



Community & Home  
Assistance to Seniors

Supporting Strong Communities  
and Care for Older Adults and Caregivers



2022/2023 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

After over two years of living and continuing to work through the global COVID-19 pandemic, it was a relief to finally see the lifting of many of the physical distancing restrictions over the past year. Gradually, we were able to reintroduce our clients and their caregivers to in-person programs, welcoming them back with a joy that was felt by all. Despite the challenges of working in a pandemic environment, the pace of service delivery continued unabated. In fact, CHATS was able to experience growth in many of our program areas, by staying in touch and connected with our clients, their families and caregivers, and our government and health system stakeholders.

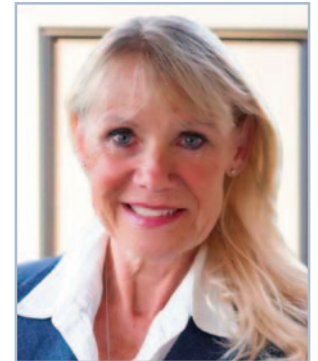
For example, by listening to the needs of our ever-growing community, we expanded and enhanced our Adult Day Program offering by adding a new weekend program for those with cognitive impairment and providing caregivers with an extra day of respite care. Our work with our hospital partners saw the expansion of our hospital to home transition programs, enabling more older adults to return home sooner, and safer. Our expertise in working with marginalized and under-served people was successfully leveraged to increase health equity and access to many of the most vulnerable seniors throughout the regions of York and South Simcoe.

In the face of dynamic changes taking place for better, more integrated healthcare, CHATS continued 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 ensured that the concerns and interests of our clients and their caregivers were effectively represented, understood, and reflected in decision-making.

In this report, you will read about the many other initiatives we have implemented over the past year. 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 older adults in the province.

As always, we would not be able to do any of this without our dedicated team here at CHATS. Thanks to our Board of Directors and Committee members, devoted volunteers, staff, service partners, suppliers, funders and donors, we have been able to go above and beyond regardless of the challenges and changes in the external environment.

And to our clients and caregivers, thank you for your trust and confidence in the services and supports you receive from us, every day.



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  
Claudio DiGirolamo  
Fareen Kassam  
Javed Khan  
Brenda MacPherson  
David Robinson  
Grant Waddell  
Dean Wood

## Governance Committee

Colleen Jones, Chair  
Claudio DiGirolamo  
Rose Ghamari  
Fareen Kassam  
Han Koren  
David Robinson

## Finance & Audit Committee

Avi Parmar, Chair  
John Buie  
Perry Chen-See  
Tim Flemming  
Cheryl Taylor  
Grant Waddell  
Dean Wood

## Quality Committee

Brenda MacPherson, Chair  
Rudi Genovese  
Marie Hewitt  
Javed Khan  
Brenda MacPherson  
Angela Vegh  
Karthika Yogaratnam

# 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

Andrea Sheppard	Fundraising, Marketing and Communication Coordinator
Anoop Thukral	Client Services Manager, Assisted Living
Cathy Wilkinson-Fox	Client Services Manager Transportation and Meals on Wheels
Cindy Dryfhout	Finance Manager
Dina Gazzoli	Administrative Coordinator Client Care Services, Quality, Strategy, PPE Procurement
Darlene Morrison	Communications, External Relations, Development Lead
Gaynor McCredie	Client Services Manager HAMP, TRRS, Service Coordination
Helen Omere	Database & Training Lead
Hillary Richardson	Client Services Manager Caregiver Support, Community Outreach, Volunteers
Kalsang Phuntsok	Client Services Manager Quality Improvement, Partnerships & Client Care
Mona Shaher	Fundraising and Community Engagement Lead
Sonika Singh	Human Resources Manager
Sony Singh	Integrated Care Manager
Traian Rusu	Client Services Manager Adult Day Programs
Vipulkumar Virani	IT&T Support Lead
Wanda Deschamps	Facilities Coordinator

# Achievement Highlights

## Transportation

CHATS' Transportation team provided 48,955 drives to 3401 unique clients. CHATS has increased capacity to provide drives to the Saturday Richmond Hill ADP. This enabled us to reach more clients who would not be able to attend due to limitations with transportation. CHATS hosted our first annual Driver Appreciation Event. An opportunity to bring drivers who work autonomously together to celebrate the very valuable work they do. We welcomed our volunteer drivers back, providing enhanced training pertaining to pandemic protocols and guidance.

**Son said his parents "felt safe and supported by the drivers and service coordinators."**

**48,955** Drives to 3401 unique clients



*I just wanted to let you know how wonderful your drivers were to my mother. She always came home with a lovely story about the driver. Always providing a punctual and safe drive, the drivers would talk to her as a friend with care and concern. These wonderful experiences lit up her day and often softened the long appointments she endured. We are extremely grateful for the kindness, friendship and support from truly beautiful souls.*



*Thank you to the CHATS team for their wonderful service in transporting me to Princess Margaret Hospital for my radiation treatments. Everyone, from the phone service to the drivers, was very helpful in organizing daily transport for two weeks of treatment. This relieved tremendous stress on me.*

## ADP@Home SPOKE

Ongoing funding has been secured for the ADP@Home SPOKE program. The SPOKE program aims to reach clients who would not otherwise qualify for in-person ADP services. To do this, CHATS has reviewed the extensive waitlists for current in-person ADP programs and has identified clients who would not be eligible due to issues such as frailty, personal care, or health needs. This program is already taking on clients!

The program has been designed to conveniently bring cutting-edge client programming and activities into the client's home. Our passionate staff utilize both technologies, taking bedbound seniors to visit exotic new places or places from their childhood using virtual reality and traditional programming using a large variety of games and exercises. These programs are developed individually to meet the specific needs of each client we serve and adapt to the client's changing needs.

Through this program, CHATS will provide meaningful engagement of isolated seniors while also providing caregivers with both relief and a new understanding of the possibilities of more meaningful involvement with their loved ones.

## In-Home Caregiver Relief

211 Clients received 37,437 hours of Caregiver Relief. Certified Personal Support Workers provide in-home care to loved ones when caregivers require a little extra help, a much-needed break, or when they can't be there themselves. A client shared that the PSW was amazing and assisted her the whole time, especially after her eye surgery. She mentioned that the PSW was on time, professional and very compassionate.



*In the last few months, I've noticed that when I come to pick up my mom, she's holding a doll. We bought her a doll for Christmas, and she absolutely loves it. When she's anxious, we give her the doll, and she starts cooing and interacting with it. It truly is amazing. I admit that seeing her with the doll at first was "odd," I've embraced it as another tool to help me with Mom.*





## Meals on Wheels (MOW)

CHATS provided 48,818 meals to 890 unique clients over the past year. Volunteers delivering meals provide a wellness check and a friendly connection. The delivery process continues to be a valuable resource for sharing information, education, and agency news. We are grateful for the funding received from the Ontario Community Support Association (OCSA) to aid with the increased need for subsidized meals. Upright freezers were installed, creating a safer work environment for staff.

***“My dad really enjoyed the meals, and the service was excellent.”***

## Home Adaptation & Maintenance Program (HAMP)

Since its implementation in 2009, the Home Adaptation and Maintenance Program (HAMP) has helped over 3,500 clients in Northern York Region and South Simcoe age safely in their own homes. HAMP completed its fourth season supporting the City of Vaughan residents with snow-clearing services and increased clients serviced by 26% from the previous snow season. 98% of clients surveyed are happy with the snow-clearing services.

***“I just wanted to share that the snow plowing services have been truly a wonderful experience. The third-party company was truly reliable, and I always knew they would come. For our family, and most importantly, my aging parents, this was so important for us.”***

## Home at Last

Working with four hospitals, CHATS helped 1,085 clients with 2,904 visits through the Home at Last Program. Home at Last helps older adults transfer and remain safely at home by providing Personal Support Worker supported-transportation home from the hospital. A client's daughter called to say that the PSW was so kind and helpful, and her mother really enjoyed spending time with her after being brought home from the hospital. She received some Meals on Wheels, which she really enjoyed and helped her settle in at home.

## Hospital to Home

CHATS works with three hospitals to offer several different “Hospital to Home” transition programs. A caregiver informed CHATS’ Recreation Programmer that the client’s strength had increased by engaging in physical exercise, which was her primary goal in receiving recreation services. The Recreation Programmer also noted a shift in the client’s mood, reporting that sessions are now full of laughter, focusing on positive affirmations, whereas before, the client was feeling down about losing her independence after returning from the hospital. Her family is very happy to see the improvement.

## Advocating for Seniors

CHATS received a thank you email from a caregiver to Caregiver Education Counselor (CEC) after CHATS successfully advocated to have the care recipient transferred from Markham Stouffville Hospital Cares (MSHCares) to Markham Stouffville Hospital Plus (MHS+). The additional support and the fact that we would work so hard to make it happen have had a tremendous impact. From a systems perspective, we have now paved the way for this type of transfer which, until this case, has not been allowed. The caregiver is extremely grateful for the support.

## Assisted Living

Provides 24/7 assistance to eligible older adults who live in a supportive housing building or their own homes within a specific geographic boundary and who need access to both scheduled and unscheduled service daily to be able to continue to live at home and in their communities.

***“All the staff are gold stars; they treat her so well, and she is very happy with the services. We would like to thank you and your team for not only the quick handling of my mom’s incident but for all the hard work in helping my mom and us get through these challenging times.”***







# Volunteer Highlights

## Rhonda Geoghegan

Rhonda Geoghegan received a Volunteer Recognition Award from the City of Vaughan. Rhonda has been volunteering for 12 years with CHATS. Prior to the pandemic, Rhonda was a transportation driver volunteer and a driver for the Wellness program. Rhonda joined the Meals on Wheels volunteer team at the onset of the pandemic and has continued to volunteer throughout the pandemic providing an essential service to clients in the Vaughan area. The Meals on Wheels program provides older adults with nutritious meals delivered weekly. A short visit and security check are part of the service. In 2022, Rhonda provided 8,700 hours of service. Rhonda has a big heart and is willing to jump in and help out in any way she can.

## Ann Winacott

Ann Winacott received an Individual Award of Merit award from the Town of Georgina. Ann Winacott has been volunteering for nine years with the CHATS Social & Wellness program in Georgina. Prior to the pandemic, each week, she would drive 3-4 clients to a local community centre where they would participate in a variety of social and wellness activities, including enjoying a nutritious lunch. Ann continued volunteering throughout the pandemic by making weekly social calls to clients. Ann always goes above and beyond for the seniors she works with. Ann provides backup support to the Georgina Food Pantry program. Ann's dedication to the wellness program and the clients she works with sets an example of relationship building and connection with seniors and demonstrates the importance of seemingly small acts of companionship both for the individuals served and for the community at large.

## Doug Kilpatrick

Doug Kilpatrick received the Years of Service award from the Town of Aurora for his 20 years of service with CHATS. Doug started with the Transportation program, providing transportation services to older adults for their medical appointments, grocery shopping, personal errands, and social outings. In September 2020, Doug began volunteering with the Meals on Wheels Program, where he delivers frozen meals weekly to CHATS clients providing them with a nutritious meal and a safety check. In addition to his Meals on Wheels deliveries, Doug volunteers twice monthly with the Aurora Food Pantry.

*CHATS recognises these special individuals for Municipal Volunteer Awards.*

## Andrew Joya, Bradford ADP

Andrew Joya has been volunteering with CHATS since 2018 and continues to make an impact within his community each day. Andrew has the personality traits of the ideal volunteer and the commitment and drive to be the ideal volunteer. He comes to CHATS Bradford once a week, and each week he shows up with a smile on his face, ready to take on the tasks that may be asked of him that day.

Andrew is a true team player and goes above and beyond for the clients and staff at the Adult Day Program at CHATS. No task is too small or too large for him; he helps in any way and always takes the initiative to ensure he is doing all he can. Andrew has always had a very kind and caring demeanour, forming a special bond with various clients over the years. He sits and has individual conversations with clients and treats them all with dignity and respect.

Andrew is a very reliable volunteer, and CHATS is lucky to have him. Andrew's skills in helping others in the community will serve him well in the future as a police officer, which he aspires to join. Andrew shows compassion for others, specifically seniors with various physical and cognitive disabilities, which is a vital skill when considering a career as a community first responder.

## Markham Meals on Wheels Volunteer Group

Jack (John) White, Dover Wyn,  
Diane Hawkins, Jane Duerr

Jack (John), Dover, Diane and Jane demonstrate a strong commitment to their duties as Meals on Wheels volunteers.

Each is dedicated to their volunteer work, having never missed a scheduled shift and always arriving on time, fully prepared to take on any task. They embody a "never say no" attitude and willingly help whenever needed.

Their passion for volunteering shines through in their work, and they create a warm and welcoming environment wherever they go. Their clients have shared how their presence brightens their day, and they appreciate the team member's efforts to make them feel valued and comfortable.

## Thank You Perry Chen-See, Colleen Jones and Angela Vegh

*A special thank you to our  
past Board of Directors and  
Committee Members for  
bringing your passion, intellect,  
insight, experience and  
resources to the table.*



# Volunteer Shoutouts

## John Liska and Leea Muir

John and Leea volunteer with the Meals on Wheels program in the Rural and North areas. They always go above and beyond. They are very polite, kind, and willing to contribute and help to the organization.

## Nahid Abbas

Nahid has been volunteering with the South Asian ADP for six years. She has a very positive presence at the ADP, and the clients enjoy socializing with her. She always helps clients during arts/crafts, cognitive and physical programs. She also motivates them to participate in programs. She has a positive attitude, compassion and willingness to help everyone.

## Stan Simons

Stan has been an excellent volunteer over the past ten years. He is courteous, compassionate, kind and respectful to our clients. In addition to being consistently available daily, Stan is always willing to help and go the extra mile by driving a client at a moment's notice if another driver is suddenly unavailable.

## Phyllis Tyrie

Phyllis Tyrie is best known to CHATS for her work in the Meals on Wheels (MOW) program, where she helps deliver nearly 60,000 meals each year to frail older adults in need of nutritional support.



Phyllis is an original CHATS MOW volunteer, recruited in 1980 through Grace Anglican Church to form the basis of CHATS' MOW program. For many years, she was a MOW "Captain" responsible for scheduling team members, sorting out routes and delivering her share of meals to individuals in the Markham and Unionville areas. Until the start of the pandemic, Phyllis hosted the Seniors' Team Room at the annual Markham Fair. Phyllis has also been a long-time volunteer driver for CHATS, taking isolated clients from their homes to local social activities and special events. Her drive and positivity are second to none, and "no" is not in her vocabulary. After 42 years of service with CHATS, Phyllis has decided to retire from her volunteer position.

## John Young

John has been a long-standing Richmond Hill Adult Day Program volunteer since 2015 and is a highly talented pianist. Music is a must for any program, and an instrumentalist volunteer is essential to provide the best music. We are immensely grateful that John joined our program. Through his love for music, he was able to share the beautiful symphonies and lift the spirits of our clients. In fact, during the pandemic, John learned how to adapt to online programming and the technology he needed to include clients unable to attend in-person programming. He always remains calm and cheerful to our clients, and everyone enjoys working with him. In addition, John has been a core part of our music program. He provided sing-along books, researched and handpicked dementia-friendly songs that are appropriate for the clients, donated some instruments that can be used by clients, as well as fixed our piano. John was especially appreciated during the holidays, as he never missed the opportunity to provide music during our holiday celebrations. Overall, John is a remarkable, invaluable, and generous individual!

## Pram Bhatia

Pram has been a volunteer with CHATS since 2009 with the Transportation program. In October 2021, she began volunteering with the Meals on Wheels Program, delivering weekly from Aurora to Markham depot and Stouffville clients.



When I first started, I wanted to contribute something to the lives of seniors. I was very close to my grandparents and enjoyed their company. After doing this for a few years, I realized I was getting back from these seniors much more than I believed I was giving. The stories of their lives and experiences have given me so much, and I look forward to our weekly phone conversations. They have openly discussed living through negative (war, death) and positive events (travel, achievements, family).



It has been a great experience. I have learned a lot. It is awesome feeling of joy when you are helping someone.



# Staff

## Years of Service

### 5 Years

Grant Smith  
Susan Hoyte  
Jiao Xia (Karen) Gao  
Nadia Plona  
Mercedes Morales  
Rosemary Belfiore  
Robert Monopoli  
Edith Reyes  
Michael Davidson  
Sung Kim  
Sony Singh  
Saskia Sanchez-Ferrer  
Stephanie Dawson  
Nadine Todd  
Stephanie Morris  
Alexandra Arrigo  
Jimmy Chan  
Jatinderpal Jessica Ghuman  
Helena Kim  
Jaimie Labrecque  
Lai Ping Esther Lee  
Tanisha Letts  
Diana Padua  
Helena Mark

### 10 Years

Marzena Salemm  
Christina Bisanz  
Laura Manley  
Nancy Kula  
Cindy Dryfhout  
Jennifer Frey  
Meilee Bonnie Ng  
Kalayini Kanesavaradan  
Jane Emmerson  
Denise Goudie  
Shujuan Rebecca Ye

### 15 Years

Denise Tierney  
Delia Lalonde  
Charito Maano

### 25 Years

Fe Alfarero  
Carol Harrott  
Margaret Kuenzler  
Juanita Agoy  
Marion Coleshill

### 30 Years

Christina Barbour

# Volunteers

## Years of Service

### 5 Years

Chuck Doyle  
Nancy Hanwell  
Claudio Basso  
Judy Huang  
Janine Guaragna  
John (Jack) White  
Dover Wyn  
Irina Pimenova  
Mahrokh Attaran  
Mary Bayliss  
Hyoboong Kim  
Annette Atkinson  
Marty Folkes  
Barbara Kirchner  
Lynda Porter  
Paul Murray

### 10 Years

Stan Simons  
John Liska  
Peter Coates  
Jane Duerr

### 15 Years

Ken Smith  
Fatema Ahmari-Hesari

### 25 Years

Ann Murphy



# Donors

## Partner \$50,000 +

- United Way Greater Toronto
- Estate of Morris Zucker
- Estate of Amelia Marie Cosgrove



## Patron

### \$10,000 - \$49,999

- The Dunin Foundation
- Mika Charitable Foundation
- Bazil Developments Inc.
- Estate of Elizabeth Yolanda O'Donnell
- Magna International Inc.

## Builder

### \$5,000 - \$9,999

- CHARTWELL Retirement Residences York Region
- GJ Garden of Life Foundation Trustees
- James & Sheila Waters
- New Roads Automotive Group

## Member

### \$1,000 - \$4,999

- Durkin Dietz Group: National Bank Wealth Management
- Elizabeth Blight
- Delmanor Elgin Mills
- Kerbel Group Inc
- Metroland Media
- RC Design
- Bev Barbeito
- Holy Trinity Anglican Church
- Nobleton Lions Club
- Andrew & Sheila McKenzie
- Mary Bayliss
- S.M.A.R.T. Realty Solutions
- CAF Canada
- Allan Saunders
- Delamnor Aurora
- Keith Scott
- Riverwalk Wealth - Investia Financial Services Inc.
- Hilley Pharma Advisors
- Ian Hilley
- Neighbour Media
- Roy Russell Memorial Fund
- Tilda Zanette
- Christina Bisanz
- Perry Chen-See
- Amica Unionville
- Dax Sukhraj
- King City Lions Club
- Olive Barr

## Family \$500 - \$999

- Benefaction Foundation
- Laurie Osbourne
- CPG Aerospace
- Home Instead
- City of Richmond Hill
- Freedom Support Services Inc.
- Hunter Engineering Company
- Jim Pedersen
- Print Graphics Inc
- Markham District Veterans Association
- Mary Watson
- Herbert Chiu
- Debbie Schaefer
- Gerhard & Gisela Schoenhoff
- Janice, Thomas, Ryan & King
- Jean Perrin
- Siegfried Wiebe
- Mary Lou Gignac
- Bernadette Benjamin
- Maria Bernardo
- 105.9 The Region
- Anthony Nichols
- Aurora Seniors Association
- Central United Church
- Colleen Jones
- David Williamson
- Fareen Law
- Fiona Kingham
- IODE Bertha Cane Chapter
- IODE West Gwillimbury Chapter
- Jane Tromanhauser
- John Buie
- Knights of Columbus Oak Ridges
- Len Boston
- Sharon Euler
- Tom Connor
- Vince's Market Group Ltd.

# 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
- 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 Mental Health Association York Region
- Canadian Red Cross
- Carefirst Seniors and Community Services Association
- Caregiving Matters
- Catholic Community Services of York Region
- CAYR Community Connections
- Cbi Health
- 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
- Georgina Nurse Practitioner-Led Clinic
- 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
- Home Instead
- Hospice Vaughan
- HCCSS
- Humanity First
- InspiAIR
- Lake Simcoe Region Conservation Authority
- Lifeline
- 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 Seniors Centre

- NewRoads Automotive Group
- 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
- Pickering College
- Region of York
- Reena
- 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)

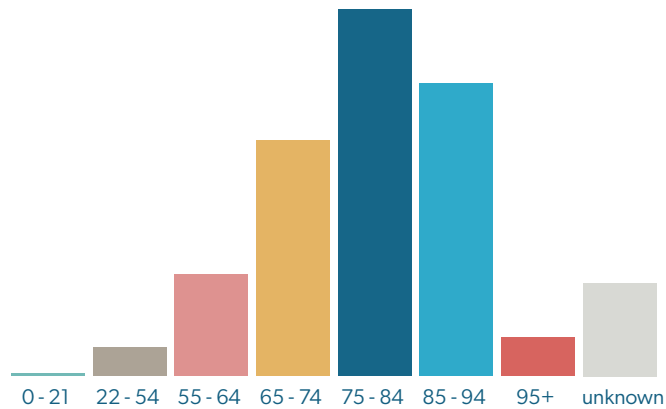
- SE Health
- Seneca College
- Schomberg Lions Club
- Sharon Corners
- Silver Lakes Golf and Conference Centre
- Simcoe Muskoka District Health Unit
- Snapd Richmond Hill
- Social Services Network
- Southlake Regional Health Centre
- St. Andrew’s College
- St. Andrews Presbyterian Markham
- St. Andrews 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

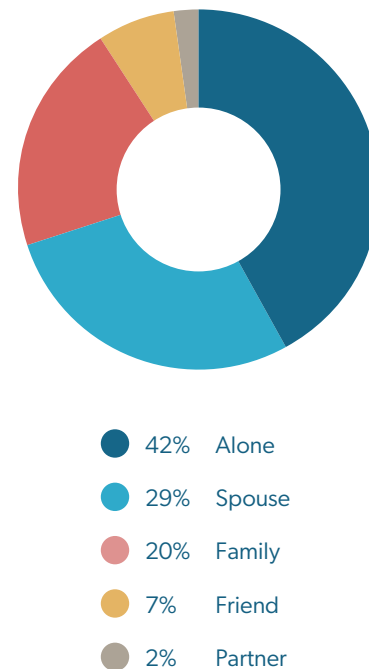
## Clients by Age Group



## Top Languages Served

65.9% English	3.3% Cantonese	1.9% Punjabi
5.6% Italian	3.1% Tamil	1.7% Hindi
4.2% Iranian	2.4% Urdu	0.8% German
3.8% Russian	2.1% Gujarati	0.6% Arabic

## Clients by Living Arrangement

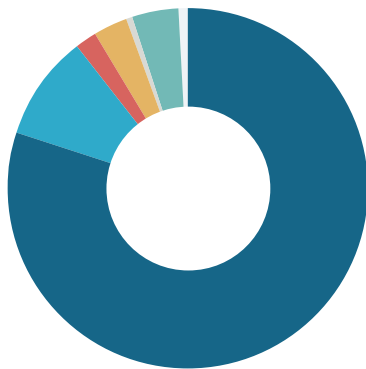


## Client Participation by Municipality

463	Aurora
196	East Gwillimbury
576	Georgina
145	King
1161	Markham
165	New Tecumseth
650	Newmarket
1259	Richmond Hill
248	Stouffville
85	Toronto
416	West Gwillimbury
1509	Vaughan

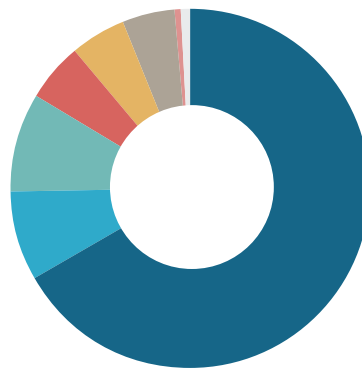
# Financial Summary

## Revenue



Government Funding	\$17,874,437
Service Recipient Fees	\$2,118,380
Grants	\$422,674
Donations	\$672,135
Amortization of Deferred Capital Contributions	\$129,666
Service Contracts	\$914,961
Interest and Other	\$151,917
<b>Total Revenue</b>	<b>\$22,284,170</b>

## Expenses



Salaries & Wages	\$14,427,037
Employee Benefits	\$1,763,113
Program & Other Operating Costs	\$1,909,009
Contracted Out Services	\$1,189,201
Building and Grounds	\$1,063,658
Equipment Maintenance	\$1,031,577
Supplies	\$106,736
Amortization of Capital Assets	\$143,185
<b>Total Expenses</b>	<b>\$21,633,516</b>

Please visit [www.chats.on.ca](http://www.chats.on.ca) for complete audited financial statements

# Highlights

In 2022/23, more than **6,930** older adults and caregivers received care and support from CHATS

**34%** Growth in Transportation Drives

**6%** Growth in Personal Support Services

**2%** Growth in Home Maintenance Hours of Care

**11%** Growth in Case Management

Adult Day Program	255 Clients Served
Assisted Living	461 Clients Served
Caregiver Relief	37,437 Hours
Caregiver Support	3,950 Services
Case Management	2,289 Clients Served
Home Adaptation & Maintenance	316 Clients Served
Home at Last	2,904 Visits
Homemaking	9,592 Hours
Lunch Out/Seniors Wellness Programs	35,153 Attendances
Meals on Wheels	48,818 Meals Served
Personal Support	3,859 Hours
Transportation	70,982 Drives
Social & Safety Visits	14,258 Visits



Community & Home  
Assistance to Seniors

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