



CHATS

Community & Home
Assistance to Seniors



ANNUAL REPORT 2017-18



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

live well, age well, be well

Board Chair and CEO's Report

Since its inception, CHATS-Community & Home Assistance to Seniors has faced the future with vision, a commitment to service excellence, and the courage and tenacity to respond to changing and often challenging circumstances.

Throughout the past year, we have worked diligently to enhance our basket of services focused on providing the best health and wellness programs for over 8,300 older adults and their caregivers. As a result, seniors in York Region and South Simcoe can age in place with dignity and social connection to their communities. We have seen a 16% increase in the number of unique clients served in under five years—demonstrating that CHATS is meeting an important need throughout our catchment area.

We are very proud of our accomplishments this past year, which included the expansion of our Adult Day Program hours, a pilot for Saturday Dementia Programming, new wellness programs introduced for the LGBTQ seniors' community, the launch of Tenancy Risk Reduction Services for Seniors, and the establishment of a new Seniors Technology Lab, with its focus of teaching digital literacy to seniors to help facilitate community connectivity and reduce isolation.

In the early spring of this year, CHATS' Board, staff, volunteers and clients engaged in an intensive accreditation survey with CARF, complete with extensive staff, volunteer and client interviews, environmental analysis, and three days of a rigorous internal peer review process. CHATS' commitment to excellence and dedication to improving the quality of life for our clients and caregivers was acknowledged by the accreditation surveyors, as an echo to the compliments they heard from our clients themselves.

Outside our walls we joined with others to work on significant health system improvement initiatives, and service and research projects. We have collaborated with community partners on committees such as the Central LHIN sub region tables, various HealthLinks, Community Support Services Network, and the York Region Human Services Planning Board.

In the community, we were both humbled and delighted to be the recipients of two prestigious awards - The Aurora Chamber of Commerce Business Excellence Award for Non-Profits, and the June Callwood Outstanding Achievement for Voluntarism Excellence in Volunteer Management Award. It has indeed been a year filled with many wonderful highlights!

CHATS will continue to advocate and raise awareness of the needs of older adults and caregivers in our community at large. The senior demographic continues to grow in York Region and South Simcoe, and CHATS will strive to meet the changes and challenges ahead with spirit, creativity and fortitude, committed to our values and dedicated to our mission. We have so many people to thank—starting with our Board of Directors, and all our dedicated volunteers, staff, service partners, suppliers, funders, donors and referral sources. Each of you is vital in ensuring CHATS always delivers exceptional service, and your ongoing commitment truly makes a meaningful difference in the lives of our clients and caregivers.

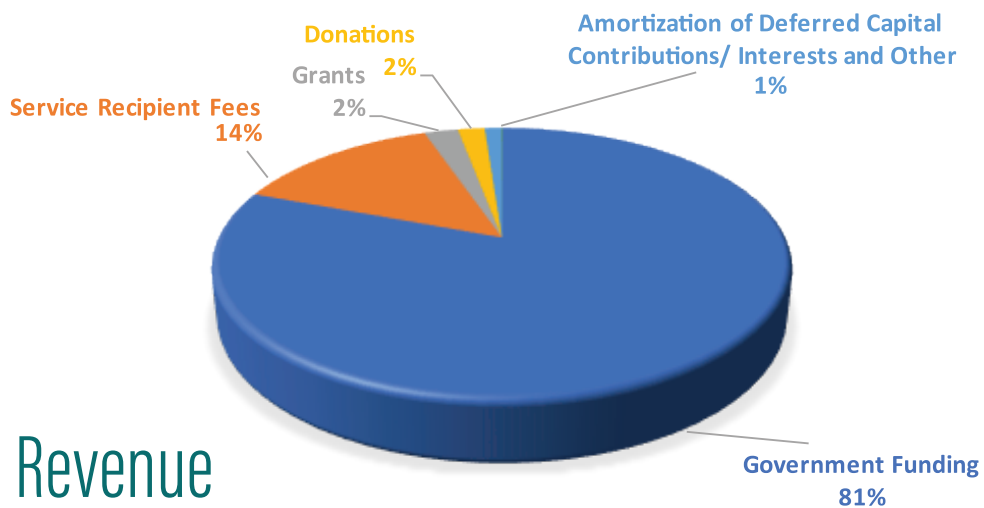


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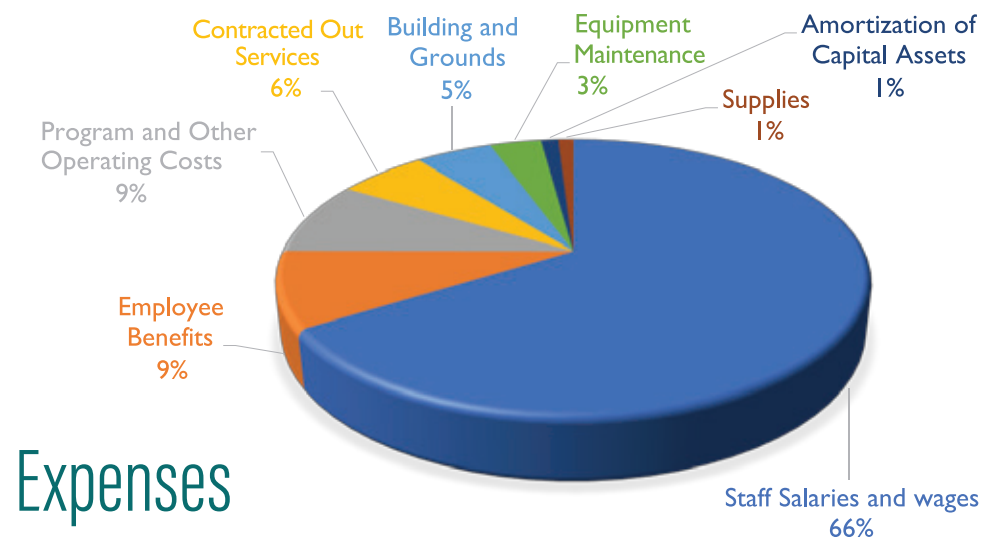
Yash Kapur, Board Chair

A handwritten signature in black ink, appearing to read 'Christina Bisanz'.

Christina Bisanz, CEO



Government Funding	\$14,683,306
Service Recipient Fees	\$2,543,602
Grants	\$415,724
Donations	\$328,322
Amortization of Deferred Capital	\$202,794
Interest and Other	\$8,969
Total Revenue	\$18,182,717



Staff Salaries and wages	\$11,911,580
Employee Benefits	\$1,618,427
Program and Other Operating Costs	\$1,541,595
Contracted Out Services	\$1,055,395
Building and Grounds	\$906,775
Equipment Maintenance	\$609,487
Amortization of Capital Assets	\$205,019
Supplies	\$177,424
Total Expenses	\$18,025,702

2017 — 2018: What A Year It's Been

We are an award-winning organization

CHATS was honoured to be a recipient of two significant awards this past year. The first was the Aurora Chamber of Commerce's Business Excellence Award for Non-Profit of the Year. The award honours local businesses and organizations that have exhibited a passion for excellence and commitment to their community coupled with a strong entrepreneurial and innovative spirit. The second was the Province of Ontario's June Callwood Outstanding Achievement Award for Voluntarism for Excellence in Volunteer Management, presented to CHATS' CEO Christina Bisanz during Volunteer Appreciation Week 2018. This distinction is presented to an individual or not-for-profit organization that has demonstrated exceptional support and encouragement to influence people to volunteer within their communities. We couldn't be more thrilled to receive these two awards!

We are an internationally accredited agency

Following a lot of intense work and focus, CHATS was delighted to receive the highest level of accreditation from CARF, an international standards organization which focuses on advancing the quality of services to meet the needs of persons served for best possible outcomes. While CHATS has been an accredited agency for many years, the decision to move to CARF was based on our commitment to quality improvement, client-centred care and strong governance expertise embodied in the CARF standards.

We are a growing service provider

The expansion of three major programs and services this past year has enabled CHATS to better serve elderly adults and caregivers throughout York Region and South Simcoe. With additional funding from the Central LHIN, we now offer extended hours for our Adult Day Programs in Aurora, Bradford, Richmond Hill, and Woodbridge.

In addition, the rural catchment area of the Home Adaptation and Maintenance Program (HAMP) was extended to include Newmarket. HAMP's yard maintenance and home adaptation services have thus far helped over 2,100 clients maintain their independent living arrangements.

The Tenancy Risk Reduction Services for Seniors program (TRRSS) also received extended funding. This program enables CHATS to continue providing this crucial service for seniors in York Region who are at risk of losing their tenancy because of living in poor environmental conditions due to extreme hoarding and clutter.

We are innovators

Guided by our strategic priority to provide better programs and services to older adults and their caregivers, CHATS has acted upon opportunities for quality improvement through innovation in the healthcare and community realm. Working with Leo Innovation Labs we launched a pilot of the "Klikkit" button, a cutting-edge medication reminder device, at one of our assisted living sites. A simple click of a button records if medication reminders had been given at the appropriate time, serving as a compliance aid for clients.

Funding from the federal government's New Horizons for Seniors grant enabled CHATS to create and launch a Seniors Technology Lab at our Aurora Adult Day Program location. Lead by seniors, staff and volunteers, the Tech Lab encourages enhanced community integration through digital literacy for seniors by learning and social participation. The Tech Lab will also offer access to the broader community in the near future.

Meanwhile, our South Asian Adult Day Program clients pedaled away during a prospective longitudinal 12-week experimental study targeted at individuals with arthritis. Participants received ongoing thirty-minute sit-fit pedal exercise programs led by recreational professionals. This study successfully brought clinical evidence to practice. Each of CHATS' six Adult Day Programs are now equipped with pedal bikes for client use on an ongoing basis.

We embrace partnerships and integration

CHATS was proud to add several new partnerships to our list for better integration of community supports. We joined forces with both the Newmarket and Georgina Food Pantries, developing a service to support low-income seniors who are unable to pick up meals from their local food banks. By arranging for CHAT's volunteers to deliver these food items directly to their homes via the Meals on Wheels Program, these individuals will now receive nutritious meals on a required basis.

We've also partnered with the Helping Hands program in Simcoe County, a program that allows cognitively declined seniors the ability to complete household tasks in a non-failing environment. With CHATS providing a prepared environment following a Montessori based "cueing" method, this program has enabled increased confidence & self-esteem for such persons to complete tasks like folding laundry, washing cutlery, and dusting.

CHATS was also honoured to be one of a few organizations selected from amongst a number of United Way agencies, to participate as a community partner in a unique capacity building opportunity with Toronto Dominion (TD) Bank's "Leading with Impact - #Give-toGrow Project". CHATS was assigned a diverse team of TD leaders who explored and proposed an actionable solution to a strategic challenge faced by CHATS. We look forward to implementing their recommendations in the near future.

We appreciate and value our community's support

Each year CHATS relies on its generous donors and sponsors to help make fundraising efforts beneficial for the clients we serve. The 7th Annual Aurora Winter Blues Festival was yet again another memorable event, with its kick-off evening raising funds to directly benefit CHATS. This event brings to light the active local music scene, while simultaneously benefiting local businesses and charitable organizations in the community.

In partnership with The Aurora Historical Society, we hosted another successful Scotch Tasting event where guests enjoyed savouring premium scotch blends and sampling artisan cheese pairings.

The Annual CHATS Golf Tournament was again hugely successful in its fourth year. Held at the renowned Silver Lakes Golf & Country Club, the event brought together like minded golfers that enjoyed participating for the united purpose of helping to support the health and well-being of CHAT's seniors and caregivers. CHATS was also honoured to be one of three recipients of funds raised by the York Region Chairman's Charity Golf Tournament.

Finally, the 2017 Annual Walk for Wellness received a great turnout from its community supporters who walked and raised donations to directly benefit our ongoing mission to "live well, age well, be well".

CHANGING LIVES: One Person at a Time



"My journey with CHATS began in March 2010 just before my father passed the following month. Right from the start I was met with hope, love, support and a wealth of information.

Over the years, I have connected and bonded with many women who have shared their struggles, tears, and laughter along the way. A few brave men have also joined our group and journeyed with us at the start of our floundering. Being a first-time Caregiver can be quite daunting, from dealing with Alzheimer's, to ALS, depression, mental health issues, and the dilemma of supporting loved ones far away (a father-in-law in Sault Ste. Marie, a brother in New Brunswick (both now passed) and now my beloved husband's current battle with Oral Cancer.

I am both grateful and thankful for the many services CHATS, has provided including the informative seminars they've held at our local library here in Bradford. A special thanks to Christina Liorti, our current Caregiver Education Counselor, who has is extremely knowledgeable, efficient, compassionate and has taken time to visit me at my home."

Sylvia Castellani

Community Partners List

- Activate Aurora
- Alzheimer Society of Simcoe County
- Alzheimer Society of York Region
- Apetito
- Arirang Age Friendly Community Centre
- Aurora Historical Society
- Aurora Horticultural Society
- Aurora Presbyterian Church
- Aurora Public Library
- Aurora Seniors Association
- Aurora Winter Blues Festival
- Better Living Health & Community Services
- Bradford West Gwillimbury Fire and Emergency Services
- Bradford West Gwillimbury Public Library
- Bradford Legion – Royal Canadian Legion Branch 521
- Canadian Mental Health Association York Region
- Canadian Red Cross
- Carefirst Seniors and Community Services Association
- Catholic Community Services of York Region
- Centennial College
- Central Home and Community Care
- Central Local Health Integration Network
- Chartwell
- Circle of Care Sinai Health System
- City of Markham
- City of Vaughan
- Club Aurora Fitness
- Community Support Services Network
- Comfort Keepers
- COSTI
- Crescent Village – Ja'Fari Islamic Housing
- Danube Seniors Leisure Centre
- East Gwillimbury Health and Active Living Plaza
- East Gwillimbury Seniors 55+ Task Force
- Evergreen Hospice
- Focus
- Friuli Benevolent Corporation
- Georgina Food Pantry
- Human Endeavour
- Human Services Planning Board of York Region
- Lake Simcoe Region Conservation Authority
- LOFT Community Services
- Lumacare
- Mackenzie Health
- Magna International
- March of Dimes
- Markham Stouffville Hospital
- Matthews House Hospice
- Metroland Media
- Milal Church
- Neighbourhood Network
- Network North
- Newmarket Food Pantry
- Nin Os Kom Tim
- Nobleton Lions Club
- North York Seniors Centre
- Ontario Community Support Association
- Ontario Ministry of Citizenship and Immigration
- Ontario Trillium Foundation
- PACE Credit Union
- Palcare Network
- Parkview Village Retirement Association of York Region (Parkview Village)
- Philips Lifeline
- Region of York
- Rexall Health Centre
- Richmond Hill Hospice
- Richmond Hill United Church
- Routes Connecting Communities Inc.
- Royal Canadian Legion Branch 375
- Ryerson University
- Seneca College
- Schomberg Lions Club Non-Profit Housing Corporation
- Silver Lakes Golf and Conference Centre
- SNAPd Aurora
- SNAPd Bradford
- Social Services Network
- Southlake Regional Health Centre
- 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
- Township of King
- Treasure Mills Inc.
- United Way Greater Toronto
- University of Guelph-Humber
- Vaughan Community Health Centre
- VHA Home Health Care
- VON
- Welcome Centres
- Workforce Planning Board
- York Region Catholic School Board
- York Region Community Information and Volunteer Centre
- York Region Conservation Authority.
- York Region District School Board
- York Region Fire Department
- York Region Food Network
- York Region Housing
- York Region Police Department
- York Region Transit Mobility
- York Support Services Network
- York University
- York Works

Thank you for your help, we couldn't have made it through many difficult days without your help and support for my mother.

Sincerely,

Bonnie Massy

Leadership

”

With much gratitude for all the caring friendships extended by CHATS and the new friends made through CHATS. Our senior years have been made much brighter. Thank you!

Sincerely,

Mabelle Ross

Board of Directors

- Yash Kapur, Chair
- Ian Hilley, Vice Chair
- Sam Dash-Addi, Treasurer
- Sam Assadpour
- Scott Baker
- Mary Bayliss
- Terri Drover
- Laila Kanji
- Michael Klejman
- Ken Ng
- Cristine Prattas
- Michael Wosnick

Finance & Audit Committee

- Sam Dash-Addi, Chair
- Sunil Chandna
- Perry Chen-See
- Carole Cowper
- Avijeet Parmar
- Cristine Prattas

Governance Committee

- Ian Hilley, Chair
- Scott Baker
- Michael Klejman
- Ken Ng
- Howard Sniderman
- David Wright

Quality Committee

- Laila Kanji, Chair
- Sam Assadpour
- Mary Bayliss
- Terry Drover
- Nicole Niedra-Biordi
- Gary Sangha
- Michael Wosnick

Management Team

- Christina Bisanz, Chief Executive Officer
- Irena Fedchun, Director of Finance and Administration
- Rhonda Flanagan, Director of Development, Marketing & Communications
- Nancy Kula, Director of Client Care and Services
- Janet Williams, Director of Human Resources
- Raymond Ang, Privacy Officer
- Cindy Dryfhout, Finance Manager
- Jannette Lopez-Brady, Human Resources Advisor
- Gaynor McCredie, HAMP Manager
- Carol Page, Assisted Living Manager
- Kalsang Phuntsok, Client Services and Operations Manager
- Hillary Richardson, Community Programs Manager
- Saskia Sanchez-Ferrer, Executive Assistant
- Sony Singh, Day Program Manager
- Devin Stephenson, Marketing and Communications Supervisor
- Suzanne Whitehurst, Transportation Manager

Mission

CHATS is an innovative and valued partner in healthcare system, delivering high quality home and community services and experiences for older adults and caregivers.

Vision

Older adults can live independently, safely and well at home.

Values

Respect
Empathy
Collaboration
Creativity
Quality
Accountability

Thank you CHATS Team!

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

5 Years of Service

Bonnie (Meilee) NG	Jane Emmerson
Christina Bisanz	Kalayini Kanesavara
Cindy Dryfhout	Marzena Salemme
David Nassar	Mohamed Ebrahim
Denise Goudie	Nancy Altamirano
Devin Stephenson	Nancy Kula
Doris Bachmann	Steve Blanchard
Irena Fedchun	

10 Years of Service

Amanda Booth
Delia Lalonde
Domina Chu
Marlene Mendoza
Punithamalar Mahendrako
Young Soon

15 Years of Service

Hillary Richardson
Peggy McGibbon

20 Years of Service

Amvita Bucais	Juanita Agoy
Carol Harrott	Lee Goodwin
Chelyn Viloria	Lynne Snowdon
Cornelia Leisinger	Margaret Kuenzler
Fe Alfarero	Marion Coleshill
Lee Goodwin	Miriam Parkes-Roach

25 Years of Service

Christina Barbour
Donna Bell
Margaret Hanna



We Appreciate Our Volunteers!

5 Years Of Service

Bill Wheeler	George Semler	Paula Clarke
Beverly Davis	Ian Francisco	Peter Coates
Brandon Sanders	Jane Duerr	Paula Headley-Clarence
Cristine Prattas	John Jennings	Rita Nowakowski
David Griffith	John Liska	Ron Field
David Wright	Katrina Pattison	Sharon Hampton
Deborah Sanford	Kimberly Balouchi	Sibel Hekimoglu
Delio Canlas	Kristy Irving	Stan Simons
Dena Karellas	Leo Hekim	Steven Bellchambers
Diane Gregoire	Liberata Marinucci	Tahera Noormohamed
Dirce Baldo	Linda Morris	William Stevens
Eric Lau	Michel Allard	Yeeyan Dee
Gary Kelk	Nelda Agard- Fiorotto	

10 Years Of Service

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

15 Years of Service

Sandra Howson

20 Years of Service

Mervin Enders
Tina Wassenaar
Ann Murphy
Seik Wassenaar

25 Years of Service

Joy Rodrigues
Steve Pitman
Vicky Rotondi

35 Years of Service

Eunice Peters



CHATS' Community Events and Workshops

CHATS' Caregiver Support and Education programs are free and are designed to meet the unique needs of those caring for a senior in the community. Program offerings include personal consultations, support groups, workshops, information and referral all facilitated by our professional Caregiver Support & Education Team.

CHATS has had an extensive presence in the community throughout York Region and South Simcoe this year. Here is a list of workshops and fairs that we facilitated or participated in during 2017.

Workshops

- Yoga Series Apr 3 - 19, 2017
- Falls Prevention
- Southlake Regional Health Centre Geriatric Day
- Healthy Eating & Nutrition
- Ambiguous Loss
- Presentation to CCAC
- Sleep Apnea
- 20th Anniversary of South Simcoe Police
- EG Task Force Open House
- Navigating the Health Care System
- Stress & Aging
- Self Care
- Boundaries Presentation
- Accessibility Awareness Event
- The Caregiver Experience
- Downsizing & Decluttering
- Pet Therapy
- Caregiving Connections
- Aging brain series
- Heart & Stroke Prevention
- Canadian Hearing Society
- Service Canada (OAS/CPP)
- National Seniors Day
- Compassionate Community
- Ethics and Stress aging
- Mental Health Webinar
- Easy Gwillimbury Seniors Task Force
- Life After Loss
- Seasonal Stress/Winter Blues Prevention
- COPD Day
- Diabetes Education
- Suicide Prevention in the Workplace
- Community Partners Stroke Prevention Day
- Naturopathic Medicine
- Brain Health
- Anticipatory Grief

Health/ Senior Fairs

- CHATS' Senior & Caregiver Wellness Fair
- Active Living & Information Fair
- TIPS Health Fair
- Seniors Day
- Memory Lane Seniors Fair
- Senior Information Fair – Beeton
- Information Fair for Caregivers
- Southlake Regional Health Centre Geriatric Clinic Day
- Social Services Network - Seniors' Fair for Aging Positively
- Richmond Hill 11th Annual Seniors Information Fair
- Seniors Breakfast Round Table with MPP Steven Del Duca
- Hollandview Trail's Annual Health & Wellness Fair
- York Regional Police Seniors Day Fair
- Sienna Living/UWTYR Information Fair
- Markham Stouffville Hospital Seniors Health Forum Event

22

Health Fairs Attended

69

Workshops

9

General Talks

6

Falls Prevention Seminars



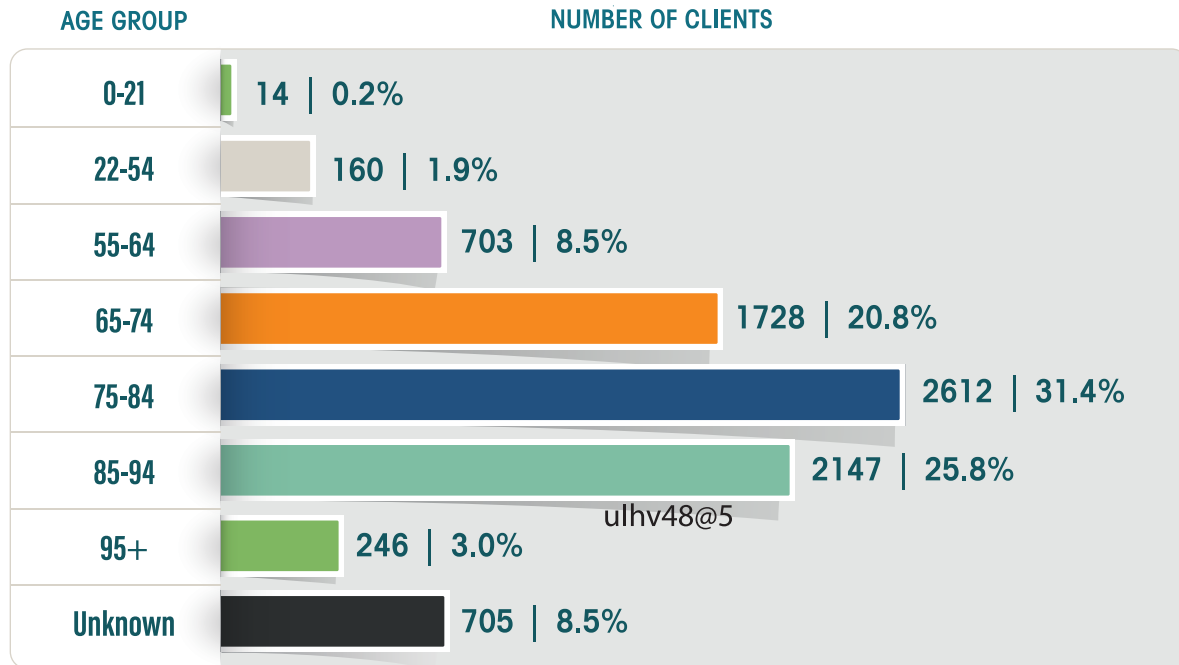


Programs & Services Highlights

In 2017/18 more than 8,300 Older Adults and caregivers received care and support from CHATS.

Program	Units	Volume	Clients Served
Adult Day Program	Attendances	27,905	579
Assisted Living	Attendance Days	135,218	502
Caregiver Relief (Respite Care)	Hours	55,356	390
Caregiver Support	Services	4,697	191
Foot Care exclusive for RH ADP	Services	124	49
Home Adaptation & Maintenance	Arrangements	480	199
Home Adaptation hours of service	Services	3,648	199
Home at Last	Visits	5,101	1,129
Homemaking	Hours	18,924	599
Social, Wellness & Diversity	Attendances	47,600	2,377
Meals on Wheels	Meals	39,100	1,120
Personal Care	Hours	3,576	44
Transportation	Drives	111,141	4,478
Visiting - Social/Safety	Visits	10,367	1,635

Volunteer Highlights



Total # of Clients: **8315**

CHANGING LIVES: One Person at a Time



It had been 3 years since dad died and it had taken mom some time to adjust to living alone. In my heart I knew she needed adult companionship sharing similar life experiences. Although her five children would visit, her days, and especially evenings were very long. After searching for a day program that would suit her needs I came across Friuli Centre and we went for a tour and interview. I remember observing how shy and even a little resistant my mom was during our visit and remember feeling the same spirit a parent feels when taking a child to their first day of school. Mom has now been attending her day program for nine years and there have been immeasurable positive changes in her. The most evident is her self-confidence boost and she always has a story or two to share.

This day program has provided mom a sense of community and she looks forward to spending time with her friends. We as a family have been pleased with our mom, Nunziata's, affiliation with the Friuli Centre and have nothing but great respect and appreciation for the wonderful staff!

Nunziata Stellino

Annual Donors

Family (\$500–\$999.99)

- 407 ETR
- Apple Inc.
- Applied Systems
- Arthur Uttley
- Astellas Pharma Canada Ltd.
- BDO Canada
- Bernadette Benjamin
- Canadian Auto Repair Holdings Inc
- Canadian Bridge Federation - Charitable Foundation
- Chartwell Retirement Residences
- Constantia Retirement Home
- Cristine Pratts
- Grace Church ACW
- Hilda A. Litkee
- Holy Trinity Anglican Church
- Janice Ryan & Thomas King
- Jason M. Chin-Yee
- John Greenhough
- Keith Scott
- King City Lions Club
- Marianneville Developments Ltd
- Mary Lou Gignac
- Michael Wosnick
- Newmarket Chapter 282 Order of the Eastern Star
- Robert Phillips
- Royal Bank of Canada Employee Volunteer Grant
- Royal Canadian Legion Bradford 521
- Sorley & Still Barristers & Solicitors
- Suzanne Whitehurst
- TACC Developments Inc
- Taylor Funeral Home
- Tim Jones
- Toronto Diocesan Anglican Church Women
- Town of Richmond Hill
- Township of King

Members (\$1,000–\$4,999.99)

- Alison Powell
- Andrew & Sheila McKenzie
- Beverley Shugg-Barbeito
- Carole Cowper
- Hunter Engineering Company
- Ian Hilley
- John H. Lamb
- Letizia Homes Limited
- Newmarket Tay Power Distribution
- Nobleton Lions Club
- Olive Barr
- PACE Credit Union
- RBC Foundation - Royal Bank of Canada
- Robert & Lynn Hewett
- Royal Canadian Legion Branch 375
- Toronto Fund
- Town of East Gwillimbury Youth Community Initiative Fund
- Town of New Tecumseth
- Wendi Williams
- Yash Kapur

Builders (\$5,000–\$9,999.99)

- Aurora Mayor's Charity Golf Classic
- Aurora Winter Blues Festival
- City of Vaughan
- Iqbal Janmohamed
- James & Sheila Waters
- MCI Multicultural Grant

Patrons (\$10,000–\$49,999.99)

Canada

York Region

Tim Hortons
BRADFORD

BAZIL
DEVELOPMENTS INC.

- Estate of Jean O'Neill
- GJ Garden of Life Foundation Trustees
- J.P. Bickell Foundation
- The Dunin Foundation

Partners (\$50,000+)



United Way
Greater Toronto

MAGNA

CONTACT CHATS

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

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EMAIL | seniorshelp@chats.on.ca

Charitable Business Number | 13209 0978 RR0001

