



Community & Home
Assistance to Seniors

Supporting Strong Communities
and Care for Older Adults and Caregivers



2023/2024 ANNUAL REPORT

Table of Contents

03 Mission, Vision, Values

04 Letter from the CEO and Board Chair

07 Board of Directors, CHATS Leadership

08 Achievement Highlights

16 Staff and Volunteer Years of Service

18 Volunteer Highlights

20 Donor Recognition

22 Community Partners

24 Service Statistics

27 Financials



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

This past year has been one of transition for CHATS. As the chapter closed on our 2021-2024 Strategic Plan, our Board and Committee members worked hard to develop a new three-year strategy to guide CHATS' continued transition to becoming an essential partner and leader in the evolving Ontario Health Team system.

We were able to use our pandemic-induced capacity to explore new ways to meet the needs of the growing population of older adults with increasingly complex health challenges: 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; and 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.

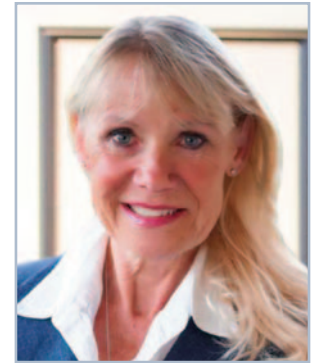
In the face of dynamic changes taking place for better, more integrated healthcare, CHATS continued to be in the forefront of local and regional discussions and policy development as the modernization of Ontario's healthcare system takes shape. By doing this, we ensured that the concerns and interests 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 what truly makes us one of the leading community-based seniors serving agencies in the province.

As we turn the page on our new Strategic Plan, we look forward to implementing some new and exciting ventures that our Board has identified for CHATS. Our partnership with Care As One will see the establishment of York Region's first non-profit overnight respite care home for persons with dementia. We've tested the waters on the benefits of social prescribing and look forward to taking a lead on spreading the practice. Similarly, we see the growing need to lead in the development and implementation of place-based services for older adults living in Naturally Occurring Retirement Communities (NORCs).

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 and health system 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. You are the reason we do what we do.



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

Project for
Garden

and Hill ADP





Board of Directors

Board of Directors

Mary Bayliss, Chair
Avi Parmar, Vice Chair, & Treasurer
John Buie
Claudio DiGirolamo
Rudi Genovese
Fareen Kassam
Javed Khan
Han Koren
Brenda MacPherson
David Robinson
Grant Waddell

Governance Committee

David Robinson, Chair
Alex Braletic
John Buie
Tyler Chalk
Claudio DiGirolamo
Esther Filer
Rose Ghamari
Fareen Kassam
Avinash Sohal

Finance & Audit Committee

Avi Parmar, Chair
Tim Flemming
Kevin Haines
Han Koren
Cheryl Taylor
Laura Thanasse
Grant Waddell

Quality Committee

Brenda MacPherson, Chair
Griffin Allen
Rudi Genovese
Marie Hewitt
Javed Khan
Maddy Logan-JohnBaptiste
Jeffrey May
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
Mario Longo	VP Quality & Strategic Initiatives
Melanie Rowe	VP Client Care & Services
Saskia Sanchez-Ferrer	Executive Assistant

Leadership Team

Andrea Sheppard	Fund Development Marketing and Communications Lead
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 and Services and 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
Mona Shafer	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

ADP@Home SPOKE

The ADP @ Home SPOKE program has had an absolutely exhilarating year! Overflowing with enthusiasm, it's reached full capacity and is now igniting a waitlist due to unprecedented interest. Our dedicated staff, comprising two exceptional individuals, have tirelessly infused the ADP experience into the very fabric of people's homes, garnering resoundingly positive feedback from all quarters.

This year, we've witnessed the program's profound impact as it continues to deliver meaningful programming to isolated seniors. Moreover, it's been a beacon of hope, offering crucial respite to caregivers who often shoulder immense responsibility. Each day, we're invigorated by the transformative power of this initiative, as it not only enriches lives but also fosters a sense of community and belonging.

As we press forward, fueled by this remarkable success, we're committed to expanding our reach and enhancing our offerings, ensuring that every participant experiences the joy and fulfillment that the ADP @ Home SPOKE program embodies.

Hospital to Home

CHATS continues to collaborate with three hospitals and Community Partners to implement Hospital to Home Transition Programs, facilitating a safe and healthy return home post-hospitalization. The feedback from clients and caregivers has been overwhelmingly positive.

One client expressed, "I am extremely pleased and profoundly grateful for the program's remarkable results. I feel like a renewed person—recovered and more independent. My thanks go to the wonderful individuals who aided in my recovery."



Transportation

CHATS provided 41,214 drives to 4008 unique clients. Vehicle passenger capacity has increased to pre-pandemic levels, enabling more clients to get to their desired destinations. This resulted in 10% fewer unmet drives. An accessible vehicle was purchased. Our annual Driver Appreciation event was an opportunity to bring drivers working autonomously together to celebrate and honour them and the valuable work they do.

41,214 Drives to 4,008
unique clients



"I was very worried about getting to and from my medical appointment, but I did not have to be. A wonderful driver picked me up, right on time, and another wonderful driver drove me home!"



Home Adaptation & Maintenance Program (HAMP)

Since its establishment in 2009, the Home Adaptation and Maintenance Program (HAMP) has aided more than 3,800 individuals across Northern York Region and South Simcoe in aging safely within their residences. This initiative offers complimentary in-home safety assessments, proposing recommendations for adaptations like grab bars, handrails, shower chairs, and various home maintenance tasks. These services are crucial, including essential functions such as snow clearing for emergency access and facilitating visits by PSWs/Caregivers to clients' homes. HAMP recently concluded its fifth season of providing snow-clearing assistance to residents of the City of Vaughan, experiencing an 11% increase in snow-clearing services for all HAMP clients compared to the previous snow season.

Meals on Wheels (MOW)

CHATS provided 54,947 meals to 1,172 unique clients. The MOW Team coordinated a successful Hot Meals pilot project, delivering delicious hot lunches prepared by Chartwell Valley Vista, to clients over a 9-week period. The successful pilot will now become an on-going program. Volunteers deliver nutritious meals and provide wellness checks and a friendly connection. MOW is a valuable resource for sharing information, education, and agency news.

54,947 Meals to 1,172 unique clients



"I'm no longer able to cook. These are the best home cooked meals I've had in years."





Respite Care

223 Clients received 33,759 hours of Respite Care. 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 very devoted to her and assisted her the entire time, especially after her surgery. She mentioned that the PSW was on time, very compassionate, and professional.

33,759

Hours of Respite Care
to 233 unique clients

York Region Pride

CHATS joyfully joined the York Pride Parade and Festival for its inaugural participation. Our enthusiastic team of staff and volunteers eagerly showcased our solidarity for equality and inclusivity, demonstrating our dedication to "Aging with Pride."

Home at Last

Home At last continues to provide support to the four Major Hospitals in York Region for those who may not have other means to get to their home. Throughout the Pandemic the Home at Last Program was able to provide a safe transfer home for those who had COVID and saw an increase of requests for those living in a Group Home and Retirement Home setting. Providing a total of 1007 drives. Service includes a much-needed Settle in, providing support in picking up medication and groceries. Supporting family during the transition home.

"The client had been in hospital for 8 months. He was very fearful of going home and not sure how he would manage. The client was overwhelmed by the care he received during his transition home. He had confidence that he could do what was needed as the HAL PSW made sure everything was set up before she left. Thank you so much for all your support."



A client presents artwork they made as a gift to appreciate a CHATS staff member for the wonderful care provided.

"I would like to express how incredible your Supervisor is for this building. She is a wonderful individual who treats all her clients with dignity and respect. She has always been available for any question or situation, giving her personal attention to any detail that needed answering. I feel a connection with her that has helped me care and feel comfortable with having my uncle live an independent lifestyle. She is truly an asset to the CHATS organization."



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.

"Firstly, I would like to extend my appreciation to your staff at the Heritage East Building for all their expertise, care, and demonstration of the love that they gave to my uncle and family. He very much looked forward to seeing your staff every day, and frequently told me that they were the highlight of his day. Each person took extra time to talk to him and get to know him on a personal level."

CHATS Caregiver Handbook

CHATS Caregiver Support & Education Team has had an incredibly busy year, with more than 2,000 visits to a record 137 community events providing information and education through workshops, presentations and information booths. Following last year's refresh of CHATS "Caregiver 101", handbook for caregivers, this year we've gone a step further and had the handbook translated into five additional languages – Italian, Russian, Farsi, Chinese and French!

Caregiver Handbook
translated into **5** additional
languages

Grand Opening ADP Vaughan

We are delighted to unveil the grand opening of the Vaughan Adult Day Program at its brand-new location.

Our program has undergone significant expansion, now capable of serving 50 clients daily, doubling its previous capacity. Through meticulous remodeling efforts, we've crafted a serene and inviting space, poised to enrich the experiences of our valued clients.



2023/2024 Events and Initiatives

In the busy year, CHATS continued our mission to support seniors to live their best at home and in their community through a series of engaging events throughout South Simcoe and York Region.

These events aimed to raise money and awareness, serving as great examples of community involvement and care. They showed the strength of working together and our strong commitment to improving the lives of seniors.

By building strong community connections and encouraging everyone to join in, we are dedicated to making a lasting difference in the well-being of older adults and their caregivers.





Staff Years of Service

5 Years

Jennifer Mills
Jane Cocking
Dobrawa Monika Karpinski
Ralph Aizicowitz
Salvatore Mirasola
Alexandra Paige
Kim Vani
Wayne Hoffman
Shinyoung Sharon Oh
Alda Melo
Jazle Ann Gabol
Telma Diaz Rubin
Emanuel Strauch
Carla Cundari
Riyeon Kim
Ingrid Mesa
Ketheeswary Katie Jothikumar

Eun Kyeng Lee
Gordlyn McGillivray
Cherryl Rive
Harriet Palaypayon
Neeti Trivedi
Cristina Maquiling
Pam Rieder
Sara Darwish
Stephen Rostron
Pamella Hylton
David Butko
Jerry Chen
Aundrea Caputo Larocque
Mary Orowale
Jessy Anne Brown
Emily Viray
Gina Rodriguez

10 Years

Khadra Mohamed
Mohamed Ebrahim
Cindy Dryfhout
Jennifer Frey
Pete Spence
Kim Cowl
Etsuyo Kondo
Andrea Sheppard
Sherry Thomas
Shamim Moosa
Rosita Mangunay
Samanta Breen
Eman Abdel-Hak
Dianne De Sa
Tessa Devonish
Jacqueline Rice
Funke Teju
Verneka Hall
Joanne Palumbo
Roza Baci
Iranilde Guatieri
Francis Santos
Flor Angel Golo Knapp
Melody Nacin
Charina Baquilod
Haihong Trisha Li

Carmelina Parmigiano
Mina Llanos
Cheryl Taylor
Marie Carolina Prada
Mava Foster
Maria Bernardo
Sofia Ahmed
Visalini Nadarjah
Semhar Gebremeskel
Marigold Chung
Alma Zazueta
Alanna Maier
Helen Zhang
Saira Francis
Thayanithi Karunailingam
Ryan Ebuna
Pamini Ranjan
Seyed Javaheri
Mark Lubberts
Lesley Parker
Colleen Bates
Juliana Oladokun
Mary Boafo
Nilusheny Govindarajah
Christine Diane Asuncion
Gaynor McCredie

15 Years

Erica Leonardi
Paula Cheetman
Fiona Szeto
Dina Gazzoli-Lerner
Serena Singh
Bernadette Benjamin
Sarbjit Dhaliwal
Ramanpreet Klair
Felicidad Marumi

20 Years

Hillary Richardson
Teresa Johnston
Elias Fructher

25 Years

Wanda Dechamps
Denise Nathaniel

30 Years

Pauline Johnson
Janet Williams

City of Vaughan Annual Volunteer Recognition Awards

Avijeet Parmar, CHATS Vice-Chair and Treasurer, received an award for his contributions to CHATS

Avi has been a devoted member of CHATS since 2017. He actively contributes to the organization. Initially part of the Finance & Audit Committee, Avi's personal experience as a family caregiver inspired him to broaden his involvement.

Now chairing the Finance Committee and as Vice Chair of the Board, he actively participates in events, advocating passionately for older adults' well-being. His commitment shines brightly, illuminating CHATS' mission of providing high-quality, person-centered home and community services.

Staff Appreciation Events

Historically CHATS has recognized staff on a yearly basis with a group celebration and individual gift cards. Unfortunately, with the onset of the pandemic and its restrictions implemented in March 2020, most of these staff events became virtual. In 2022, we were able to hold our first Transportation staff Appreciation event in person in our CHATS Aurora back garden; there were only approximately 30 staff recognized at the event, so holding it outside while keeping social distancing in mind was attainable. The first ever Office and Community staff event, with approximately 68 staff in attendance, was held outside in our front parking lot of our CHATS Aurora office last June of 2023 when restrictions on social distancing lifted. Unfortunately, due to sheer the size of our PSW/HSW/CSW staff, approximately 120 people, we were unable to have this event in person and were solely held virtually from 2020-2023.

Our committee is happy to inform you that all 3 of our Staff Recognition events for 2024 will be held in person. Save the dates and or invites have already been sent to staff for the PSW/HSW/CSW event which will be held on May 16, 2024, and the Office and Community Staff event on June 20, 2024. The Transportation event will be held in September of 2024, and planning will commence for that event in June 2024. All staff will still receive a 35.00 Guusto gift card via email in December of 2024.

Our goal as the CHATS Recognition Events Planning Committee is to streamline all Recognition events to ensure that all staff feel they are appreciated and recognized equally. This past year in 2023, we sent out feedback surveys after every event and based on that feedback, it was decided that both our PSW/HSW/CSW event and Office and Community staff events will be held in person at the Aurora Legion Hall with a buffet style dinner served by a caterer, with the same menu at both events, games and raffle prizes as well. The transportation group has requested that their event, which is also catered to remain at the Aurora office either in the back garden or ADP space if weather does not cooperate. Raffle prizes are also given out at our transportation event as well.

Volunteers Years of Service

5 Years

Andrew Joya
Claudio Digirolamo
Danny Dw Lee
David Robinson
Diane Hawkins
Javed Khan
John Randazzo
Kiran Dogra
Kierstan Warren
Maria Crema
Sedorney Morris
Sheila Burgess
Vladimir Sviatov
Wendy Pritchard

10 Years

Fataneh Shirazi
Rasiah Murugan
Vita Catalano

15 Years

Fatemeh Dadgar
Delshad
John Buie
Pramod Bhatia
Robabe Hamze
Eugenia Gilchrist

25 Years

Stephen Severin

30 Years

Vicky Rotondi

Volunteer Highlights

CHATS recognizes these special individuals for Municipal Volunteer Awards.

Claudio Basso

Claudio started his volunteer journey with the Transportation program. During the pandemic, he started to deliver food hampers and joined the Meals on Wheels volunteer team, delivering meals and providing wellness checks every week. Claudio's care for the community and eagerness to assist led him to volunteer for the Hot Lunch Delivery pilot, helping it become a full-time service. Claudio's dedication and contributions exemplify true volunteerism.

Diane Cappon

Diane has a personal connection with CHATS, as her dad previously attended the Adult Day Program, which fuels her passion for the program. Over the past year, she has devoted her time to giving back to the Bradford ADP and her community in numerous ways. Diane has excelled in her volunteering duties, always ready and willing to help wherever needed. She is reliable, punctual, and has excellent communication skills. She is passionate, kind, and thoughtful, qualities that make her an outstanding volunteer.

Chuck Doyle

Chuck's volunteer role has him supporting the Transportation and Meals on Wheels programs. He is always available to back-up for the Meals on Wheels team and assist in other areas as needed, Chuck goes above and beyond in his role.

CHATS Volunteers Receive Ontario Volunteer Service Awards

Deborah Todoschuk

Deborah is a dedicated CHATS volunteer. She has provided transportation, delivered Meals on Wheels, assisted with the Georgina Wellness program, and leads a weekly coffee group at Keswick Gardens. Deborah is an outstanding volunteer, always bringing a smile and making seniors laugh. She is caring, kind, and adds a special touch to everything she does. An accomplished artist, Deborah has taught art lessons and shared her crafting skills with the seniors at Keswick Gardens.

Margaret Wolecki

Margaret is exceptional in many ways. She is reliable and a great help to the Day Program team, offering support wherever needed. Her personable nature shines as she spends one-on-one time with clients.

The Ontario Volunteer Service Awards recently honoured CHATS volunteers for their dedication and commitment.

Vita Catalano

Vita receives recognition for her remarkable ten years of service. Vita contributes to social and wellness programs by assisting the outreach coordinator with setup, supporting program activities, and making friendly calls to participants, enhancing their overall experience.

Fatemeh Dadgar Delshad

Fatemeh is honoured for her remarkable fifteen years of service as a dedicated volunteer at the Iranian Diversity Program where she supported all aspects of the program – from set-up to socializing with program participants to serving refreshments. She was always ready to help in any way she could. Following the announcement of the Ontario Volunteer Service Awards, Fatemeh Dadgar Delshad has passed away after a courageous battle with cancer. Her family proudly accepts the award on her behalf.

Sedorney Morris

Sedorney is recognized for her five years of service as a telephone reassurance volunteer. She devotes her time to making weekly phone calls to older adults, providing them with companionship and a friendly voice.

Stephen Severin

Stephen is recognized for an impressive twenty years of service as a telephone reassurance volunteer. Each week, Stephen demonstrates compassion and empathy by making regular phone calls to provide support and companionship to older adults in need. His longstanding dedication has undoubtedly made a profound impact on the lives of those he assists.



Donors

Partner \$50,000 +

- Italian Canadian Savings & Credit Union Ltd.
- Giovanni & Concetta Guglietti Family Foundation
- Anthony and Connie Staffieri
- Castello Properties Inc.
- Estate Of Mr. Morris Zucker
- Estate Of Donna Ruth Parkinson
- United Way Greater Toronto



Patron

\$10,000 - \$49,999

- Kerbel Group Inc.
- Home Instead
- Bazil Developments Inc.
- Montecassino Inc.
- Vince's Market Group Ltd.
- Mika Charitable Foundation
- The Dunin Foundation

Builder

\$5,000 - \$9,999

- Chartwell Select Valley Vista
- GJ Garden of Life Foundation Trustees
- James & Sheila Waters
- NewRoads Automotive Group
- The Joseph Lebovic Charitable Foundation
- The Wolf Lebovic Charitable Foundation
- Ahmadiyya Muslim
- Magna International Inc.
- Neighbour Media
- Print Graphics
- 105.9 The Region

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

- Freedom Support Services Inc.
- Holy Trinity Anglican Church
- Knights of Columbus Oak Ridges
- Lions Club of Nobleton Inc.
- Main Street Realty
- Olive Barr
- Salvatore Aspro
- Perry Chen-See
- CAI Charity FUND
- John Doherty
- John Montesano
- Nadia Nascimben
- Rita Rosati
- Roy Russell Memorial Fund
- Alice Moffatt
- Christina Bisanz
- Jacqueline Playter
- Colleen Jones
- Angela Stea
- Cathy Ciccolini
- Sharon Parenteau
- Allan Saunders
- Enterprise Fleet Management
- RC Design
- Amica Unionville
- Andrew & Sheila McKenzie
- Jeffrey Pacitto
- Christelle Holdings Ltd
- Fidelity Investments Canada ULC
- Kingsdale Animal Hospital
- Scotiabank
- Melvyn Ong
- Royal Bank of Canada
- Salvador Santoro
- Keith Scott
- A Million Mouthfuls
- Market Brewing Company Ltd
- Aurora Community Fund
- City of Richmond Hill

Family \$500 - \$999

- Amica Senior Lifestyles (Home Concierge)
- Bhavin Mukhtyar
- Central United Church
- David Williamson
- Hilda A. Litkee
- John Buie
- John Greenhough
- Leslie Kishi
- Michelle Haick
- Pamela & Derek Browning
- R & A Stairs Ltd.
- Toronto Foundation
- Tri-Tech Electric
- Bernadette Benjamin
- Maria Bernardo
- Giuseppe L'Orefice
- Grace Bellisario
- Ian Evans
- Irv Teper
- Jeff Preston
- Romina Burgess
- Gerhard & Gisela Schoenhoff
- Ian Hilley
- Janice Ryan
- Jeffery Spiteri
- Debbie Schaefer
- Herbert Chiu
- John Vettese
- Christine Trudeau
- Mary C. Watson
- William Lawson
- Hunter Engineering Company
- Markham District Veterans Association
- Tilda Zanette
- David Makary

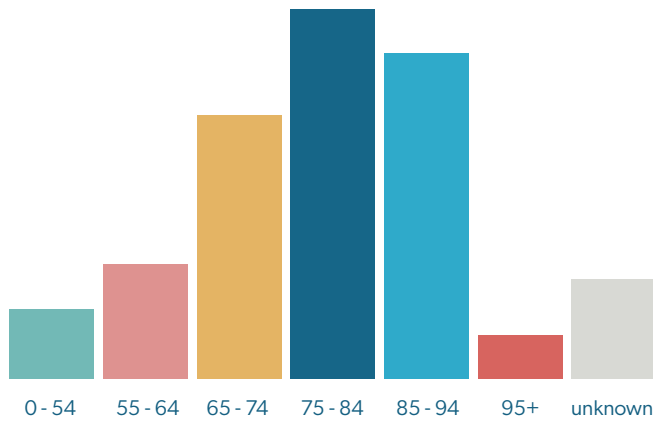
Community Partners

- 360 Kids
- 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 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
- Bradford West Gwillimbury Fire and Emergency Services
- Bradford West Gwillimbury Public Library
- 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
- Charity Village
- Chartwell Retirement Residences
- Chartwell Valley Vista
- Circle of Care Sinai Health System
- City of Markham
- City of Richmond Hill
- City of Vaughan
- Club Aurora Fitness
- Community Living Central York
- Community Living York South
- Community Support Services Network
- Comfort Keepers
- COSTI
- Crescent Village – Ja’Fari Islamic Housing
- Danube Seniors Leisure Centre
- Doane House Hospice
- East Gwillimbury Health and Active Living Plaza
- East Gwillimbury Seniors 55+ Task Force
- Eastern York Region OHT
- Elder Abuse Prevention Ontario
- The Elden of Bradford
- 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
- Hill House
- Holland Gardens Retirement Residence
- Holland Landing Community Centre
- Human Endeavour
- Human Services Planning Board of York Region
- 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
- Margaret Bahen Hospice
- Matthews House Hospice
- Memories Plus Group
- Metroland Media
- Milal Church
- My MS Family
- Neighbourhood Network Newmarket Food Pantry
- Newmarket Seniors Centre
- NewRoads Automotive Group

- North York Seniors Centre
- North York General Hospital
- Northern York South Simcoe OHT
- Oak Ridges Moraine Library
- Oak Valley Health's Markham Stouffville Hospital
- Ontario Community Support Association
- Ontario Health (Central Region)
- Parkview Village Retirement Community
- PEACYR – Prevention of Elder Abuse Committee of York Region
- Pfaff Automotive Partners
- Prevention of Senior Abuse Network, Simcoe County
- Prophetic Non-Profit Homes of York Region
- Probus Club of Richmond Hill
- Pickering College
- Priority Health
- 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
- 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
- St. John Ambulance Canada
- Staff Relief
- Stevenson Memorial Hospital
- 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
- Universal Care Canada Inc.
- University of Guelph-Humber
- Vaughan Community Health Centre
- Vaughan Food Bank
- VHA Home Health Care
- Volunteer Markham
- VON
- Waterstreet Non-Profit Homes Inc.
- Western York Region OHT
- Wheel Trans
- 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 Paramedic and Seniors Services
- York Region Public Health
- York Region Transit Mobility
- York Support Services Network (YSSN)
- York University
- York Works

Service Statistics

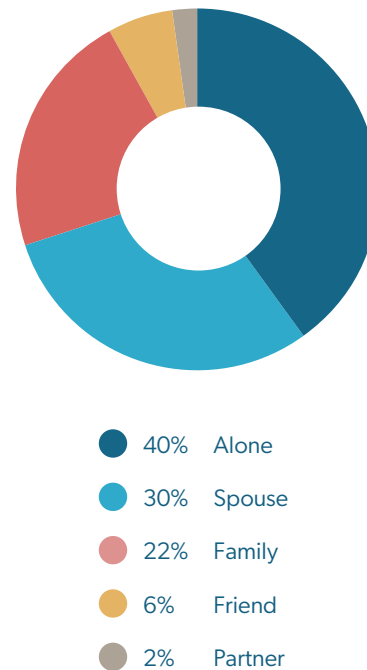
Clients by Age Group



Top Languages Served

65.9% English	3.1% Tamil	0.8% German
5.6% Italian	2.4% Urdu	0.6% Arabic
4.2% Iranian	2.1% Gujarati	0.5% Korean
3.8% Russian	1.9% Punjabi	0.5% Spanish
3.3% Cantonese	1.7% Hindi	

Clients by Living Arrangement



Client Participation by Municipality

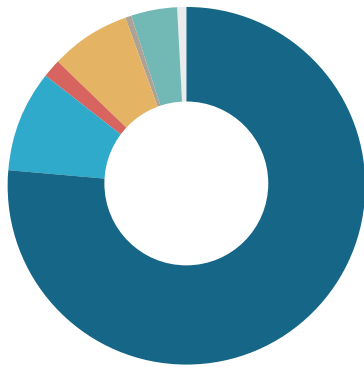
534	Aurora
244	East Gwillimbury
740	Georgina
107	King
1215	Markham
187	New Tecumseth
646	Newmarket
1431	Richmond Hill
281	Stouffville
73	Toronto
307	West Gwillimbury
1753	Vaughan





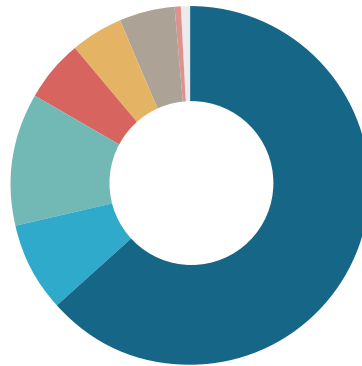
Financial Summary

Revenue



● Ontario Health Funding	\$19,254,449
● Service Recipient Fees	\$2,330,615
● Grants	\$391,015
● Donations	\$1,876,474
● Amortization of Deferred Capital Contributions	\$121,203
● Service for Contracts	\$1,053,794
● Interest and Other	\$158,648
Total Revenue	\$25,186,198

Expenses



● Salaries & Wages	\$15,088,878
● Employee Benefits	\$1,942,501
● Program & Other Operating Costs	\$2,827,725
● Contracted Out Services	\$1,368,686
● Building and Grounds	\$1,120,442
● Equipment Maintenance	\$1,192,803
● Supplies	\$134,884
● Amortization of Capital Assets	\$141,481
Total Expenses	\$23,817,400

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

Highlights

In 2023/24, more than **7,800** older adults and caregivers received care and support from CHATS

- 25% Growth in Transportation Drives
- 9% Growth in Assisted Living Services
- 13% Growth in Hours of Care in Home Adaptation
- 16% Growth in Case Management

Adult Day Program	481 Clients Served
Assisted Living	430 Clients Served
Caregiver Relief	33,759 Hours
Caregiver Support	7,282 Services
Case Management	2,475 Clients Served
Home Adaptation & Maintenance	375 Clients Served
Home at Last	2,267 Visits
Homemaking	7,672 Hours
Lunch Out/Seniors Wellness Programs	35,874 Attendances
Meals on Wheels	54,947 Meals Served
Personal Support	3,065 Hours
Transportation	88,953 Drives
Social & Safety Visits	9,702 Visits



Community & Home
Assistance to Seniors

Head Office, Aurora

240 Edward Street, Suite 1
Aurora, ON 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 Street West,
Bradford, ON L3Z 2B7

Vaughan

9401 Jane Street, Suite 312
Vaughan, ON L6A 4H7

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