



Community & Home
Assistance to Seniors

Celebrating 40 years

Supporting Strong Communities and Care for Older Adults and Caregivers

2020/2021 ANNUAL REPORT



Letter from the CEO & Board Chair

Throughout 2020 and into 2021, all parts of Ontario’s healthcare system faced its most monumental challenge in decades. Healthcare providers and frontline workers tirelessly fought each successive wave of the COVID-19 pandemic. Closer to home, PSWs, HSWs, social workers, recreation therapists, drivers and other CHATS’ staff went above and beyond the call of duty to ensure seniors in York Region and South Simcoe were well supported while sheltering in their homes.

Rising to the challenge, CHATS took proactive steps to keep our clients and caregivers safe, and socially engaged. We implemented a variety of infection, prevention and control measures to enable us to serve our most vulnerable community members in their homes. We changed the way in which programs were delivered to ensure that our clientele stayed connected to their families, friends and CHATS. We provided virtual programing options where relevant, and added new, enhanced services to our regular basket of offerings. From virtual social and wellness programs, modified Adult Day Programs, and food security supports, to providing culturally specific meals, food hampers and essential household items to low-income seniors to name a few, CHATS quickly responded to the crisis around us to maintain the continuity of care our clients have come to expect.

Despite the uncertainty of the post-COVID future, and in the midst of the tumultuous time around us, CHATS’ Board of Directors and Committee members valiantly undertook the development of a new and bold strategic plan, firmly defining our vision that older adults live best at home and in their communities. The accomplishments of this past year are firmly rooted in the new mission developed by the Board—to advocate

for and deliver high quality, person-centered home and community services, providing dignity and choice for aging at home.

This year CHATS celebrates its 40th anniversary. Thousands of clients and caregivers have passed through our doors over the last four decades. Throughout this time, CHATS staff and volunteers have made extraordinary and impactful differences in the lives of countless individuals.

We sincerely thank our volunteers, Board and Committee members and staff for their tremendous commitment and hard work on behalf of CHATS, not only in the face of COVID-19, but throughout the past 40 years. Carrying on the legacy of that small group of people who first met around a kitchen table in 1980 and identified a need to provide support to the elders in their communities in order to enable them to live in their own homes, CHATS continues to be at the forefront, advocating for older adults and making it possible for them to age at home—where they want to be. It is inspiring to think about what’s to come from CHATS-Community & Home Assistance to Seniors over the next 40 years.



Christina Bisanz
Chief Executive Officer



Mary Bayliss
Board Chair

Our Vision

Older adults live best at home and in their communities.

Our Mission

CHATS advocates for and delivers high quality, person-centred home and community services, providing dignity and choice for aging at home.

Our Values



Respect
We are trusted providers and show respect, responsiveness, and responsibility in all we do.



Empathy
We care for and about the people we serve, listening to and understanding their needs.



Quality
We act ethically to deliver service excellence.



Collaboration
We partner across the health and social care system to promote the health, safety and independence of the people we serve.



Equity
We reflect diversity, inclusion, and equity in everything we do.



Innovation
We anticipate and respond to our environment, innovating to improve outcomes for the people we serve.

I don't think of anytime when I [will] leave my association with CHATS because I am so addicted. Joining CHATS was the best thing that has happened to me after coming to Canada. I wish CHATS many happy returns of the day. I would like to salute the dedicated management team, staff and volunteers of CHATS who have given their best to CHATS over the last 40 years.

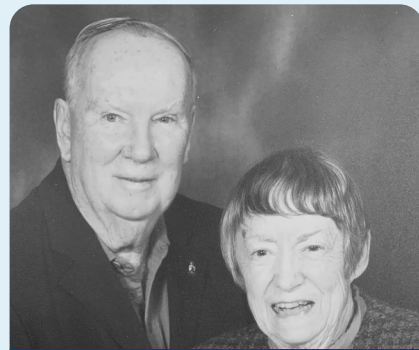
Yash Kapur

Past Chair of the Board, Volunteer

“



Yash Kapur



Bruce & Eileen Millar

I was a volunteer driver for CHATS from February 1999 to December 2015 when my wife Eileen's dementia required my driving her to many doctors and hospital appointments. She entered CHATS Day Program in April of 2016 for two days per week, increasing to four days per week in 2017. This [program] allowed me to have a much-needed break. The PSWs were exceptional and very kind to her. I [also] attended the monthly CHATS Caregiver Support Group.

Bruce Millar

Volunteer, Client, Caregiver & Donor

“

Board of Directors

Board of Directors

- Mary Bayliss **Chair**
- Colleen Jones **Vice-Chair**
- Perry Chen-See **Treasurer**
- John Buie
- Claudio DiGirolamo
- Terri Drover
- Lori Freitas
- Javed Khan
- Avi Parmar
- David Robinson
- Michael Wosnick
- Ian Hilley **Past Chair**

Governance Committee

- Colleen Jones **Chair**
- Claudio DiGirolamo
- Rudi Genovese
- Steve Jackson
- Avi Parmar
- David Robinson
- Leah Taylor Roy
- Angela Vegh

Quality Committee

- Terri Drover **Chair**
- Lori Freitas
- Marie Hewitt
- Javed Khan
- Katie Williams
- Michael Wosnick

Finance & Audit Committee

- Perry Chen-See **Chair**
- John Buie
- Judy Cameron
- Adrian Costea
- Tim Flemming

Fund Development & Communications Advisory Committee

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

Leadership Team

- Christina Bisanz **Chief Executive Officer**
- Nancy Kula **VP Strategic Initiatives**
- Janet Williams **Director of Human Resources**
- Jeff Hogan **Director of Finance and Administration**
- Melanie Rowe **Director of Client Care and Services**
- Rhonda Flanagan **Director of Development, Marketing & Communications**
- Carol Page **Assisted Living Manager**
- Cindy Dryfhout **Finance Manager**
- Gaynor McCredie **HAMP Manager**
- Hillary Richardson **Community Programs Manager**
- Jannette Lopez-Brady **Human Resources Manager**
- Kalsang Phuntsok **Client Services & Operations Manager**
- Kelley McCluskey **Fund Development, Marketing & Communications Lead**
- Ramanan Thanabalan **Business Systems Analyst**
- Saskia Sanchez-Ferrer **Executive Assistant**
- Sony Manpreet-Singh **Day Program Manager**
- Suzanne Whitehurst **Transportation Manager**

Operational Plan Achievements

Partnership with the City of Vaughan

After a successful pilot in 2020, the City of Vaughan has contracted with CHATS for a second snow clearing season. This project has allowed us to further explore the proof of concept for both snow clearing services and the need for the Home Adaption and Maintenance (HAMP) program to expand into the Vaughan area.

Expanding Social Engagement

The need for physical isolation throughout the pandemic profoundly affected many seniors who were already experiencing social isolation. In order to ensure older adults had an opportunity to stay socially engaged through the provincial shutdowns and restrictions, CHATS led a collaborative project with seven partner organizations, engaging a total of 514 isolated seniors. With the receipt of one-time Central-LHIN funding CHATS provided 52 tablets to isolated seniors, allowing them to attend both group and/or one-on-one virtual programs. Programs included touring places around the world; gentle exercises; socials; brain teasers & trivia and karaoke.

In addition to the tablets, 463 activity kits were distributed to isolated seniors throughout York Region and South Simcoe. Kits included entertaining games, activity books, recipes, coloured pencils, colouring pages, masks, emergency medical information kits and handy jar openers. Responses from clients were extremely positive, indicating that the program met a critical need for seniors during the pandemic.

Technology Adaptation to Provide Virtual Adult Day Services and Wellness Programs

This initiative was a collaboration between CHATS and Human Endeavour. Through an investment in technology and technical support, CHATS was able to redesign in-person adult day programs and community wellness programs through meaningful and effective virtual connectivity to interactive programs. Funding supported the provision of devices, simplified interface on the devices, data packages, technology support, remote monitoring, coaching and training.

A total of 33 tablets were set up with a simplified client interface. Human Endeavour provided remote coaching and technology support to CHATS' clients. Throughout the project, 47 clients accessed the opportunity to participate in virtual programming with over 1,200 program interactions.

I would like to thank all your drivers, volunteers and office staff for arranging transportation for my brother to Sunnybrook Hospital for 33 radiation treatments. CHATS drivers have been courteous and dependable at all times. You have given my brother a new lease on life. I can't think of a better organization available to all those in need. Thank you so much again.

Caregiver
Transportation Client

“



Increased food security supports amid the COVID-19 Pandemic

From the onset of the pandemic, CHATS partnered with a number of community agencies to provide urgent food security supports. Culturally specific meals, Meals on Wheels, food hampers and essential household items were distributed to low-income seniors, and persons with serious mental health and addictions challenges.

During this time CHATS delivered over 5600 meals, 1350 food hampers and made over 65 referrals for participants to receive additional programs and services.

Persons served through this program expressed gratitude not only for the food, but also for being recognized during this difficult time. By supporting their food security needs, CHATS was also able to identify and address their need for social connection and support, enabling CHATS to build a trusting relationship with new clients in the community.

CHATS' Adult Day Program: Virtual Activity Kits

Over the course of the pandemic, CHATS Adult Day Programs created virtual activities to engage and support isolated clients. Staff connected with clients virtually for both group and individualized programming, ensuring that while they could not physically attend the programs, they remained connected to their friends and staff.

Clients were provided with therapeutic care packages containing a variety of activities and supplies for them to complete at their leisure and to join in with live group programming.

Arirang @ Home

This novel and responsive program supported frail and cognitively impaired older adults from the Korean community who reside at home with their informal caregivers by adapting the in-person Adult Day Program to an "@home" model. Because the majority of the participants speak Korean and have a limited ability to communicate in English, this special adaption was designed to address the unique barriers to service experienced by these clients during the pandemic.

CHATS Infection Prevention and Control Dynamic Duo

Client Care Supervisors Ryan Ebuna and Karen Webster, who also serve as CHATS' Infection Prevention and Control (IPAC) nurses, worked tirelessly on the frontlines through the pandemic. Their mission was to ensure the health and protection of CHATS clients, volunteers and staff through the pandemic.

Not only were they dedicated to staying on top of the latest health and safety protocols, from personal protective equipment to isolation requirements to workplace protections. They also worked as a cohesive team to provide reassurance and guidance on emerging issues and challenges during a difficult and uncertain time.

Karen and Ryan were recognized for their invaluable work by the United Way of Greater Toronto who joined with York Region and the Region of Peel to celebrate inspiring community workers who stepped up to meet emergency needs in York and Peel.

Operational Plan Achievements

Southlake@Home

Through its involvement in the Southlake Community Ontario Health Team (OHT), CHATS was able to purchase a dedicated wheelchair vehicle to support Southlake OHT patients/clients to attend follow-up clinic appointments, primary care, and other medical or therapy related appointments. Clients who have just been discharged from hospital often require local wheelchair transportation for a short period, that is more direct, and timely.

CHATS Transportation Services Continue Amid the COVID-19 Pandemic

CHATS was able to maintain our transportation service throughout the pandemic, making appropriate adjustments including providing staff with Personal Protective Equipment (PPE) and plexiglass barriers in the vehicles, to keep clients safe during essential drives.



Volunteer Recognition

CHATS volunteers responded to the growing needs of our older adult population during the past pandemic year. Even with all of the restrictions in place, our volunteers helped achieve the following:

- A total of 216 volunteers stepped up and provided extra service at a time when many of our older volunteers were advised to stay home.
- 68 new volunteers joined our ranks since the pandemic was declared on March 11, 2020.
- CHATS volunteers worked 6,000 hours in total; the equivalent of approximately 4 full-time staff members; and this is the financial equivalent of \$114,000.00.

We also congratulate the following long-time volunteers for their valuable service: Meals on Wheels team Jim & June Rattray for their 25 years; Wai Yeung, Doug Kilpatrick, Robert Tabone, Clara Tersigni and Anita Wong for 20 years, respectively.

We could not do it without them!



CHATS Celebrates a Successful Accreditation with CARF

As part of our commitment to excellence in service delivery, CHATS participated in another successful Accreditation process with CARF (the Commission on Accreditation of Rehabilitation Facilities) in April 2021.

Unlike past surveys, due to the pandemic, CHATS was visited “virtually” by a skilled survey team, who adapted their approach to complete our Digitally Enabled Site Survey seamlessly and on schedule.

The surveyors interviewed staff, clients, board members, community partners and funders about our services and programming. These interviews were accompanied with a thorough examination of our policies and procedures to ensure compliance with CARF standards.

CHATS is pleased to report that we were awarded 3-year accreditation, the highest level of certification. CARF commended CHATS for being well respected in the community, with the highest level of satisfaction among the people it serves, families and other stakeholders. In addition to being recognized as a leader in the provision of community supports for seniors, CHATS also commended for its efforts in strategy, cultural competency, accessibility, risk management and performance measurement.

CHATS Develops a New Strategic Plan

In early 2021 CHATS undertook the develop of a new three-year strategic plan, an accomplishment to be proud of given the challenges faced during this time – i.e. the uncertainty of the pandemic’s aftermath; and ongoing health system transformation in our sector.

Recognizing that CHATS’ future success lies in our ability to anticipate trends and proactively generate creative solutions, our new plan includes input from clients, caregivers, staff, funders government and community stakeholders. Visit www.chats.on.ca to download a copy of the strategic plan and learn more about the next chapter for CHATS.

CHATS Fundraising Amid COVID-19 Pandemic

During the great uncertainty of the past year we’ve been comforted, encouraged, and humbled by the outpouring of generosity and support from our community.

Remarkable people, organizations, community groups, small businesses and corporations have all stepped up to support our clients, caregivers and front-line health care workers with donations of meals, personal protective equipment, hand-sewn masks, monetary gifts, and more.

To us, YOU are our heroes and we Thank You for helping us meet the challenges of this moment, so we can continue to provide the highest order of care for older adults with inclusion, integrity, compassion, accountability, respect, and excellence.

Staff Years of Service

5 Years

- Amtul Quddos
- Angela Endicott
- Anne Lagunju
- Carla Castro
- Carmelina Parmigiano
- Cindy Taylor
- Daniel Ho
- Devi Nandlall
- Erica Kerr
- Faiza Deria
- Farida Abdul
- Grace Popoola
- Gregy Biolley
- Jeanette Selor
- Jennifer Rankin
- Jessica Wall
- Juliana Oladokun
- Lorna West
- Nilu Govindarajah
- Omorinla Adebayo
- Pam Murray
- Parisa Moghaddas
- Priya Pakiyanathan
- Somayeh Parssa
- Tracy Machado
- Tyler Prout
- Vincent Park
- Warren Wong

10 Years

- Angela Dube
- Cara Chandler
- Karen Webster
- Sajida Mirza
- Elena Savransky
- Dorothy Chan
- Dunio Gure
- Alana Cuffie
- Nancy Altamirano
- Andrea Nelson
- Raheleh Rahy
- Beant Sandhu

15 Years

- Sara Hooshiyarfard
- Jenny Rose Rodriguez
- Brenda Mills
- Evelyn Chavez
- Jenny Rodriguez
- Michelle Lawrence

20 Years

- Julie Edmunds-Mcglade

25 Years

- Julie Carnovale
- Jeanne Alderton
- Taramattie Williams

Volunteers Years of Service

5 Years

- Natalia Ocuni
- Nahid Abbas
- Youn Eun Kyoung
- Heather King
- Margaret Wolecki
- Ronald Hamilton
- Donald Noble
- Chung Carrie
- Rita Molino
- Masoumeh Karimi Razakani
- Perry Chen-See
- Terri Drover
- Nicole Niedra-Biordi
- Avijeet Parmar
- Jack Vanderploeg
- Colin Simpkin
- Young Soon Shin
- Songhee Kim
- Hye Jin Cho
- Richard Soderberg
- Stuart Novak
- Stephen Dies
- Tommy Deonauth
- Pamela Thompson
- Maha Zibdawi
- Dora Tam
- Mary Charbonneau
- Pooja Naik
- Julia Mackay
- Rihaneh Pourmandi
- Sandra Young
- Alan Steinberg
- Donna Dougan
- Jane (Vol) D'souza
- Alida Re
- Nancy Dewolde
- George (Mathai) Joseph
- Yash Kapur
- Alexander Savransky
- Adlin Mcfarlane
- Jan Douglas
- Graham Sparrow
- Rhonda Geoghegan
- Renata Morassut

10 Years

- Mimi O'leary
- Brian Leonard
- Deborah Todoschuk

15 Years

- Debra Hayward
- Ruth Burkholder
- Pauline Alston
- Malek Fattah
- Nahid Masserrat
- Rita Rossi

20 Years

- Elizabeth Northey
- Karey Anne Dawe
- Jane Deguerre
- Doris Campbell
- Angela Caggiano
- Anna-maria Reiff
- Brian Armstrong
- Fred Stoneman
- Liliana Pol Bodetto
- Robert Tabone
- S.Wai Yeung
- Clara Tersigni
- Doug Kilpatrick
- Anita Wong
- Jim Rattray
- June Rattray

Donors

Partner

\$50,000 +



United Way
Greater Toronto

FARMER FAMILY
FOUNDATION

Patron

\$10,000 - \$49,999.99

- Applied Systems Technologies Inc.
- Astellas Pharma Canada Ltd.
- Bruce Millar
(In memory of Eileen Millar)
- Galt Family Foundation
- GJ Garden of Life Foundation Trustees
- Magna International Inc.
- Mika Charitable Foundation
- Ontario Trillium Fund
- The Dunin Foundation
- Tim Hortons Bradford -
(Smile Cookie Campaign)

Builder

\$5,000 - \$9,999.99

- City of Vaughan
- MFS Investment Management
Canada Ltd.
- RBC Dominion Securities
- Util-Assist Inc.
- Vaughan Chrysler

Member

\$1,000 - \$4,999.99

- 100 Men Who Give a Damn
Newmarket-Aurora Chapter
- Allan Saunders
- Arthur Uttley
- Audax Architecture Inc.
- Aurora Seniors Association
- Bazil Developments Inc.
- Bev Shugg Barbeito
- BShew Consulting Inc.

- Build Recruitment Incorporated

- Christina Bisanz
- Ciot Inc.
- Darlene Winfield
- Dax Sukhraj
- Delmanor Elgin Mills
- Edwin Sherk
- Egan Family Foundation
- Eric & Jane Stangl
- Garry Fast
- Hillley Bland Family
- Keith Scott
- Marianneville Developments Ltd.
- Masters Insurance Ltd.
- Metroland Media Group Ltd.
- Nobleton Lions Club
- Olive Barr
- Rachel Stevens
- Roy Russell Memorial Fund
- Terri Drover
- Tilda Zanette
- Township of King

Family

\$500 - \$999.99

- Anthony Nichols
- Atrium Mortgage Investment
Corporation
- Bernadette Benjamin
- Bernice Fife
- Carrie Chung
- Central Glass & Mirror
- Central United Church
- Charles Jaque
- City of Richmond Hill
- Claudio Digirolamo

- Debbie Schaefer
- Ethan Dong
- Ferrostaal Metals Canada Inc.
- Gerhard & Gisela Schoenhoff
- Grace Anglican Church
- Ground Floor Industries Inc.
- Herbert Chiu
- Holy Trinity Anglican Church
(Endowment Fund)
- Home Instead Senior Care
Foundation of Canada
- Hunter Engineering Company
- IODE Bertha Cane Chapter
- IODE West Gwillimbury Chapter
- Jack Vanderploeg
- Jane Tromanhauser
- Janice Ryan & Thomas King
- Jayrene Thomson
- John Buie
- John H. Lamb
- Judy Huang (RBC Volunteering
Rewards)
- Katherine McKee
- Knowledge Probe Inc. (Mark Kolb)
- Leslie Kishi
- Maria Bernardo
- Mary C. Watson
- Mary Lou Gignac
- Michael Wosnick
- Michelle Haick
- Myer Godfrey
- Norm Li AG & I Inc.
- Philip Dehne
- R & A Stairs Ltd.
- Robert Hall
- Safa Safapour
- Samira Kanji
- Joanne & Jon Witt
- Soraya Mohamed
- Sue Morrison
- Suzanne Whitehurst
- Unifor Local 27C
- Wayne Brakeboer
- Yash & Prem Kapur

Community Partners

- 360 Kids
 - Activate Aurora
 - Addiction Services of York Region
 - Alliston Food Bank
 - Alzheimer Society of Simcoe County
 - Alzheimer Society of York Region
 - Apetito
 - Arirang Age Friendly Community Centre
 - Aurora Cares Community Action Team
 - Aurora Food Pantry
 - Aurora Historical Society
 - Aurora Horticultural Society
 - Aurora Presbyterian Church
 - Aurora Public Library
 - Aurora Seniors Association
 - Aurora Toyota
 - Bernard Betel
 - Better Living Health & Community Services
 - Blue Door
 - BookJane
 - Bradford West Gwillimbury Fire and Emergency Services
 - Bradford West Gwillimbury Public Library
- Canadian Centre for Men and Families, York Region
 - Canadian Red Cross
 - Carefirst Seniors and Community Services Association
 - Caregiving Matters
 - Catholic Community Services of York Region
 - CAYR Community Connections
 - Centennial College
 - Central Local Health Integration Network
 - Charity Village
 - 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
 - Contact South Simcoe
 - COSTI
 - Crescent Village – Ja’Fari Islamic Housing
 - Danube Seniors Leisure Centre
 - East Gwillimbury Health and Active Living Plaza
- East Gwillimbury Seniors 55+ Task Force
 - Elder Abuse Prevention Ontario
 - Electronic Recycling Association
 - The Elden of Bradford
 - Evergreen Hospice
 - Freedom Support Services
 - Friuli Benevolent Corporation
 - Georgina Food Pantry
 - Georgina Hospice
 - Glynnwood Retirement Home (Thornhill)
 - Grace Anglican Church- Markham
 - Highland Chevrolet Buick GMC Cadillac
 - Holland Gardens Retirement Residence
 - Holland Landing Community Centre
 - Human Endeavour
 - Human Services Planning Board of York Region
 - Hesperus
 - Hospice Vaughan
 - Humanity First
 - 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
 - Memories Plus Group
 - Metroland Media
 - Milal Church
 - Neighbourhood Network Newmarket Food Pantry
 - Newmarket Toyota
 - Nobleton Lions Club
 - North York Seniors Centre
 - North York General Hospital
 - Oak Ridges Moraine Library
 - Ontario Community Support Association
 - Ontario Health (Central Region)
 - Parkview Village Retirement Community
 - PEACYR – Prevention of Elder Abuse Committee of York Region
 - Peter and Paul’s Event Catering
 - Pfaff Automotive Partners
 - Prevention of Senior Abuse Network, Simcoe County
 - Prophetic Non-Profit Homes of York Region
 - Probus Club of Richmond Hill
 - Philips Lifeline
 - Region of York
 - Rexall Health Centre
 - Richmond Hill Hospice
 - Richmond Hill Public Libraries
 - Richmond Hill United Church
 - Routes Connecting Communities Inc.
 - Royal Canadian Legion Branch 375 (Richmond Hill)
 - Royal Canadian Legion Branch 459 (Stouffville)



- Royal Canadian Legion Branch 521 (Bradford)
 - Ryerson University
 - Seneca College
 - Schomberg Lions Club
 - Silver Lakes Golf and Conference Centre
 - Simcoe Muskoka District Health Unit
 - Snapd Richmond Hill
 - Social Services Network
 - Southlake Regional Health Centre
 - St. Andrew’s College
 - 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
 - Township of King
 - Unionville Presbyterian Church
 - Unionville Community Centre for Seniors- Unionville Home Society
 - Spark Ontario
- United Way Greater Toronto
 - University of Guelph-Humber
 - Vaughan Community Health Centre
 - Vaughan Food Bank
 - VHA Home Health Care
 - Volunteer Markham
 - VON
 - Waterstreet Non-Profit Homes Inc.
 - Workforce Planning Board
 - Yee Hong Centre
 - Yellow Brick House
 - York Regional Police
 - 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 Public Health
 - York Region Transit Mobility
 - York Support Services Network (YSSN)
 - York University
 - York Works

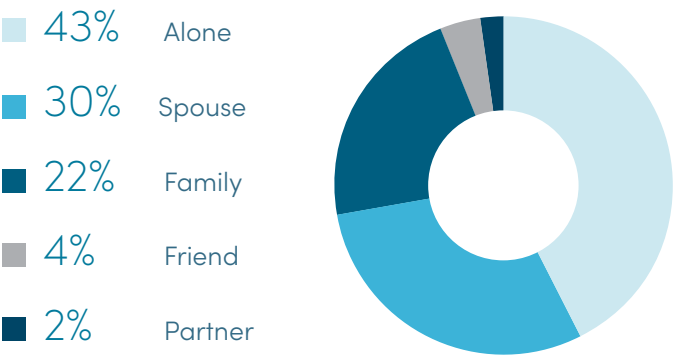
Thank you, Christina and friends, at CHATS.

You and CHATS have been at the core of my work for the community. CHATS’ support and long partnership has been a significant part of our success. Thank you for your trust in me, I am grateful for everything that you have done to support me and Human Endeavour.

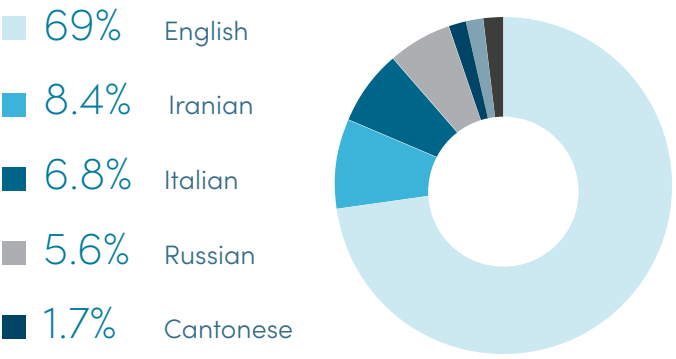
Noor Din
Human Endeavour – Community Partner

Service Statistics

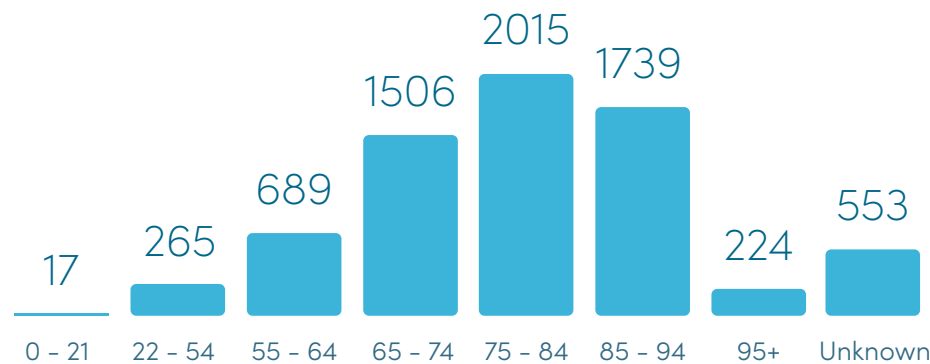
Clients Living Arrangement



Top Languages Served



Number of Clients by Age Group



Clients Participation by Municipality

Vaughan	1340	West Gwillimbury	286
Richmond Hill	1267	Stouffville	235
Markham	1080	East Gwillimbury	223
Newmarket	749	New Tecumseth	184
Georgina	643	Other	148
Aurora	404	King	142
Toronto	307		

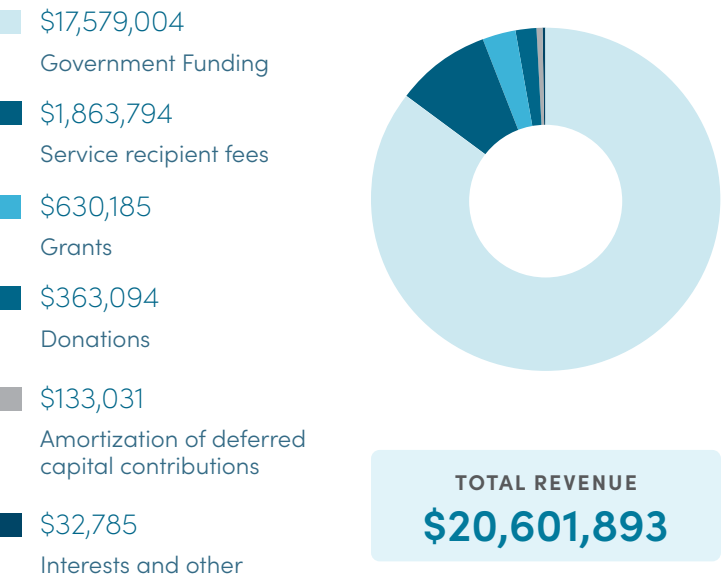
Program & Services Highlights



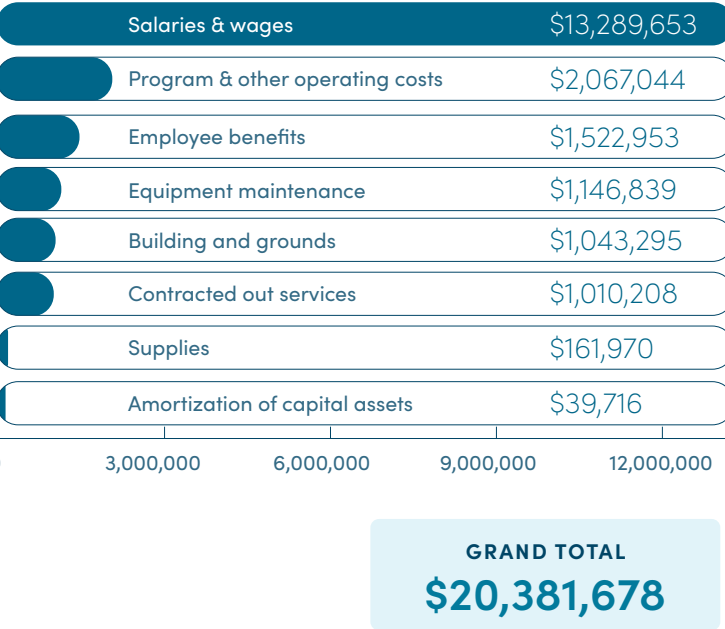
423	Clients Served – Adult Day Program
404	Clients Served – Assisted Living
35,542	Hours of Caregiver Relief Provided
189	Clients Served – Caregiver Support (Registered/Non-Registered)
307	Clients Served – Home Adaptation & Maintenance
3,621	Home Adaptation & Maintenance Hours of Service Provided
1316	Clients Served – Home at Last
13,863	Hours of Homemaking Services Provided
1195	Clients Served – Lunch Out/ Seniors Wellness Programs
59,303	Meals Delivered – Meals on Wheels
4,133	Hours of Personal Care Support Provided
46,614	Transportation Drives Provided
1523	Visiting Clients Served

Financials

Revenue



Expenses



Please visit, www.chats.on.ca for complete audited financial statements



Community & Home
Assistance to Seniors

Celebrating 40 years



CHATS Locations

Head Office, Aurora

240 Edward Street, Suite 1
Aurora, Ontario L4G 3S9

Tel 905-713-6596

Toll Free 1-877-452-4287

seniorshelp@chats.on.ca

Richmond Hill

10132 Yonge Street

Bradford

448 Holland St. West