



Community & Home
Assistance to Seniors

Supporting Strong Communities
and Care for Older Adults and Caregivers



2021/2022 ANNUAL REPORT

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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.

Letter from the CEO & Board Chair

If there was one word to capture this past year at CHATS, it would be “resilience”. One word, but with two important meanings—both very fitting.

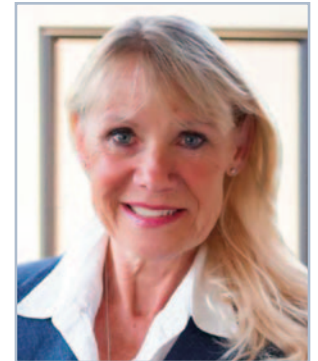
The first definition of resilience is “the capacity to recover quickly from difficulties; toughness”. As the coronavirus pandemic moved into its second year, it brought with it ever changing difficulties—the continued need to physically distance, ensure appropriate infection prevention and control protocols, rigorously adapting programs and services to the ebb and flow of changing public health guidelines, and the introduction of new variants such as the infamous Omicron—all required our organization to be able to recover quickly, and be prepared for the next round. Toughness? You bet. Our staff, volunteers, clients and caregivers pulled together with a strength and determination that helped us weather the pandemic storm, recovering quickly from each adversity with a renewed sense of purpose and ensuring our clients continued to be well supported and served.

The second one defines resilience as “the ability...to spring back into shape; elasticity”. Despite the backdrop of the pandemic, CHATS’ team continued to demonstrate its ability to spring into being a dynamic, innovative and effective organization. We grew our engagement as a critical partner in the modernization of the health care system, participating in the expanding realm of Ontario Health Teams, involving ourselves in the delivery of an increasing number of integrated care initiatives, leveraging our expertise and experience in serving older adults across 11 municipalities and two regions in order to ensure that this critical population receives its due in health care coordination and planning.

CHATS was fortunate to receive funding through the Ontario Trillium Foundation’s Resilient Communities Fund, to develop a new three year strategic plan. Our Board of Directors sought considerable client, staff, volunteer, funder and stakeholder input into the plan, which was finalized and launched this past year.

It’s no coincidence that the funding was designed to support our ability to think and plan strategically during a time of considerable difficulty and unknowns. As a result of this support and the input received, our strategic plan has helped guide us through these turbulent times, keeping us focused on our mission to “advocate for and deliver high quality, person centred home and community services, providing dignity and choice for aging at home”.

This Annual Report celebrates the accomplishments and achievements of CHATS over the past year. Despite the challenges, we are proud of our ability to be resilient and steadfast in the support of our clients and their caregivers. We are thankful to the Board of Directors and Committee members who have guided us throughout. We also give thanks to our staff and volunteers who put themselves on the frontline of care when it mattered the most. We appreciate the outpouring of support from our donors and funders. And as always, we are grateful for the resilience and support of our clients and their caregivers—the purpose of our being.



A handwritten signature in blue ink that reads "Christina Bisanz".

Christina Bisanz
Chief Executive Officer



A handwritten signature in blue ink that reads "Mary Bayliss".

Mary Bayliss
Board Chair

Board of Directors

Board of Directors

Mary Bayliss, Chair
Colleen Jones, Vice-Chair
Avi Parmar, Treasurer
John Buie
Judy Cameron
Claudio DiGirolamo
Terri Drover
Lori Freitas
Fareen Kassam
Javed Khan
David Robinson
Dean Wood

Governance Committee

Colleen Jones, Chair
Claudio DiGirolamo
Rudi Genovese
Fareen Kassam
David Robinson
Angela Vegh

Finance & Audit Committee

Avi Parmar, Chair
John Buie
Judy Cameron
Perry Chen-See
Adrian Costea
Tim Fleming
Grant Waddell
Dean Wood

Quality Committee

Terri Drover, Chair
Lori Freitas
Marie Hewitt
Javed Khan
Brenda MacPherson
Krista Robinson
Katie Williams

Executive Office

Christina Bisanz	Chief Executive Officer
Janet Williams	VP Human Resources
Juan Arangote	VP Finance & Corporate Services
Kelly Broome	VP Philanthropy & Communications
Melanie Rowe	VP Client Care & Services
Nancy Kula	VP Quality & Strategic Initiatives
Saskia Sanchez-Ferrer	Executive Assistant

Leadership Team

Carol Page	Client Services Manager, Assisted Living
Cindy Dryfhout	Finance Manager
Dina Lerner	Client Care & Services Coordinator
Gaynor McCredie	Client Services Manager, HAMP, TRRS, Service Coordination
Helen Omere	Database & Training Lead
Hillary Richardson	Client Services Manager, Caregiver Support, Community Outreach, Volunteers
Jannette Lopez-Brady	Human Resources Manager
Kalsang Phuntsok	Client Services Manager, Quality Improvement, Partnership & Client Care
Kelley McCluskey	Development, Marketing & Communications Lead
Ramanan Thanabalan	Business Systems Analyst
Raymond Ang	Privacy Officer & Enterprise Resource Analyst
Sony Manpreet-Singh	Client Services Manager, Adult Day Program
Suzanne Whitehurst	Client Services Manager, Transportation, MOW
Wanda Deschamps	Facilities Coordinator

Achievement Highlights

New Client Experience Survey

This past year, we redesigned and implemented a new satisfaction survey that reflected the individualized needs of our programs. Questions were amended to gather data on outcomes for each program area in addition to overall program experience. We received a total of 669 survey responses, the highest number of survey responses ever received.

Survey Results Highlights:

97% of our clients and caregivers reported that using CHATS services makes them feel more supported in their community.

98%
feel CHATS
staff are
caring

99%
feel CHATS
staff treat them
with respect

96%
feel satisfied
with CHATS
Services

98%
would
recommend
CHATS to family
and friends



Some Survey Feedback:

We are grateful to staff members for their work and care during these difficult times, which includes using technology to communicate with clients who are not proficient in English.

Totally satisfied! I feel I have a back-up plan now. Somebody is just a phone call away finally! Just knowing that is so helpful. If things get just too much, I can use that option.

I like that they just don't take things for granted. I like they ask if we need anything else. It's the one-on-one relationship that I love.

ADP@Home Pilot Project

ADP@Home (Adult Day Program at Home) was a six-month pilot project that was conducted by CHATS and the Alzheimer Society of York Region. Through the ADP@Home program, individuals with mild to severe dementia received weekly 60-to-90-minute in-home visits from a recreation therapist.

The aim of this pilot was to provide in-home engagement for individuals, and respite for families unable to attend or access typical adult day programs due to COVID-19 or a decline in functional status. Client engagement in activities with a recreation therapist improved their mood and provided opportunities for them to keep their mind and body active when closures and restrictions made these opportunities inaccessible to them.

The pilot was highly successful. Caregivers/participants reported a decrease in loneliness, increased enjoyment through participating in meaningful activities, an improved sense of well being and decreased dependency on the caregiver resulting in decreased caregiver stress. Thank you to Eastern York Region North Durham (EYRND) Ontario Health Team (OHT) for funding this pilot, and to Ontario Health-Central for also providing one time funding to continue to provide this invaluable program.

ADP@Home Program - MHELPS+

With opportunity to expand the Mackenzie Helps (MHELPS) program, ADP@home visits were added. Clients recently discharged from hospital are supported at home with therapeutic recreation visits by dedicated staff on a weekly base. This has been a great success as it has provided support to the client, but also respite care for caregivers.



ADP@Home Feedback:

These in-home visits are so valuable. My mom has become stronger thanks to this program. She enjoys the company and we have learned some new strategies for keeping her engaged! We noticed that the recreation therapist provided activities that tapped into my mother's artistic side, she is a superstar!



Pandemic Response

CHATS Pandemic Leadership Team has worked hard to ensure CHATS is a safe place for our clients, staff and volunteer team members. Collectively, our teams delivered 380,000 units of service through the 3rd, 4th and 5th waves, including over 85,000 virtual visits. Using over one million pieces of PPE and distributing close to 6000 Rapid Antigen Tests, CHATS not only continue to deliver essential services but also recovered almost all service offerings. We are proud that 95% of our clients reporting feeling safe receiving services from CHATS during the pandemic. In addition to our own organizational work, CHATS teams went above and beyond, providing staffing support to a number of local pop-up and mass vaccination clinics, filling critical staffing shortages and providing skilled mask fit testing to partners.

St. Andrew's College and Pickering College

Thank you to the students from St. Andrew's College and Pickering College who took the time to handwrite personal notes and words of encouragement to add cheer to our clients. We were able to surprise our clients with these special deliveries brightening their day. We look forward to when the students can join us again as volunteers in our Adult Day Programs.

Arirang Wellness Program

CHATS secured funding for a new Korean Seniors Wellness program. The Arirang program is designed for frail and cognitively impaired older adults from the Korean community to have programming to meet their social and therapeutic needs to support healthy living at home. The program launched in April, 2022.

Integration of Caregiver Support and Alternate Level of Care (ALC) Coordination In Three OHTs

Caregiver support and ALC Coordination is up and running at three hospitals: Markham-Stouffville (now Oak Valley Health); Mackenzie Health; and Southlake Regional Health Centre. Two programs are in operation in each hospital. Frail seniors and those with higher needs who may also be experiencing cognitive impairment and/or demonstrating behaviours that require specialized supports are the focus of the programs. Clients have access to wrap around supports such as transportation to medical appointments, Meals on Wheels and other social supports offered by CHATS and partners. Caregivers receive direct supportive counselling as well as information and referrals that increases their coping ability and decreases overall stress.

Meals on Wheels (MOW)

The demand for MOW continued to increase throughout the pandemic. CHATS delivered 62,893 meals to 906 unique clients within the last year. We have seen a surge in requests for subsidy and are appreciative of additional funds received from the Ontario Community Support Association (OCSA) to continue to provide much needed food security for those in the community. We used the deliveries as a means of providing social supports, an opportunity to provide COVID-19 educational materials, delivery of Rapid Antigen Test kits and personalized greeting cards from our student volunteers.

"My father-in-law enjoys the quality, taste and variety of foods offered. Thank you very much for this service."

Transportation

CHATS' Transportation acquired two new vans. Bradford Tim Hortons funded one vehicle through proceeds raised from their Smile Cookies Campaign. A second van is expected imminently, as a result of OH funding.

Last Digital Mile Project

Isolated older adults were provided tablets and data plans, while a Technology Coach provided them with one-on-one, in-home training to enable and encourage the use of technology in their day to day lives. Programming was tailored to clients' interests and needs to inspire engagement. CHATS was invited to present this very successful project to Ontario Health – Home and Community Care Funding.

Expansion of Social and Wellness Programs to Include Both Virtual and In-person Options

Availability of in-person programs started to increase due to pandemic restrictions being lifted. Clients are now able to attend both types of programs in many areas and have demonstrated their desire to continue to have virtual options available to them. Work is ongoing to re-define and maximize program scope and reach.



Staff

Years of Service

5 Years

Paula Jorgensen
Ashley Almeida
Bandita Gupta
Ji Yeon Lee
Maryam Ayobi
Rachael Liston
Suganthini Suboshan
Jennifer Milford
Mary Joy Malaga
Usman Ashraf
Shirley Permejo
Jimmy Chan
Jatinderpal (Jessica) Ghuman

15 Years

Brenda Mills
Christine McGregor

10 Years

Najmul Chowdhury
Doris Bachmann
Linda Ind
Jagdish Bhatia
Kim Gillies
Monique Dissi
Nichelle Stewart
Hsiu-Yin (Joy) Chen
Shujuan (Rebecca) Ye
Meilee (Bonnie) Ng

25+ Years

Suzanne Wilson
Francisca Datol
Adela Bailey
Marion Coleshill

Volunteers

Years of Service

5 Years

Rita Molino
Stuart Novak
Maha Zibdawi
Margaret Wolecki
Rihaneh Pourmandi
Masoumeh Karimi Razakani
Pooja Naik
Young Soon Shin
Songhee Kim
Nahid Abbas
Dora Tam
Mary Charbonneau
Carrie Chung
Ronald Hamilton
Sandra Young
Alan Steinberg
Stephen Dies
Pamela Thompson

20 Years

Doug Kilpatrick
Wai S. Yeung

10 Years

Rhonda Geoghegan
Renata Morassut
Jan Douglas
Graham Sparrow
Alexander Savransky
Joan Hay
Nancy Dewolde
George (Mathai) Joseph
Jane D'Souza
Deborah Todoschuk
Brian Leonard

15 Years

Brian Armstrong
Fred Stoneman
Jane Deguerre
Nahid Masserat
Malek Fattah
Pauline Alston
Debra Hayward

35 Years

Vivienne Tod

Donors

Partner \$50,000 +



United Way
Greater Toronto

Patron

\$10,000 - \$49,999

- Mika Charitable Foundation
- Bruce Millar
- The Dunin Foundation
- Tim Hortons Smile Cookie Bradford
- Magna International Inc.
- Jonathan Chaplan
- Abbas Dossal
- Estate of Shirley Ormsby, c/o Margaret Black Professional Corporation
- GJ Garden of Life Foundation Trustees

Builder

\$5,000 - \$9,999

- Bazil Developments Inc.
- Ian and Patricia Cartwright
- Estate of Donald Harrison
- James & Sheila Waters
- City of Vaughan
- Masterbuilt Hotels Ltd
- Rosehaven Management Ltd.
- TC Energy
- TD Bank Financial Group
- Vaughan Chrysler
- Zancor Homes (Caledon) Ltd.

Member

\$1,000 - \$4,999

- Town of Bradford West Gwillimbury
- Ancon Properties Inc.
- Fazzari & Partners
- Global Precast Inc
- Hilley Pharma Advisors
- Nashville Developments
- Marianneville Developments Ltd.
- Chartwell Select Valley Vista
- Roy Russell Memorial Fund
- Chaggers & Bonomme Chartered Professional Accountants
- IODE West Gwillimbury Chapter
- Joseph Kreiner Real Estate LTD.
- Knights Of Columbus #4915
- Knights Of Columbus #4915
- Lexus of Richmond Hill
- Nobleton Lions Club
- Bev Shugg-Barbeito
- Andrew & Sheila McKenzie
- Sharon Parenteau
- Allan Saunders
- Joanne & John Witt
- Eric & Jane Stangl
- Christina Bisanz
- Perry Chen-See
- Yuvraj Pathak
- Olive Barr
- Robert Clark
- Michelle Haick
- Wasim Jarrah
- Dax Sukhraj
- Terence Wong

Family \$500 - \$999

- Hunter Engineering Company
- The Toronto Dominion Bank
- Holy Trinity Anglican Church (Endowment Fund)
- Applied Systems Technologies Inc.
- Print Graphics Inc
- Aurora Seniors Association
- Central United Church
- Elgin Manor-Retirement Residence
- IODE Bertha Cane Chapter
- LJM Developments Grimsby Inc.
- Richmond Hill Retirement Residence
- Vivian Risi Risi - Royal LePage Your Community Realty
- Ian Hilley
- Leslie Kishi
- Jean Perrin
- Marilyn Fitzgerald
- Peter and Helen Halmer
- Philip Dehne
- Colleen Jones
- Tom Connor
- Rhonda Flanagan
- Herbert Chiu
- Janice Ryan
- Gerhard & Gisela Schoenhoff
- Mary Watson
- Mary Lou Gignac
- Bernadette Benjamin
- Maria Bernardo
- Yash & Prem Kapur
- John Buie
- Laureen Evans
- Bernice Fife
- Judy Huang
- Fiona Kingham
- Soraya Mohamed
- Tony and Sue Morrison
- Anthony Nichols
- Jim Pedersen
- Rick Quillin
- Jayrene Thomson
- Arthur Uttley
- Rachel Wong

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

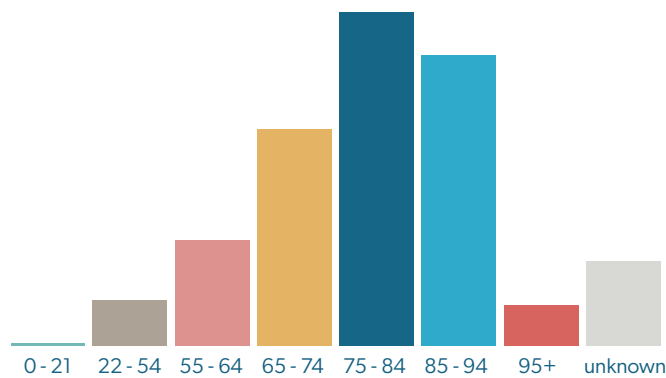
- North York General Hospital
- Oak Ridges Moraine Library
- Ontario Community Support Association
- Ontario Health (Central Region)
- Parkview Village Retirement Community
- PEACYR – Prevention of Elder Abuse Committee of York Region
- Peter and Paul’s Event Catering
- Pfaff Automotive Partners
- Prevention 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)
- 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
- Toronto Metropolitan University
- 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

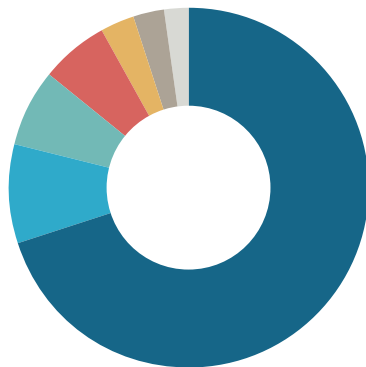
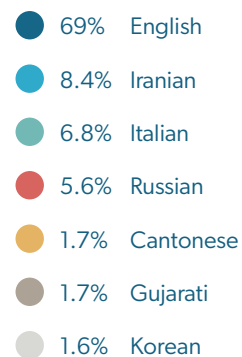
- University of Guelph-Humber
- Vaughan Community Health Centre
- Vaughan Food Bank
- VHA Home Health Care
- Volunteer Markham
- VON
- Waterstreet Non-Profit Homes Inc.
- Workforce Planning Board
- Yee Hong Centre
- Yellow Brick House
- York Regional Police
- York Region Catholic School Board
- York 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

Service Statistics

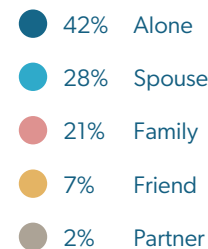
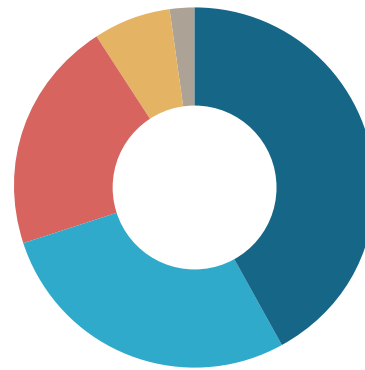
Clients by Age Group



Top Languages Served



Clients by Living Arrangement



Client Participation by Municipality

448	Aurora
264	East Gwillimbury
599	Georgina
120	King
1075	Markham
174	New Tecumseth
700	Newmarket
1304	Richmond Hill
223	Stouffville
79	Toronto
307	West Gwillimbury
1426	Vaughan
307	Other

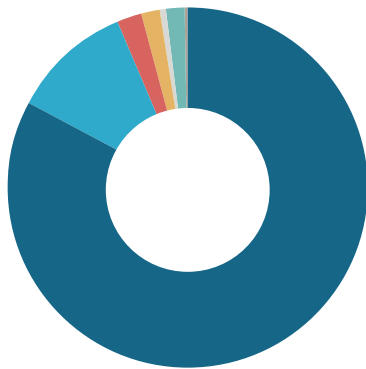
Volunteers

48 New volunteers joined us this past year. Many existing volunteers pivoted to new ways of programming to ensure that clients could receive whatever services they needed during COVID.

262 Volunteers have chosen to remain active or on hold through COVID, waiting patiently for programs to resume so they can get back to work.

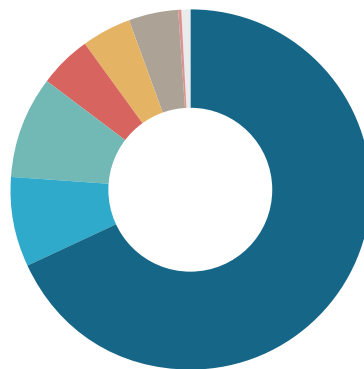
Financial Summary

Revenue



Government Funding	\$17,347,463
Service Recipient Fees	\$2,273,513
Grants	\$466,409
Donations	\$330,908
Amortization of Deferred Capital Contributions	\$113,740
Service Contracts	\$326,551
Interest and Other	\$33,812
Total Revenue	\$20,892,396

Expenses



Salaries & Wages	\$13,906,830
Employee Benefits	\$1,633,898
Program & Other Operating Costs	\$1,836,047
Contracted Out Services	\$998,524
Building and Grounds	\$880,938
Equipment Maintenance	\$912,726
Supplies	\$86,787
Amortization of Capital Assets	\$113,740
Total Expenses	\$20,369,490

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

Highlights

In 2021/22 more than **7,000** older adults and caregivers received care and support from CHATS

- 7% Volume growth in Meals on Wheels program
- 14% Growth in Caregiver Relief
- 34% Growth in Caregiver Support
- 14% Increase in Transportation Rides
- 17% Increase in In-Home Adaption

Adult Day Program	335 Clients Served
Assisted Living	366 Clients Served
Caregiver Relief	40,668 Hours
Caregiver Support	4,894 Services
Home Adaptation & Maintenance	302 Clients Served
Home at Last	3,339 Visits
Homemaking	12,527 Hours
Lunch Out/Seniors Wellness Programs	36,592 Attendances
Meals on Wheels	62,893 Meals Served
Personal Support	3,641 Hours
Transportation	52,967 Drives
Social & Safety Visits	17,078 Visits



Community & Home Assistance to Seniors

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,
Richmond Hill, ON L4C 1T6

Bradford

448 Holland St. West,
Bradford, ON L3Z 2B7

chats.on.ca