



CHATS

Community & Home
Assistance to Seniors

2024/2025 ANNUAL REPORT

Helping Seniors
Live Well at Home

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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

Being a trusted and valued contributor to Ontario's health and social care system takes considerable commitment and dedication. It takes the hard work of the volunteers, leadership team and staff to deliver on the expectations for high quality care of the persons served. It also takes vision and a skillfully developed strategy to make it happen.

As we reflect on the past year at CHATS – Community & Home Assistance to Seniors, we are understandably proud of what we have collectively accomplished in our mission to advocate for and support older adults and caregivers across York Region and South Simcoe in their choice to live at home and in their communities.

In 2024–2025, CHATS began to implement the seeds sown in its new 2024–2027 Strategic Plan. With a mandate from the Board of Directors to seek new and expanded ways to enhance services to older adults and their caregivers, the leadership team explored new opportunities and relationships to make this happen.

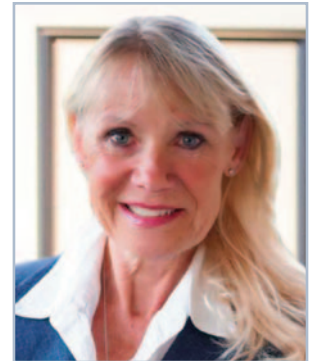
This Annual Report highlights many of the accomplishments and achievements over the past year as CHATS took steps to lead in new and emerging areas of care. For example, in partnership with My MS Family, we launched our first-ever wellness program for individuals living with multiple sclerosis. Our exploration of social prescribing was featured at a national conference, and we continued to expand support for caregivers through a partnership with TruAlta and a specialized platform to assist them in their crucial role. We were thrilled to further develop our partnership with Care as One by repurposing an historic home in Vaughan to be called CIBPA Place, which will be York Region's first not-for-profit Overnight Respite Care Centre for people living

with dementia. This person-centred, short-stay program will offer 24-hour care in a safe, home-like setting and provide much-needed relief for family caregivers. We were successful in being selected as one of Ontario's newest Seniors Active Living Centres in the Township of New Tecumseth, with programming to be run in Beeton, an underserved area for seniors' programming. Our foray into developing Naturally Occurring Retirement Communities (NORCs) in York Region has successfully led to partnerships with Queen's University and Housing York Inc., and opportunities to initiate discussions with other NORC models.

CHATS continues to play a leadership role in several health systems policy organizations. From our executive role in three Ontario Health Teams, to planning and advisory tables with Ontario Health, we are serving as an advocate for the Community Support Services Sector, and the people we serve in the community.

This past year, our Board of Directors and Committee members held a strategic plan "refresh" to ensure that we are still on track. In addition to the recognition that we need to be more effective in collecting and using our data to support the need for greater investment in our sector and the value we bring, our Board felt that CHATS continues to be on the right trajectory on behalf of our clients.

None of this progress in growing our garden would be possible without the dedication of our staff, the passion of our volunteers, and the generosity of our donors and community partners. You are the foundation of our mission, and we thank you sincerely for standing with us as we continue to support older adults to live well, with dignity and choice, at home and in their communities.



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

Christina Bisanz
Chief Executive Officer



A handwritten signature in blue ink that reads "Avi".

Avi Parmar
Board Chair





iRIDE Plus
Taking you places.

CHATS

Board of Directors

Board of Directors

Avi Parmar, Chair
Fareen Kassam, Vice Chair
Grant Waddell, Treasurer
Mary Bayliss, Past Chair
John Buie
Tyler Chalk
Rudi Genovese
Asmita Gillani
Han Koren
Brenda MacPherson
Jeffrey May
John Simmons
Cheryl Taylor

Governance Committee

Fareen Kassam, Chair
John Buie
Tyler Chalk
Esther Filer
Rose Ghamari
Brian McCabe

Finance & Audit Committee

Grant Waddell, Chair
Tim Flemming
Jeremy Grafstein
Asmita Gillani
Han Koren
John Simmons
Cheryl Taylor
Laura Thanasse

Quality Committee

Brenda MacPherson, Chair
Griffin Allen
Mansour Asrani
Jennifer Churchill
Rudi Genovese
Marie Hewitt
Maddy Logan-JohnBaptiste
Jeffrey May
Tony Raso

Executive Office

Christina Bisanz	Chief Executive Officer
Kelly Broome	VP Philanthropy & Communications
Mario Longo	VP Quality & Strategic Initiatives
Rufaro Munyurwa	VP Finance & Corporate Services
Melanie Rowe	VP Client Care & Services
Janet Williams	VP Human Resources
Saskia Sanchez-Ferrer	Executive Assistant & Governance Lead

Leadership Team

Cindy Dryfhout	Finance Manager
Gaynor McCredie	Client Services Manager HAMP, TRRS, Service Coordination
Luisa Mercuri-Pinto	Executive Assistant
Darlene Morrison	Communications, External Relations, Development Lead
Helen Omere	Database & Training Lead
Hillary Richardson	Client Services Manager Caregiver Support, Community Outreach, Volunteers
Traian Rusu	Client Services Manager Adult Day Programs
Mona Shaher	Fundraising and Community Engagement Lead
Andrea Sheppard	Fund Development Marketing and Communications Lead
Sonika Singh	Human Resources Manager
Sony Singh	Integrated Care Manager, Hospital Programs
Anoop Thukral	Client Services Manager Assisted Living
Vipulkumar Viran	IT&T Support Lead
Cathy Wilkinson-Fox	Client Services Manager Transportation and Meals on Wheels

Achievement Highlights

ADP @ Home SPOKE

The ADP @ Home SPOKE program has had a remarkable year of growth and connection. Our passionate team has worked hard to bring meaningful, engaging experiences to seniors in their homes—earning consistent praise from participants and caregivers alike.

This initiative has made a real difference, easing isolation for seniors and offering vital support to caregivers navigating daily challenges. We continue to see its power in building community and uplifting lives through creative, personalized programming.

Due to overwhelming interest, the program has now reached full capacity. We are actively developing a waitlist to meet the growing demand and ensure continued access.

Looking ahead, we're excited to expand and improve our services, so more individuals can benefit from the joy, support, and sense of connection that ADP @ Home SPOKE is proud to provide.

Social Prescribing

CHATS proudly showcased a poster presentation at Canada's International Social Prescribing Conference: Advancing Social Prescribing for Health and Wellbeing. The event provided an opportunity to share our initiatives, connect with like-minded organizations, and contribute to the growing movement supporting holistic approaches to health and wellness.

Transportation

CHATS provided 44,420 drives to 4,000 unique clients, ensuring older adults could access essential appointments, services, and supports. Through complex scheduling improvements, we were able to maximize efficiency and serve more clients across the region.

This year also saw the redesign of our iRIDE vehicle wraps, with the CHATS logo featured more prominently to enhance brand visibility and community recognition.

Our transportation team worked collaboratively across programs, providing critical drive support to both Meals on Wheels and Home at Last clients.

To celebrate the dedication of our drivers many of whom work independently in the field we hosted an Annual Driver Appreciation Event, bringing them together with our in-house team to recognize and honour the meaningful impact of their work.

44,420 Drives to 4,000 unique clients

*"The staff who book the rides are amazing!
The drivers are kind and patient. It is a great service!"*

"Provides me with peace of mind knowing my parents have nutritious meals available for them anytime."

45,515 Meals to 992 unique clients

Meals on Wheels (MOW)

CHATS delivered 45,515 meals to 992 unique clients. The Hot Meals program was launched, providing delicious hot lunches to clients. Integrated transportation staff in packing meals and receiving meals from suppliers. Increasing efficiency and creating a resource for back up when required. Volunteers deliver nutritious meals and provide wellness checks and a friendly connection. MOW is a valuable resource for sharing information, education, and CHATS' news.

Hospital to Home

This year, CHATS proudly supported 805 clients through our Hospital to Home Transition Programs, in close collaboration with three hospitals and valued community partners. Through compassionate care and coordinated support, we delivered 7,348 hours of caregiver relief, 3,805 education and support visits, and 1,000 enriching Adult Day Program (ADP) visits. These efforts have created smoother, safer transitions home after hospitalization. Heartfelt feedback from clients and caregivers reflects the positive, lasting impact of our work.

One family expressed, "CHAT's support in my mother's well-being is immeasurable, and we are incredibly grateful for her dedication and compassion. I would also like to extend my gratitude to the entire CHATS organization for the unwavering support and assistance you provided to my mother during this difficult time. Your services have made a significant difference in her recovery and overall quality of life."

Home Adaptation & Maintenance Program (HAMP)

Since 2009, the Home Adaptation and Maintenance Program (HAMP) has helped over 4100 people in Northern York Region and South Simcoe age safely at home. HAMP offers free in-home safety assessments, recommending and coordinating adaptations like grab bars, handrails, shower chairs, and essential home maintenance. Services include snow clearing for emergency access and to support PSW/caregiver visits. HAMP recently completed its sixth snow-clearing season in Vaughan, with a 20% increase in clients. The team coordinated 250 snow-clearing contracts across Vaughan, Northern York Region, and South Simcoe. This spring, HAMP continues providing seasonal outdoor maintenance and safety adaptations to support daily living for clients and caregivers.

Respite Care

This year, 222 clients received 47,175 hours of Respite Care. Personal Support Workers provided in-home support when caregivers needed a break, extra help, or couldn't be there. One family member shared that their PSW had become a valued part of the home team, engaging effortlessly with the client, and managing her care with compassion and ease.

47,175 Hours of Respite Care to 222 unique clients



York Region Pride

CHATS proudly participated in the York Pride Parade and Festival, with staff and volunteers showing strong support for equality and inclusion—demonstrating our commitment to fostering a welcoming community and embracing the spirit of “Aging with Pride.”

Seniors Art Showcase

This year, CHATS Caregiver Team hosted an inspiring Seniors Art Showcase, spotlighting the talents and contributions of older adults in the community and bringing hidden wonders to light. In what will become an annual event, the Showcase highlighted creations in diverse media including fabric, clay sculpture, pottery, an array of paintings, photography, stained glass and wood.

Santa Claus Parade

We joyfully joined the Santa Claus Parade in our inaugural year, celebrating the season and showing our support for the community.

Assisted Living

Enhancement in an Assisted Living program with the Mobility Plus app for staff scheduling and communication has brought several significant benefits. Automated scheduling has reduced manual errors and an administrative burden by generating optimized staff schedules. It allows instant schedule changes and notifications, ensuring staff are always aware of their shifts. Enhanced communication allows immediate dissemination of critical updates. It has reduced missed visits and tardiness through timely reminders and notifications. It tracks check-ins/outs and locations for accountability and staff safety.

Home at Last

The Home At Last (HAL) program continues to support timely and safe discharges from the four major hospitals across York Region and South Simcoe, assisting individuals who may not have other means to return home. The program supported:

899 discharges home from hospital

1,941 direct hours of client support

1,100 Meals on Wheels (MOW) delivered

931 transportation rides provided

Beyond transportation, Home At Last includes essential "settle-in" support such as assistance with picking up medications and groceries and providing reassurance to clients and families during the transition home. This holistic service continues to play a vital role in supporting individuals as they return safely to their communities.

CHATS Caregiver Handbook

CHATS Caregiver Handbook remains an important resource, particularly for those who are new to caregiving – or new to seeking supports. When sharing the handbook, the CHATS team highlights relevant topics or resources, helping caregivers feel validated. The handbook tells them they are not alone! CHATS Caregiver Handbook is available at our CHATS community event booths and on our website in a user-friendly "page turning" format.

MS Wellness Program

In partnership with My MS Family, CHATS' first ever program for adults with Multiple Sclerosis (MS) is running! The CHATS team worked closely with our partner to identify priority needs, and co-design key elements that support the needs and reduce barriers that individuals with MS face. The result – a program, including PSW support, that is drawing rave reviews from participants.

Wellness Programs

CHATS Wellness Programs are vibrant and enthusiastic, building on the virtual programming initiated during the pandemic. The in-person exercise programs, which also offer a virtual option, are attracting large groups of participants. These programs follow the CHATS Wellness Framework, employing a mindful approach to movement. Exercises are carefully selected, encouraging participants to focus on their form and to mentally and physically connect each movement with their overall health and wellbeing. The group is dynamic, dedicated to one another, and growing stronger.

All programs integrate social engagement elements, tailored to the needs and preferences of participants. Cognitive and social engagement are consistently incorporated through activities such as Jeopardy, enhancing both physical and mental wellbeing. The Outreach Team provides thoughtful, comprehensive programming that fosters a sense of community and belonging for every participant.

Adult Day Program

The Adult Day Program has made a strong recovery following the challenges of the COVID-19 pandemic. Over the past year, we have seen a steady increase in participation, reflecting the community's growing confidence in our services and the essential role we play in supporting individuals and their families. Thanks to the dedication of our staff and the continued trust of our participants, the program is now operating near full capacity. This marks a significant milestone in our post-pandemic journey and highlights the ongoing demand for quality adult day services. We are proud of this progress and look forward to building on this momentum in the year ahead.

Work Place Wellness

In keeping with CHATS Relationship Based Care Philosophy, The Workplace Wellness Committee has hosted various activities for employees to educate, motivate and encourage a healthy lifestyle and work life balance with a focus on physical, social, environmental, intellectual, spiritual and occupational initiatives. In a challenging health care environment, staff from all programs at CHATS are encouraged to participate in activities that support care for themselves and their teams. Activities included:

Book Club	Hallowe'en Pet Extravaganza
Making Sourdough Bread with Andrea	Soap Making with Alexis
Art Lessons with Eric	Sharing Holiday Traditions
Youtube Yoga	Spreading Love and Kindness
Fall Active Wellness Challenge	Mindfulness March Mood Painting
Dancing with Carmelina	Earth Day Challenge

CIBPA Place

Opening Fall 2025, CIBPA Place will be York Region's first not-for-profit Overnight Respite Care Centre for adults living with dementia. Operated by CHATS, this safe, home-like environment will provide person-centered care with 24-hour staffing to support personal care and medication management. Guests will enjoy nutritious meals, snacks, and meaningful social and recreational activities that promote well-being. This short-term stay program offers a secure, enriching experience for individuals living with dementia while giving caregivers a well-deserved break. We look forward to welcoming our guests soon. We are deeply grateful to Care as One for their vision and investment in the community, and to United Way for their generous support toward capital upgrades for this much-needed home.



Bassingthwaite House - Summer of 2025 (Architectural rendering)

The Home at Heart Awards

The CHATS Home at Heart Award honours those who embody the spirit of community care and excellence in service, recognizing organizations and individuals who make a meaningful difference in the lives of others. Launched at the 2023/2024 Annual General Meeting, this meaningful award is a new tradition that we hope will continue to honour outstanding contributions for many years to come. In 2024, the award was presented to an impressive array of recipients: Ahmadiyya Muslim Youth Association, Bazil Developments Inc., Chartwell Retirement Residences, Magna International, Neighbour Media, NewRoads Automotive Group, RC Design, The Residences on Yonge, Sharon Parenteau (SMART Realty Solutions), UniversalCare, Vince's Market, and Dilawri Group/Vaughan Chrysler. Each honoree has distinguished itself through commitment, innovation, and a heartfelt dedication to enhancing community wellbeing, setting a shining example of how industry and care can come together to create a better future for all.



2024/2025 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

Shirley Ansere
Sara Darwish
Pamella Hylton
Cristina Maquiling
Mary Orowale
Pam Rieder
Cherryl Rive
Gina Rodriguez
Melanie Rowe

10 Years

Sofia Ahmed
Charina Baquilod
Colleen Bates
Maria Bernardo
Mary Boafo
Samanta Breen
Marigold Chung
Dianne De Sa
Tessa Devonish
Mava Foster
Saira Francis
Semhar Gebremeskel
Nilusheny Govindarajah
Iranilde Guatieri
Verneka Hall
Daniel Ho
Seyed Javaheri
Thayanithi Karunailingam
Flor Angel Golo Knapp

Haihong Li
Mina Llanos
Rosita Mangunay
Shamim Moosa
Pam Murray
Melody Nacin
Visalini Nadarjah
Juliana Oladokun
Joanne Palumbo
Marie Carolina Prada
Pamini Ranjan
Jacqueline Rice
Francis Santos
Cheryl Taylor
Cindy Taylor
Funke Teju
Alma Zazueta
Helen Zhang

15 Years

Bernadette Benjamin
Sarbjit Dhaliwal
Angela Dube
Ramanpreet Klair
Felicidad Marumi
Erica Trainor

20 Years

Sara Hooshiyafard

30 Years

Julie Abbruzzese
Jeanne Alderton



In 2024, CHATS successfully implemented Better Impact, a volunteer management system designed to streamline onboarding, communication, and data tracking.

This platform has enhanced our ability to manage over 300 active volunteers more efficiently, ensuring accurate reporting of volunteer activities and improved engagement.

The system also supports better coordination between staff and volunteers, contributing to a more connected and responsive volunteer program.

Volunteer Highlights

CHATS recognized these special individuals for Municipal Volunteer Awards.



Angela Silveri

Received an award at the City of Vaughan Annual Volunteer Recognition Awards

Affectionately known as "La Maestra," Angela has been a vibrant force at Friuli since 2015. A dedicated volunteer, she leads the Rosary, knits, bakes, and shares stories with joy and generosity. Even during the pandemic, she embraced technology to keep the Virtual Rosary alive. At 101, Angela still arrives with a smile, homemade dresses, and her signature biscotti. Her warmth, creativity, and unwavering spirit continue to inspire all who know her.



Deborah Todoschuk

Received the Georgina Volunteer Merit Award

Deborah has been volunteering with CHATS since 2011 and has supported so many different programs over the years – from Transportation to Meals on Wheels to Social & Wellness. These days, she's part of our Social & Wellness team, driving clients to local restaurants and enjoying lunch with them. She also runs a weekly coffee group at a seniors' apartment building, where her smile and laughter light up the room. On top of all that, she recently added Book Club leader to her volunteer role! Deborah is kind, caring, and brings a little sparkle to everything she does.



Volunteers Years of Service

5 Years

Eleonora Moushovich-Tsudik
Mitra Fazel
Marie Hewitt
Susan Wilson
Mujgan Sadat

15 Years

Bill Chadwick

40 Years

Marta Hauri

10 Years

Paula Headley-Brown
Armita Khanmosadegh
Ann Winacott
Richard Pang
Jeremy Brewster
Angela Rose



Donors



Partner \$50,000 +

- Angelo and Lorenza Degasperis
- Bazil Developments Inc.
- Estate of Amelia Marie Cosgrove
- Florcon Construction Ltd.
- Masters Insurance Ltd.
- Pasqualina Pacitto
- SenCap
- The Ciro & Caterina Gucciardi Charitable Foundation
- The Joseph Lebovic Charitable Foundation
- The Rudolf P. Bratty Family Foundation
- Thorncrete Construction Ltd.
- United Way Greater Toronto
- ZZen Developments Limited

Patron

\$10,000 - \$49,999

- A Million Mouthfuls Catering
- Alvit Developments Inc.
- Brampton Brick Ltd.
- Lorwood Holdings Incorporated
- Magna International Inc.
- Mika Charitable Foundation
- Montecassino Inc.
- Ravit Holdings Ltd
- The Dunin Foundation
- The Residences on Yonge
- TIFF Holdings Ltd.
- Tilzen Holdings Ltd.
- Zentil Property Management Inc.

Builder

\$5,000 - \$9,999

- Michael Cassar
- Chartwell Select Valley Vista
- F. K. Morrow Foundation
- GJ Garden of Life Foundation
- Marita Lezon
- My MS Family
- Neighbour Media Inc.
- NewRoads Automotive Group
- RC Design
- The Town of Aurora
- Katherine Webster
- Laura Zanchin

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

- Amica Senior Lifestyles -Aurora
- Aurora Seniors Association
- Barry and Laurie Green Family Charitable Trust
- Cai Charity Fund
- Christina Bisanz
- Charlieville Developments Ltd
- Perry Chen-See
- City of Richmond Hill
- Danube Senior Centre
- Danielle Gaultherie van Weezel
- Asmita Gillani
- Joseph Gulizia
- Ian Hilley
- Holy Trinity Anglican Church
- Home Instead
- Gerry Irvine
- Kerbel Group Inc.
- King City Lions Club
- Kingsway Place
- Knights of Columbus Aurora Council 6519
- Knights of Columbus Oak Ridges
- Main Street Realty
- Andrew and Sheila McKenzie
- Nobleton Lions Club
- Olive Barr
- Sharon Parenteau
- RBC Dominion Securities - Vaughan
- Riverwalk Wealth
- Roy Russell Memorial Fund
- Allan Saunders
- Keith Scott
- Seller Interactive
- Dax Sukhraj
- Swing Junior Apparel
- The Armoury
- Tilda Zanette

Family \$500 - \$999

- Frank Amelink
- Salvatore Aspro
- Bernadette Benjamin
- Peter Blakely
- Maria Bernardo
- John Buie
- Herbert Chiu
- Marisa Fabiano
- Grace Anglican Church
- Michelle Haick
- Hunter Engineering Company
- Julie Joosten
- Kate and Tom Taylor Fund
- Janice Ryan & Thomas King
- Knights of Columbus Jesus the King Arab Christian Con.15045
- Knowledge Probe Inc.
- Joan Lilley
- Bhavin Mukhtyar
- Brenda Philip
- Print Graphics Inc
- R & A Stairs Ltd.
- Debbie Schaefer
- Gerhard and Gisela Schoenhoff
- Laura Thanasse
- Vince's Market Group Ltd.
- Mary Watson
- Jeannette Weiman
- David Williamson

Community Builder Sponsors



Community Partners

- 360 Kids
- 54+ club Alliston / New Tecumseth
- Addiction Services of York Region
- AAJ Home Improvement
- Alexander Muir Retirement
- Alzheimer Society of Simcoe County
- Alzheimer Society of York Region
- Amica Aurora
- Amica Newmarket
- Apetito
- Arirang Age Friendly Community Centre
- Aurora Food Pantry
- Aurora Horticultural Society
- Aurora Men's Shed
- Aurora Presbyterian Church
- Aurora Public Library
- Aurora Seniors Association
- Bathway Inc.
- 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
- CAYR Community Connections
- Centennial College
- Cerra Green Werx

- Chartwell Retirement Residences
- Chartwell Valley Vista
- Circle of Care Sinai Health System
- City of Markham
- City of Richmond Hill
- City of Vaughan
- Clematis Landscaping
- 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
- Dol Property Services
- East Gwillimbury Gardeners
- East Gwillimbury Health and Active Living Plaza
- East Gwillimbury Seniors 55+ Task Force
- Eastern York Region North Durham OHT
- Elder Abuse Prevention Ontario
- The Elden of Bradford
- Elite Gardens Incorporated
- Freedom Support Services
- Friuli Benevolent Corporation
- Georgina Food Pantry
- Georgina Hospice
- Georgina Nurse Practitioner-Led Clinic
- Glendenning Property Maintenance
- Glynnwood Retirement Home (Thornhill)

- Greenview Seniors Residence
- Helping Hands
- Hill House
- Holland Gardens Retirement Residence
- Homestead Oxygen & Medical Equipment Inc.
- Human Endeavour
- Human Services Planning Board of York Region
- Home Instead
- Hospice Vaughan
- KJW Property Maintenance
- Lake Simcoe Region Conservation Authority
- Lifeline
- LOFT Community Services
- Lumacare
- Mackenzie Health
- Magna International
- March of Dimes
- Margaret Bahen Hospice
- Matthews House Hospice
- McCowan Retirement Residence
- Metroland Media
- Milal Church
- Mow-Tion Prop. Services
- My MS Family
- Neighbourhood Network
- Newmarket Food Pantry
- Newmarket Seniors Centre
- NewRoads Automotive Group
- Nicholas Gardening & Maintenance
- North York Seniors Centre

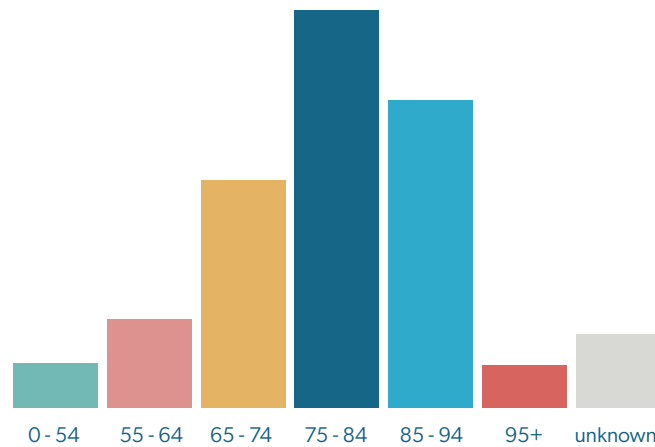
- North York General Hospital
- York North Property Care
- NORC Innovation Centre- UHN
- Northern York South Simcoe OHT
- Oak Valley Health
- Ontario Caregiver Organization
- Ontario Community Support Association
- Ontario Health Central
- Ontario Not For Profit Network
- On The Level
- Parkview Village Retirement Community
- PEACYR – Prevention of Elder Abuse Committee of York Region
- Prevention of Senior Abuse Network, Simcoe County
- Prophetic Non-Profit Homes of York Region
- Pickering College
- Priority Health
- Queens University
- Regional Municipality of York
- Rexall Health Centre
- Rich Lawn Maintenance
- Richmond Hill Hospice
- Richmond Hill Public Libraries
- Richmond Hill United Church
- Routes Connecting Communities Inc.
- Royal Canadian Legion Branch 385 (Aurora)
- Royal Canadian Legion Branch 375 (Richmond Hill)
- Royal Canadian Legion Branch 459 (Stouffville)
- Royal Canadian Legion Branch 521 (Bradford)

- SE Health
- Seniors for Social action Ontario
- Seneca College
- Schomberg Lions Club
- Silver Stone Landscaping Ltd
- Simcoe Muskoka District Health Unit
- Social Services Network
- Southlake Health
- South Simcoe Police
- St. Andrew's College
- St. John Ambulance Canada
- St. Bernards Residence
- Staff Relief
- Stevenson Memorial Hospital
- Stouffville 55+ Club
- Surge Medical Supplies Inc
- Swans Club (Newmarket)
- Tec-We-Gwil Women's Institute
- The Green Machine
- The Residences on Yonge
- Tim Horton's Bradford
- Toronto and Region Conservation Authority
- Toronto Grace Hospital
- 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
- United Way Greater Toronto
- Universal Care Canada Inc.
- Vaughan Community Health Centre
- Vaughan Food Bank
- VHA Home Health Care
- Villa Giardino Woodbridge
- Volunteer Connect York Region
- VON
- Waterstreet Non-Profit Homes Inc.
- Welcome Centre Immigrant Services Newmarket
- Western York Region OHT
- White Dove Services
- Yee Hong Centre
- Yellow Brick House
- York Regional Police
- York Region Catholic School Board
- York Region Community Information and Volunteer Centre
- York Region Food Network
- York Region Housing
- York Region Paramedic and Seniors Services
- York Region Public Health
- York Region Transit Mobility
- Your Support Services Network (YSSN)
- York University

Service Statistics

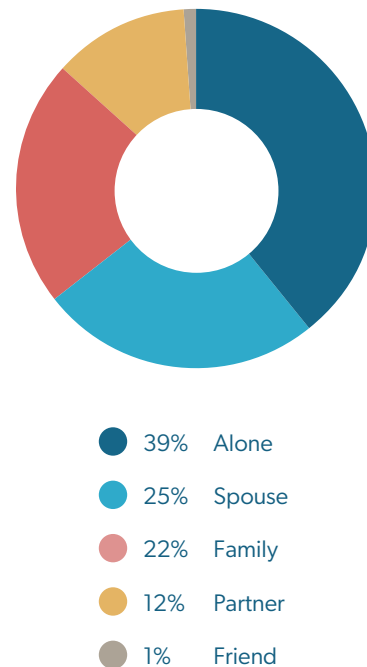
Clients by Age Group



Top Languages Served

English 71.6%	Gujrati 1.9%	Korean 1.1%
Italian 5.2%	Tamil 1.8%	Arabic 1.0%
Persian 4.3%	Punjabi 1.7%	Spanish 0.8%
Russian 3.7%	Urdu 1.4%	French 0.5%
Cantonese 3.2%	Hindi 1.3%	German 0.5%

Clients by Living Arrangement



Client Participation by Municipality

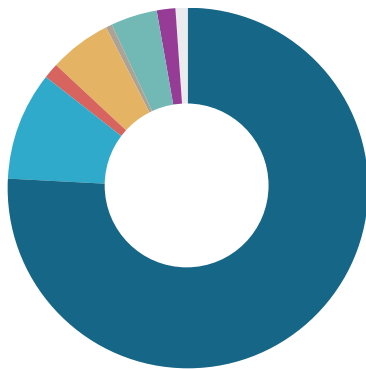
483	Aurora
217	East Gwillimbury
638	Georgina
119	King
1140	Markham
621	New Tecumseth
180	Newmarket
1447	Richmond Hill
259	Stouffville
117	Toronto
296	West Gwillimbury
1901	Vaughan
182	Other





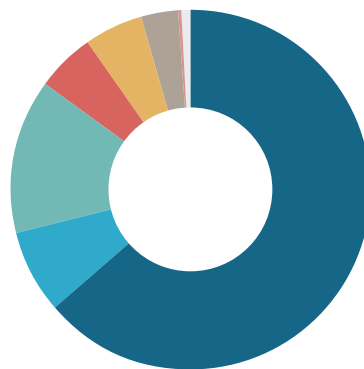
Financial Summary

Revenue



Ontario Health Funding	\$20,149,271
Service Recipient Fees	\$2,524,971
Grants	\$398,418
Donations	\$1,481,091
Amortization of Deferred Capital Contributions	\$133,204
Service for Contracts	\$1,078,484
Cost Recoveries	\$512,748
Interest and Other	\$222,505
Total Revenue	\$26,500,692

Expenses



Salaries & Wages	\$16,573,938
Employee Benefits	\$1,928,263
Program & Other Operating Costs	\$3,571,974
Contracted Out Services	\$1,396,668
Building and Grounds	\$1,383,706
Equipment Maintenance	\$815,555
Supplies	\$130,023
Amortization of Capital Assets	\$153,466
Total Expenses	\$25,953,593

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

Highlights

In 2024/25, more than **7,600** older adults and caregivers received care and support from CHATS

- 41% Growth in Attendances in the Adult Day Program
- 40% Volume Growth in Caregiver Relief Hours
- 10% Growth in Hours of Care in Home Adaptation
- 21% Growth in Homemaking Hours of Care

Adult Day Program	528 Clients Served
Assisted Living	436 Clients Served
Caregiver Relief	47,175 Hours
Caregiver Support	6,848 Services
Case Management	2,349 Clients Served
Home Adaptation & Maintenance	397 Clients Served
Home at Last	1,941 Visits
Homemaking	9,308 Hours
Lunch Out/Seniors Wellness Programs	39,988 Attendances
Meals on Wheels	45,515 Meals Served
Personal Support	5,531 Hours
Transportation	85,695 Drives
Social & Safety Visits	4,345 Visits



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