than 500 volunteers who serve our more than 8,100 seniors and their family caregivers in York Region and South Simcoe. CHATS is now a recognized leader and integral part of the health system in our catchment area. Increasingly, research institutions and organizations are engaging with CHATS, to study current system and accessibility gaps, in order to identify ways in which services to seniors can be improved and enhanced. We've also become a pilot site for testing innovative products designed to better support independent living and healthier outcomes for older adults.

Each year this report serves as a reminder of our accomplishments over the past year. Having reached the 35 years of service milestone, we felt we should reflect on how far CHATS has come and the impact it's had on our community. This report features the journey and milestones we've achieved as we've adapted and grown over more than three and a half decades.

One thing that stays constant is our deepest appreciation to our volunteers, Board of Directors and committee members, staff, and donors for their invaluable support, dedication and commitment to the CHATS' vision. Our funders and partners continue to add their support to the mix, and for this we are thankful.

While we've grown by leaps and bounds over our 35+ year history, we know that there is room to grow, continuous quality improvements to make and service enhancements that will all contribute to our mandate to provide our clients and their caregivers with the services that allow them to age safely, independently and with dignity at home and in the community.



Yash Kapur, Board Chair



Christina Bisanz, CEO



### 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



# Operations Plan Highlights 2016-17

## **Partnership with Arirang Age-Friendly Community Centre & the Milal Church to Launch New Culturally Specific Adult Day Program**

CHATS' partnership with Arirang Age-Friendly Community Centre & Milal Church brought life to the CHATS at Arirang Adult Day Program (ADP) for Korean seniors. This culturally and linguistically specific program supports Korean seniors with physical and cognitive impairments. Supported entirely by the Korean community, the CHATS at Arirang ADP provides a culturally, emotionally, and socially safe environment for Korean seniors, not available elsewhere.

## **Storytelling York Region Project**

Started in 2015, the Storytelling York Region initiative wrapped up with cadre of seniors' digital stories being archived on [civicyork.ca/storytelling](http://civicyork.ca/storytelling). A two-year partnership between CHATS, York Region Community Information and Volunteer Centre (YRCIVC) and the York Region District School Board (YRDSB), the project brought together over 190 youth, mid-adult and senior participants who each received training on how to use technology and storytelling instruction to bring their own stories to life. Funded by the Ontario Trillium Foundation, the project enhanced the social participation, and community inclusion of seniors and youth living in Aurora, Newmarket, and Richmond Hill.

## **Vulnerable Person's Registry**

CHATS and the South Simcoe Police teamed up to bring the Vulnerable Persons Registry (VPR) to residents of Bradford West Gwillimbury and Innisfil. The VPR is a free and voluntary community based initiative that provides caregivers and individuals an opportunity to submit vital information on vulnerable persons to a database that will assist officers in communicating with, and/or attending a residence of a vulnerable person in a way that best protects the registrant. Submission can be made at [www.vulnerablepersonsregistry.ca](http://www.vulnerablepersonsregistry.ca)

## **Connecting Ontario**

CHATS was enlisted as one of the first community organizations to partner with Connecting Ontario, a new online Electronic Health Record (EHR) system that will enable faster, better client care & support. Connecting Ontario will help CHATS to gather secure background information on clients by providing a more accurate picture of patient's journey through the health care system. It offers increased access to patient information not previously available, expedites client follow-up and support to be better able to anticipate client's future requirements.

## **Individualized Care Plans**

In an effort to create a more client-centered approach to programming, CHATS' Adult Day Programs have moved away from generalized care planning to implement Individualized care plans for all ADP clients. This new form of care planning relies largely on client and caregiver participation to create a plan that is completely unique to each client's needs. Planning starts at the initial assessment by encouraging client and caregiver to identify what areas they would like to focus on while at the day program. Once the plan is in place, staff are able to routinely discuss results, and areas of improvement that they see. This form of planning creates a more client centered approach with the clients and caregivers feeling that they have more stake in their care and success.

## **Relationship Based Care**

Providing a caring environment for our clients, staff and volunteers has always been a priority for CHATS. The Relationship Based Care (RBC) philosophy is now being integrated into our daily practices. RBC leverages relationships (self/team/client) across the organization to create a caring and healing environment with clients and families at the centre of the caring practice. While still early in our journey, the initial implementation of RBC has already had a positive impact on our relationships with each other, our clients and caregivers, and the quality of programs we provide.

## **CHATS Named as Central LHIN Approved Agency to Provide Personal Support Services/One Sector to Low Needs Clients**

CHATS has been named the lead agency north of Steeles to provide Personal Support Services (PSS) to low needs clients in York Region and South Simcoe. This change, which is the result of new guidelines developed by the Ministry of Health and Long Term Care, creates a patient-centred system of care by seamlessly connecting clients to the correct provider. Utilizing a centralized intake and a common assessment tool ensures patients only have to tell their story once. The goal of PSS is to enhance overall client experience, by making home and community care one integrated sector with 'no wrong door' for the personal support service needs of older adults.

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 Sam Assadpour  
 Terri Hay

**COMMUNITY PARTNERS**

Activate Aurora  
 Alzheimer Society of Greater Simcoe  
 Alzheimer Society of York Region  
 appetito  
 Arirang Milal Church  
 Aurora Historical Society  
 Aurora Horticultural Society  
 Aurora Presbyterian Church  
 Aurora Rotary  
 Aurora Winter Blues Festival  
 Better Living Health & Community  
 Services  
 Bradford Legion – Royal Canadian  
 Legion Branch 521 (Bradford)  
 Canadian Red Cross  
 Carefirst Seniors and Community  
 Services Association  
 Catholic Community Services of York  
 Region  
 Central Community Care Access Centre  
 Central Local Health Integration Network  
 Circle of Care  
 City of Markham  
 City of Vaughan  
 Community Support Services Network  
 COSTI  
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 Danube Seniors Leisure Centre  
 East Gwillimbury Health and Active  
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 Human Endeavour  
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 Lake Simcoe Region Conservation  
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 Lumacare  
 Mackenzie Health  
 Magna International  
 March of Dimes  
 Markham Stouffville Hospital  
 Matthews House Hospice  
 Metroland Media

Neighbourhood Network  
 Network North  
 Nin Os Kom Tin  
 North York Seniors Centre  
 Ontario Community Support Association  
 Ontario Trillium Foundation  
 PACE Credit Union  
 Philips Lifeline  
 Region of York  
 Rexall Health Centre  
 Richmond Hill Hospice  
 Richmond Hill United Church  
 Routes Connecting Communities Inc.  
 Ryerson University  
 Seneca College  
 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  
 Toronto and Region Conservation  
 Authority  
 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  
 Vaughan Community Health Centre  
 VHA Home Health Care  
 VON  
 Welcome Centre  
 York Region Catholic School Board  
 York Region Community Information  
 and Volunteer Centre  
 York Region Conservation Authority.  
 York Region District School Board  
 York Region Housing  
 York Region Transit Mobility  
 York Support Services Network  
 York University

**Management Team**

Christina Bisanz, Chief Executive Officer  
 Irena Fedchun, Director of Finance and  
 Administration  
 Janet Williams, Director of Human Resources  
 Nancy Kula, Director of Client Care  
 and Services  
 Tim Jones, Director of Development  
 Carol Page, Assisted Living Manager  
 Cindy Dryfhout, Finance Manager  
 Elizabeth Anthony, Community Services  
 Manager – Friuli Terrace

Gaynor McCredie - Home Adaptation and  
 Maintenance Program Manager  
 Hillary Richardson, Community Programs  
 Manager  
 Julie Casaert, Day Program Manager  
 Kalsang Phuntsok, Client Services and  
 Operations Manager  
 Kelley McCluskey, Marketing &  
 Communications Coordinator  
 Marie Empringham, Executive Office  
 Administrator  
 Suzanne Whitehurst, Transportation Manager

## 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

Elena Savransky  
Jagdish Bhatia  
Joseph Baldwin  
Linda Hickey  
Linda Ind  
Najmul Chowdhury  
Sajida Mirza  
Tim Jones

### 10 Years of Service

Brenda Duquette  
Christine McGregor  
Evelyn Chavez  
Lawrence Warbeck  
Shawna Lee Cooper  
Yasuhiko Asai

### 20 Years of Service

Christina Lee

### 25 Years of Service

Suzanne Wilson

*Opening of the CHATS at  
Arirang Adult Day Program*



## 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

Beverly Davis  
Bill Wheeler  
Brandon Sanders  
Cristine Prattas  
David Griffith  
David Wright  
Deborah Sanford  
Delio Canlas  
Dena Karellas  
Diane Gregoire  
Dirce Baldo  
Eric Lau  
Gary Kelk  
George Semler  
Ian Francisco  
Jane Duerr  
John Jennings  
John Liska  
Katrina Pattison  
Kimberly Balouchi  
Kristy Irving  
Leo Hekim  
Liberata Marinucci  
Linda Morris  
Michel Allard  
Nelda Agard-Fiorotto  
Paula Clarke  
Paula Headley-Clarence  
Peter Coates

Rita Nowakowski  
Ron Field  
Sharon Hampton  
Sibel Hekimoglu  
Stan Simons  
Steven Bellchambers  
Tahera Noormohamed  
William Stevens  
Yeeyan Dee

### 10 Years of Service

Anna Fornasier  
Azizeh Vahdat-Panah  
Caterina Caponi  
Fatema Ahmari-Hesari  
Immacolata Gasparini  
Ken Smith  
Luciano Gallardo  
Maria-Eva Cristante  
Vasdev Sawhney

### 15 Years of Service

Sandra Howson

### 20 Years of Service

Ann Murphy  
Mervin Enders  
Seik Wassenaar  
Tina Wassenaar

### 25 Years of Service

Joy Rodrigues  
Steve Pitman  
Vicky Rotondi



*Cheque presentation from the Commonwealth  
Mutual Insurance Group*



*Launch of the Vulnerable Persons Registry*



## THANK YOU TO OUR GENEROUS DONORS

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

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

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Imperial Oil Foundation  
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Roy Russell Memorial Fund @  
Toronto Community Fndn  
Royal Canadian Legion Bradford 521  
Royal Canadian Legion Branch 375  
S. Morrison  
Schickedanz Bros. Limited  
Sheraton Parkway Hotel  
TACC Developments Inc  
The Tenaquip Foundation: Thermor Ltd  
The Town of Bradford West Gwillimbury  
The Very Useful Theatre Company  
Times Group Corporation

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

Argo Development Corporation  
Aurora Winter Blues Festival  
Green Lane Village GP Inc  
Ironton Holdings Ltd  
Kylemore Communities (west Village)  
Molise Kleinburg Estate South Inc  
Scargall Owen-king Llp  
Silver Lakes Golf and Conference Centre  
The Regional Municipality of York  
Town of Bradford West Gwillimbury  
Yonge Green Lane GP Inc

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



The Dunin Foundation  
The Joseph Lebovic Charitable Foundation  
The Wolf Lebovic Charitable Foundation



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

Chairman's Inaugural Charity Golf  
Tournament  
RBC Estate and Trust Services



**United Way**  
Toronto & York Region

## CONTACT CHATS 905-713-6596 or 1-877-453-4287

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CHATS is proud to be awarded Exemplary Standing by Accreditation Canada in 2013