



CHATS

Community & Home
Assistance to Seniors



Annual Report 2018-2019

Independence, safety & dignity for older adults

Board Chair and CEO's Report

In the face of dynamic changes in healthcare, CHATS has made it a priority to be in the forefront of regional discussions and policy development as the modernization of Ontario's healthcare system takes shape. By doing this, we ensure that the concerns and interests of our clients and their caregivers are effectively represented, understood and reflected in decision-making.

The past few years have seen considerable legislative focus on home and community care as a vital sector in healthcare. First, we had the introduction by the former provincial government of the *Patients First Act, 2016* designed to create a more patient centred healthcare system in Ontario. This was followed more recently by the current government's *Connecting Care Act, 2019* establishing Ontario Health Teams for a more integrated approach to improving access and services for patients and families. At the time of this report, we are still navigating the uncharted waters of what this will mean to CHATS and our clients.

There is one thing for certain: we will continue to work hard to efficiently and creatively deliver programs to support our vision that older adults can live independently, safely and well at home. Studies continue to show that seniors do far better when they are able to remain in their own homes. As long as this is the case, CHATS will continue to advocate and raise awareness of the needs of older adults and caregivers in our community at large. More importantly, we will deliver the care and services to support those needs and positive outcomes for our clients.

Always searching for innovative ways and partnerships to reach our diverse client base, CHATS implemented several new programs and services in the past year to bring care directly into the homes and communities of the persons we serve. For example, we enhanced our Telephone Reassurance program by utilizing video calling technology to introduce Virtual Visiting which provides clients with regular face-to-face visits from volunteers, helping to reduce social isolation and acting as a type of security check to our clients. Reflecting our commitment to diversity and inclusion, we have partnered with the AIDS Society of York Region to provide appropriate programming for members of the LGBTQ2S community throughout our catchment area.

Listening to the needs of our ever-growing community, we expanded and enhanced our Adult Day Programs by adding a Saturday program for those with cognitive impairment, providing caregivers with an extra day of respite care. Our new Adult Day Program in Vaughan, which opened in January of this year, has already served 100 new clients. In this report, you will read about the many other initiatives we have recently implemented. Staying current and responsive to the needs of our clients and their caregivers is in our DNA, and what truly makes us one of the leading community support service agencies serving seniors in the province.

As always, we would not be able to celebrate our successes without our dedicated team here at CHATS. To our Board of Directors, devoted volunteers, staff, service partners, suppliers, funders and donors, thank you for helping us continue to deliver exceptional service to more than 8,500 older adults and caregivers in York Region and South Simcoe.

Despite the uncertainties of the future, we look forward to responding to the changes and challenges ahead with respect, empathy and accountability – some of the values that trademark CHATS' *raison d'être*. Ontario's seniors deserve nothing less.



Ian Hilley, Board Chair

Christina Bisanz, CEO

OUR VISION

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

OUR MISSION

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

OUR VALUES

Respect



We show respect,
responsiveness, and
responsibility in all we do,
to those we work with and for.
We value and
appreciate diversity
and inclusivity.

Empathy



We care for, and
about our clients and
their caregivers.
We are trusted
providers, and listen
to and understand
their needs.

Collaboration



We work with
our stakeholders and
within the healthcare
system to promote
the health, safety
and independence
of our clients.

Creativity



We discover
innovative ways
to get better
at providing
excellent care
and work
experiences.

Quality



We lead
by example,
act ethically,
measure
performance
and make
improvements.

Accountability



We use our
resources wisely
and adapt to
our diverse
communities'
changing
needs.

2018-2019: A Year In Review

CHATS is Visited by Newly Elected Officials

Over the last year, CHATS' programs had the honour of being visited by several dignitaries in our catchment area. In December 2018 The Honourable Caroline Mulroney, P.C., Attorney General and MPP for York-Simcoe, received a tour of our Bradford Adult Day Program facility, connecting with our clients and hearing from them about the positive impact that CHATS has had on their lives. The Honourable Christine Elliott, Deputy Premier and Minister of Health and Long-Term Care and MPP for Newmarket-Aurora visited our headquarters and chatted with clients and staff from our Aurora Adult Day Program in February. CHATS is committed to maintaining a connection with local decision-makers to ensure that the persons we serve remain at the forefront of their minds when policies affecting older adults in this province are being considered.

Vaughan Adult Day Program: A Partnership

As an innovative, quality-driven leader in the home and community care sector, CHATS is always looking to increase our capacity for helping seniors to live in their own homes and remain connected to their communities. As such, when it was announced that Mackenzie Health was going to be divesting its Adult Day Program, CHATS eagerly put forth a proposal to take on the program in partnership with the Alzheimer Society—York Region, York-Simcoe Brain Injury Services and March of Dimes Canada's Aphasia Program. Our proposal was accepted by the Central LHIN, and as of January 2019 we are proud to have added the CHATS Vaughan Adult Day Program, bringing our roster of day programs to seven throughout York Region and South Simcoe.

Enhancing Day Programs for Expanded Dementia Care

Also, in January of this year, CHATS was pleased to receive funding from the Central LHIN Community Dementia Program, enabling us to enhance services for 15 new clients with cognitive impairment in a weekly Saturday program at our Richmond Hill location. CHATS' Adult Day Programs are well known for providing clients with stimulating activities delivered by highly trained staff. The addition of the Saturday program enables us to provide essential respite support to further reduce caregiver stress.

Exploring Digital Health and Wellness Services

Funded by the federal government's New Horizon's for Seniors grant, CHATS' "Senior to Senior Capacity Building" project includes two innovative programs; CHATS Virtual Visiting service and our Digital Storytelling project. CHATS' Virtual Visiting is a significant enhancement to CHATS' Telephone Reassurance Program. Face-to-face security checks using video-calling technology promotes safety and security in older adults, and regular contact with our trained CHATS' volunteers breaks down senior isolation. Digital Storytelling provides older adults with the opportunity to preserve their most cherished memories by recording a two-to-four-minute video combining a personal narrative, images and music.

Supporting Academic Research for Improved Health and Social Service Approaches

Over the years, CHATS has been increasing its presence in the field of research related to the care of older adults in the community. We were delighted that our Home at Last program was featured as a case study in research on Integrated Health and Social Service Initiatives being conducted by Ryerson University PhD candidate Siu Mee Cheng. CHATS' CEO Christina Bisanz was invited to co-present the paper with Ms. Cheng at a number of conferences this past year: the National Health Leadership Conference in St. John's, Newfoundland, the International Federation of Aging conference in Toronto, and the International Conference on Integrated Care in San Sebastian, Basque Country.

Additionally, CHATS was pleased to be involved in supporting the WeShare Housing research project conducted by Seneca College, a unique home-sharing program that intentionally pairs single parent families with seniors to provide companionship and reduce social isolation, while providing much needed affordable housing. CHATS has also initiated discussions for potential research collaborations with Dean Paul McDonald of York University's Faculty of Health. We look forward to furthering the dialogue with our partner academic institutions to assist in research that supports the enhancement of independent living services for older adults.

Supporting our International Colleagues through Knowledge Exchange

While in town for the International Federation of Aging conference, representatives from The Hong Kong Council of Social Service (HKCSS) chose CHATS as one of their stops in an effort to collaborate on ideas with local community agencies. The HKCSS is equivalent to the Ontario Community Support Association (OCSA), an agency with members from different factions of the health care sector providing a variety of health and wellness services that help a wide range of clients - including seniors and people with disabilities. CHATS' program managers were present to share the opportunities, challenges and trends that we face. This visit provided great insight into the similarities and differences senior health care agencies share globally. It was a great experience for everyone and a special thank you to our partners at CareFirst who facilitated the visit.

Building Leadership Capacity in CHATS' Staff Team

CHATS is continually and actively seeking ways to enhance the effectiveness of our leadership in the healthcare system. One way we are staying ahead of the curve is through our active participation in the LEADS in a Caring Environment Leadership Capabilities Framework (LEADS). LEADS is quickly becoming the common leadership language across the healthcare sector. To date eight members of CHATS staff have been trained on how to utilize this framework, effectively strengthening our partnerships and ability to collaborate with others in our sector.

Appreciation and Value for our Community Supporters

As always, we would be remiss if we did not share our gratitude for our generous donors. It is through your support that we are able to continue to provide essential supports to older adults and their caregivers. Last year was a great year for CHATS' fundraising efforts. In April, we kicked off our event circuit with the 9th Annual Walk for Wellness. Members of our community came together to raise funds and walk in support of our clients.

In the fall, we hosted our newly minted golf tournament, now known as the Tim Jones' Charity Golf Classic at Silver Lakes Golf and Conference Centre. Despite the rain and wind, we saw our best ever revenues with an increase of 72% raised over previous years.

November saw the inauguration of the CHATS' Online Auction. With the support of amazing local businesses who graciously donated a variety of goods and services, participants enjoyed some friendly competition while shopping for the holidays, all to benefit CHATS services.

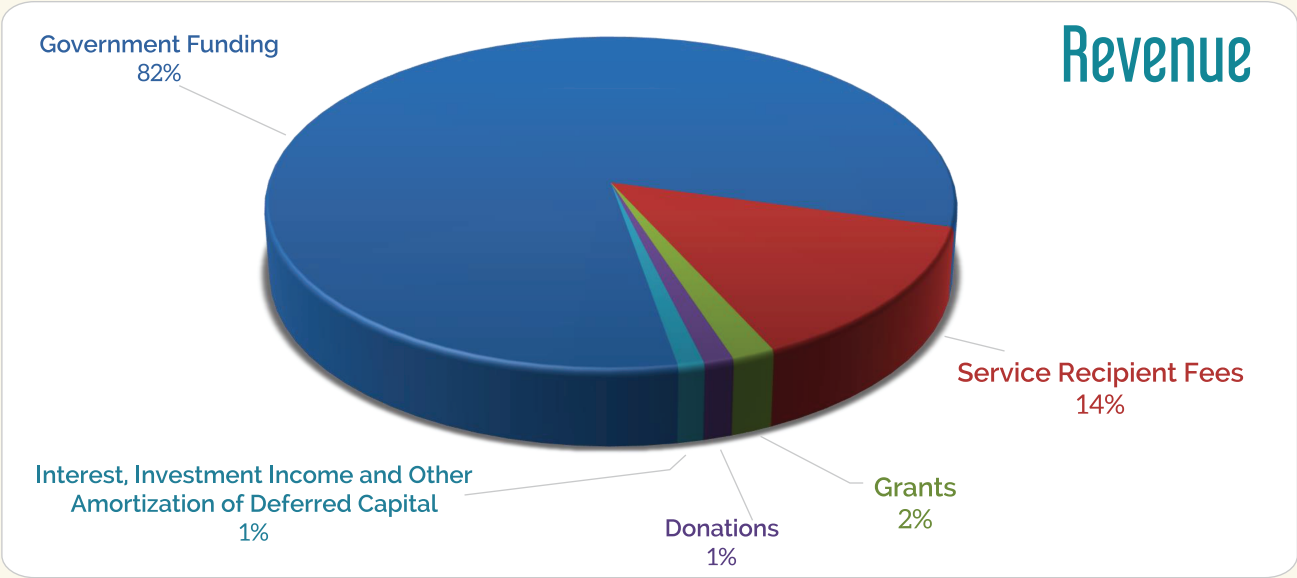
We finished off a great year of events in January by selling out our 5th Annual Scotch Tasting Evening in partnership with the Aurora Whisky Society. This exclusive event provided guests with an extraordinary opportunity to sample five premium scotches from around the globe.

THE FACES OF CHATS

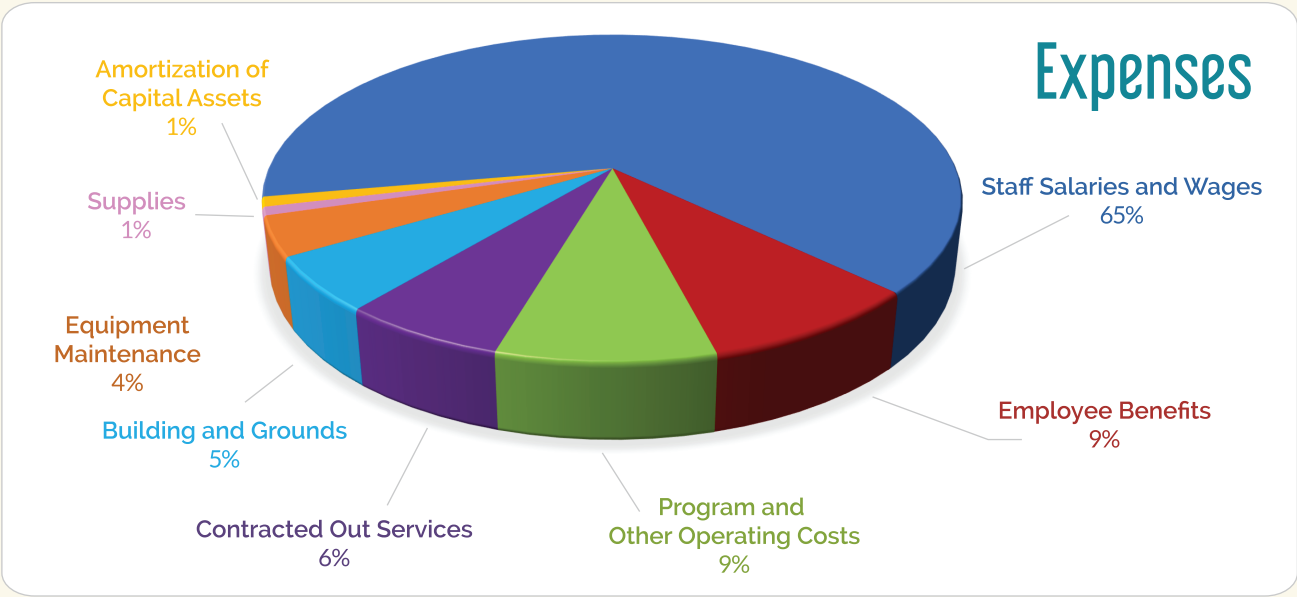


On behalf of our family, we want to sincerely thank CHATS for the service they have provided our 92-year-old father Sami. Our dad continues to live independently in his own apartment thanks to the consistent care he gets from your service. But to call it a service would be belittling the impact the program has had on all our lives. Through CHATS, our father has made a lifelong friend with his care worker Denise. She not only takes care of the essentials; she also took the initiative to learn how to play backgammon and has become a worthy opponent! From preparing meals, to taking him for short walks, and always making sure to celebrate special occasions with him, it is with patience, respect and compassion that she attends to our father and ensures that he can continue to live in his home. We can honestly say that the services provided by CHATS have helped support our father and have provided much needed peace of mind for all of us.

Salwa Farah- Daughter of Client



Government Funding	\$15,529,651.00
Service Recipient Fees	\$2,618,034.00
Grants	\$342,118.00
Donations	\$236,949.00
Amortization of Deferred Capital	\$152,686.00
Interest and Other	\$56,427.00
Total Revenue	\$18,935,865.00



Staff Salaries and Wages.....	\$12,244,680.00
Employee Benefits.....	\$1,662,971.00
Program and Other Operating Costs.....	\$1,621,501.00
Contracted Out Services.....	\$1,226,223.00
Building and Grounds.....	\$1,022,533.00
Equipment Maintenance.....	\$743,465.00
Amortization of Capital Assets.....	\$154,915.00
Supplies.....	\$184,700.00
Total Expenses.....	\$18,860,988.00

CHATS STATS

More than
8,500
clients served


Over
450
volunteers

328
staff

13%
Growth in number of
clients over previous
year.

Program Highlights

38,328 
Meals on Wheels delivered


122,272 
Drives to medical and
other appointments

46,055
Caregiver relief hours
and

5,130 
Caregivers
supported

9,805 
Social/Safety
Visits

Home Adaptation &
Maintenance Program hours
3,635 
of service

30,239 
Adult Day Program
Attendances

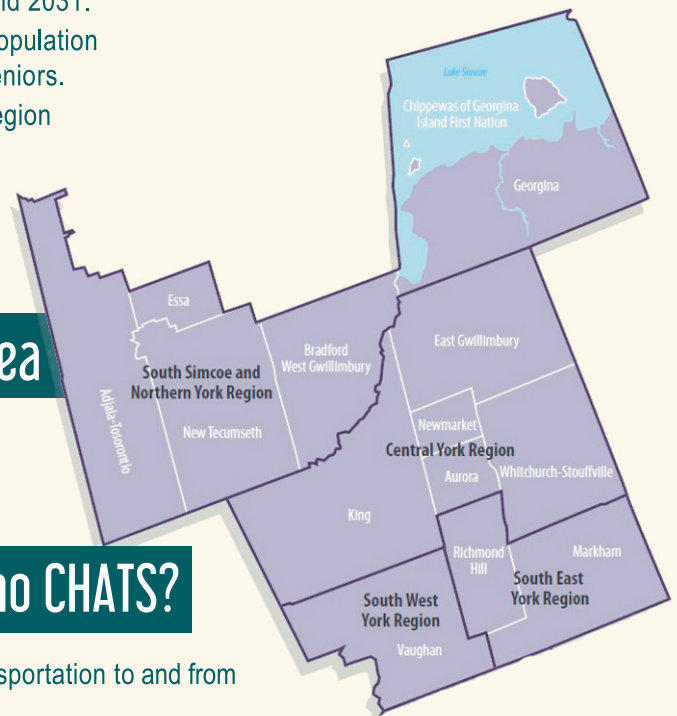
39,795
Attendances to Lunch Out/
Social Wellness Programs

Our Population is Aging

- Regional Municipality of York has one of the fastest growing older adult populations among urban municipalities in Ontario.
- 148%** expected increase in York Region's senior population between 2011 and 2031.
- 16%** of Simcoe County's current population is 65 and older, roughly 82,500 seniors.
- In 2006, **69%** of seniors in York Region were immigrants, **74%** of whom had no ability to speak English or French.



CHATS Service Area



What if there were no CHATS?

- 5,001** seniors would have no transportation to and from medical appointments
- 1,156** seniors would suffer from lack of nutrition without Meals on Wheels
- 1,947** seniors would be socially isolated without our Lunch Out or Wellness Programs

Unique to CHATS!

Virtual Visiting

A FREE service that builds off our Telephone Reassurance program, providing clients with regular face-to-face security checks.

Home At Last (HAL)

FREE service that provides clients with a smooth transition from hospital to home.

4,068 Home at Last
hospital transitions
provided last year.

Home Adaption and Maintenance Program (HAMP)

Ensures a safe, well- maintained home
for clients living in a specific part of
CHATS catchment area.

Leadership

Board of Directors

- Ian Hilley, Chair
- Michael Klejman, Vice Chair
- Sam Dash-Addi, Treasurer
- Yash Kapur, Past Chair
- Scott Baker
- Mary Bayliss
- Perry Chen-See
- Claudio DiGirolamo
- Terri Drover
- Javed Khan
- David Robinson
- Arlene Stephenson
- Michael Wosnick

Finance & Audit Committee

- Sam Dash-Addi, Chair
- Sunil Chandna
- Perry Chen-See
- Adrian Costea
- Avijeet Parmar
- Arlene Stephenson

Fund Development & Communications Advisory Committee

- Cathy Wilkinson
- David Robinson
- Debora Kelly
- Geoffery Dawe
- Ian Bryan
- Javed Khan
- Mark Kolb
- Sharon King-Todd
- Wayne Brakeboer
- Yash Kapur

Quality Committee

- Michael Wosnick, Chair
- Mary Bayliss
- Terri Drover
- Javed Khan
- Sharon King-Todd
- Nicole Niedra-Biordi
- Gary Sangha
- Katie Williams

Governance Committee

- Michael Klejman, Chair
- Scott Baker
- Ramona Benson
- Claudio DiGirolamo
- Colleen Jones
- Patricia Kergon
- David Robinson

Management Team

- Christina Bisanz, Chief Executive Officer
- Irena Fedchun, Director of Finance and Administration
- Rhonda Flanagan, Director of Development, Marketing and 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 Manager
- 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 Manpreet-Singh, Day Program Manager
- Devin Stephenson, Marketing and Communications Supervisor
- Suzanne Whitehurst, Transportation Manager

THE FACES OF CHATS



I was born with congenital cardiac disease or a series of holes through the ventricles of the heart. I was known as a blue baby. When I was about 5 years old, I underwent open heart surgery in London, England to seal some of these holes. However, due to the hard work of the heart to compensate for the holes, I had developed pulmonary hypertension of the lungs, which is a terminal disease.

In my early 50's I was told transplant was my only option. I was listed for transplant in 2012 at the age of 52. With my husband working full time and my son having left home I needed help to fulfill the commitment to the lung transplant program of going to the Toronto General Hospital 3 times a week to exercise. I tried driving myself but not being able to walk too far and stressing over getting parking, traffic and carrying my heavy purse was detrimental to my well being. I tried taxi, York Region Mobility, and Toronto Mobility with little co-operation. Eventually I found CHATS to be most helpful. Although I was only 52 and CHATS is designed for people over 55, when I explained my circumstances, they were kind enough to extend their services to me. My driver John

played a very special part of my life during my 2-year wait. My conversations to and from the hospital with him were the highlight of the day. He made a point of being available to drive me and shared his life and family stories with me. On my first Christmas after transplant he showed up at my house with flowers. He continues to be a friend and we recently met for coffee. The staff on the booking line were always polite, helpful and respectful of me. CHATS is one of the exceptional services that have assisted me. Because of the exceptional care all my life from doctors, nurses, support staff, lab persons, friends, family and most importantly the donor that gave me the gift of life I have been truly blessed.

Pamela - Transportation Client

Thank You CHATS Team!

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

5 Years of Service

Andrea Sheppard
Hiral Patel
Kalsang Phuntsok
Kim Cowl
Magda Akinyemi
Roza Baci
Sal Longo
Sylvia McCallum

10 Years of Service

Carol Anne Smith
Dina Gazzoli
Erica Leonardi
Jessy Brown
Linda Hickey
Paula Cheetham

15 Years of Service

Jannette Lopez-Brady
Suzanne Whitehurst

20 Years of Service

Denise Nathaniel
Wanda Deschamps

25 Years of Service

Glenys Mackay
Janet Williams

We Appreciate Our Volunteers!

5 Years of Service

Angus Cassils
Athanasia (Sia) Pateras
Carlo De Pinto
Carol Cassils
Christian Horizons
Claire Pivetta
Fataneh Shirazi
Jacqueline Ewing
James Stiver
Jane Alexander
Komal Safdar

Mansura Sumar
Marilyn Martin
Paul Levine
Rasiah Murugan
Richard Townsend
Sam Assadpour
Shamim Hudda
Sharon Gopaul
Susan Wilson
Vita Catalano

10 Years of Service

Eugenia Gilchrist
Fatemeh Dadgar Delshad
Inelva Biz
Jo Anne Wright
John Buie
Larry Tod

Laurie Todd
Linda Irwin
Maryam Omidvar
Robabe Hamze
Yuk-Ying Wong

15 Years of Service

Anne Kinch
Community Living York
Volunteers
Jeffrey Shaw

Josef Schwarzenberg
Richard Kinch
Stephen Severin
Vicky Guerra

20 Years of Service

Claudius Zujew
Helen Schembri
Tove Crockford

25 Years of Service

Audrey Feasby
Barb Davies
Fred Sheehy
Jill Downey

30 Years of Service

Frances Mason
Graeme Mason



PSW Appreciation Day



2018 Volunteer Appreciation Lunch

Community Partners List

- 108 Health Association
- 360° Kids
- Activate Aurora
- Alzheimer Society of Simcoe County
- Alzheimer Society of York Region
- Apetito
- Arirang Age Friendly Community Centre
- Aurora Food Pantry
- Aurora Historical Society
- Aurora Horticultural Society
- Aurora Presbyterian Church
- Aurora Public Library
- Aurora Seniors Association
- Aurora Winter Blues Festival
- Better Living Health & Community Services
- BookJane
- Bradford West Gwillimbury Fire and Emergency Services
- Bradford West Gwillimbury Public Library
- Canadian Red Cross
- Carefirst Seniors and Community Services Association
- Catholic Community Services of York Region
- Centennial College
- Central Local Health Integration Network
- Circle of Care Sinai Health System
- City of Markham
- City of Richmond Hill
- 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
- Freedom Support Services
- Friuli Benevolent Corporation
- FSS
- Georgina Food Pantry
- Glynnwood Retirement Home (Thornhill)
- Grace Anglican Church- Markham
- HabLab c/o LEO iLab (Klikkit)
- Human Endeavour
- Human Services Planning Board of York Region
- Canadian Mental Health Association 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 Trillium Foundation
- PACE Credit Union
- Parkview Village Retirement Association of York Region
- Philips Lifeline
- Region of York
- Rexall Health Centre
- Richmond Hill Hospice
- Richmond Hill United Church
- Routes Connecting Communities Inc.
- Royal Canadian Legion Branch 375
- Royal Canadian Legion Branch 521
- Ryerson University
- Seneca College
- Schomberg Lions Club
- Silver Lakes Golf and Conference Centre
- Snapd Richmond Hill
- Social Services Network
- Southlake Regional Health Centre
- St. Andrews Presbyterian Markham
- St. Andrews United Church Markham
- Staff Relief
- Stevenson Memorial Hospital
- Thornhill Seniors Centre
- 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 Whitchurch-Stouffville
- Unionville Presbyterian Church
- Unionville Community Centre for Seniors- Unionville Home Society
- United Way Greater Toronto
- University of Guelph-Humber
- Vaughan Community Health Centre
- VHA Home Health Care
- VON
- 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 Food Network
- York Region Housing
- York Region Police
- York Region Public Health
- York Region Transit Mobility
- York Support Services Network (YSSN)
- York University
- York Works

”

My humble thank you for all the rides you have arranged for my weekly groceries. You have helped me to obtain my independence, which is a great feeling. It has been a long time and you have been so faithful. For that, I thank you.

Sincerely,

Trudy



Tim Horton's Bradford
Smile Cookie Cheque Presentation

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 referrals 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.

10

Health Fairs Attended

55

Workshops

5

General Talks

1

Falls Prevention
Seminars



CHATS' Seniors Health Fair



Adult Day Program Clients



Vaughan Adult Day Program
Grand Opening



Hon. Christine Elliot, MPP
visit to Aurora ADP

Volunteer Highlights



484

Active Volunteers



These volunteers
gave a total of
34,820 hours
of service



In "people hours" this
is the equivalent of
21 full-time staff
positions



Financially, this is
equivalent to nearly
\$622,000!

THE FACES OF CHATS



My husband Paul is a client at the CHATS Adult Day Program in Richmond Hill. I have said it before and will say it again - our life has been changed by the help and understanding your team provides. Anyone who has experience with Alzheimers knows that without assistance life is hardly bearable. We have been fortunate enough to get to know the staff and I can tell you they are amazing, patient, happy and able. Paul's condition is changing, he has many good and many bad days. But I can say he is constant in his love for his "classes". Thank you for being there - thank you for giving me a few hours each day when I can be normal - thank you for looking after the ones that need you the most.

Barbara and Paul - ADP Client

Our Donors

Family (\$500-\$999.99)

- Almac Industrial Systems
- Aurora Seniors Association
- Bernadette Benjamin
- Brian Roffey
- Canadian Bridge Federation
- Carole Cowper
- Central United Church
- Classic Lightfoot Live
- Cristine Prattas
- Egate Networks Inc
- Eric & Jane Stangl
- Gerhard & Gisela Schoenhoff
- Grace Church ACW
- Holy Trinity Anglican Church
- Ian Hilley
- James Jackson
- Janice Ryan & Thomas King
- Keith Scott
- King City Lions Club
- Langstaff Square Sienna Senior Living
- Lawrence Gelberg
- Maple Lions Club
- Mary C. Watson
- Mary Lou Gignac
- Mayor Virginia Hackson
- Michael Wosnick
- Mohamed Ibrahim
- Order of Eastern Star, Newmarket Chapter 282
- Royal Bank of Canada
- Richard Quillin
- Sorley & Still Barristers & Solicitors
- Sue Morrison
- Suzanne Whitehurst
- TACC Developments Inc.
- City of Richmond Hill

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

- Aurora Mayor's Charity Golf Classic
- DCMS Realty- Holland Gardens
- Estate of Ruth Hewson
- James & Sheila Waters
- Magna International Inc.

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

Canada  BRADFORD

- GJ Garden of Life Foundation
- The Dunin Foundation

Partners (\$50,000+)



United Way
Greater Toronto



I am very grateful for the CHATS Wellness and Lunch Out Program. In short – these programs keep me, from sitting home and vegetating. Looking forward to attending the programs gives me something to plan for, including my outfit! The only way I can attend these functions is the wonderful [transportation] service. Your organization and you are helping to make life and living interesting for me. How bare my life would be without these activities.

Jennet

Hong Kong Council of Social Service
visit to CHATS



RBC Volunteers assist with
HAMP Program



2019 Scotch Tasting Event



CONTACT CHATS

905-713-6596 or 1-877-452-4287

HEAD OFFICE | 240 Edward Street, Suite 1, Aurora, ON L4G 3S9

WEBSITE | chats.on.ca

EMAIL | seniorshelp@chats.on.ca

Charitable Business Number 13209 0978 RR0001