



CHATS

Community & Home
Assistance to Seniors

2025/2026 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

This past year was one of meaningful achievement, growth, and innovation for CHATS. We strengthened our role as a trusted partner within three Ontario Health Teams and expanded our impact across York Region and South Simcoe. Throughout the year, our focus remained on what matters most—supporting older adults and caregivers with high-quality, responsive services that help people live safely and independently at home.

We are especially proud of the continued success of our Hospital to Home programs, which supported six hundred and eighty-five clients and their caregivers during critical transitions from hospital to home. Through strong collaboration with our hospital, homecare and community partners, these programs reduced stress for families, improved client outcomes, and contributed to easing pressures on the broader healthcare system.

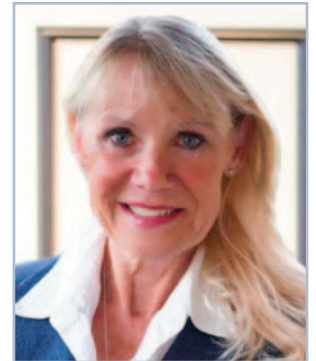
Our core programs also experienced strong growth. Adult Day Programs and Wellness initiatives reached near full capacity, offering engaging, holistic programming that supports physical, cognitive, and social wellbeing. New initiatives, including the establishment of a Seniors Active Living Centre (SALC) in Beeton, and implementation of our first three Naturally Occurring Retirement Community (NORC) programs reflect our commitment to innovation, inclusion, and person-centred care.

A significant milestone this year was the opening of CIBPA Place, York Region's first not-for-profit overnight respite care centre for individuals living with dementia. This groundbreaking service is already making a meaningful difference for caregivers by providing trusted, high-quality care and much-needed respite, while providing a safe and engaging stay for our guests.

We were honoured to be recognized as Non-Profit of the Year by the Aurora Chamber of Commerce and to receive the 2025 Reader Favourites Award for Home Health Care Services for the second consecutive year. These recognitions underscore the trust our community places in CHATS and the dedication of the people who bring our mission to life every day.

None of this progress would be possible without the extraordinary commitment of our staff and volunteers, and the ongoing support of our Board of Directors, partners, funders, and donors. Together, we are building stronger communities and shaping a future where more people can age with dignity, independence, and connection.

As we look ahead, we do so with confidence, gratitude, and optimism—ready to continue delivering compassionate, high-quality care and to meet the growing needs of the communities we serve.



Christina Bisanz
Chief Executive Officer



Avi Parmar
Board Chair





Board of Directors

Board of Directors

Avi Parmar, Chair
Grant Waddell, Treasurer & Vice Chair
Tyler Chalk
Rudi Genovese
Asmita Gillani
Jeremy Grafstein
Han Koren
Brenda MacPherson
Jeffrey May
John Simmons
Cheryl Taylor

Governance Committee

Cheryl Taylor, Chair
Tyler Chalk
Doug Crann (served until April 2026)
Esther Filer
Rose Ghamari
Janet Jin
Keith Whalen

Finance & Audit Committee

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

Quality Committee

Brenda MacPherson, Chair
Griffin Allen
Mansour Asrani
Jennifer Churchill
Rudi Genovese
Maddy Logan-JohnBaptiste
Jeffrey May
Dennis Moustakakis
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
Bisi Adepo	Executive Assistant
Saskia Sanchez-Ferrer	Executive Assistant & Governance Lead

Leadership Team

Cindy Dryfhout	Finance Manager
Gaynor McCredie	Client Services Manager HAMP, TRRS, Service Coordination
Hillary Richardson	Client Services Manager Caregiver Support, Community Outreach, Volunteers
Traian Rusu	Client Services Manager Adult Day Programs
Michelle Reid	Client Services Manager Adult Day Programs
Sonika Singh	Human Resources Manager
Sony Singh	Integrated Care Manager
Anoop Thukral	Client Services Manager Assisted Living, Overnight Respite
Cathy Wilkinson-Fox	Client Services Manager Transportation and Meals on Wheels
Jessy Brown	Volunteer Program Lead
Allison Hermann	Fund Development & Major Gifts Lead
Darlene Morrison	Communications, External Relations, Development Lead
Mona Shaher	Fundraising and Community Engagement Lead
Andrea Sheppard	Fund Development Marketing and Communications Lead
Helen Omere	Database & Training Lead
Vipulkumar Viran	IT&T Support Lead

Achievement Highlights

Hospital to Home

CHATS' Hospital to Home Transition Programs **significantly expanded support for clients transitioning home after hospitalization, supporting 685 clients** in collaboration with two hospitals and valued community partners. This year, the program delivered more than 10,000 hours of caregiver support, education, and coordinated care services - more than five times the level provided last year - while Meals on Wheels support increased by 141%. Through compassionate, person-centred care, CHATS continued to strengthen independence, enhance continuity of support, and contribute to safer, smoother transitions from hospital to home.

Trualta Caregiver App Partnership

CHATS is proud to announce its new partnership with Trualta, enhancing our commitment to supporting caregivers. Trualta is a web-based, comprehensive support platform designed to help family caregivers manage loved ones at home. This collaboration provides caregivers with 24/7 access to expert guidance, practical training, and peer resources, empowering them with the knowledge and confidence to safely care for their loved ones at home. Through this initiative, CHATS continues to reduce caregiver stress and strengthen community-based care.

Meals on Wheels (MOW)

CHATS' Meals on Wheels Program achieved a **15% increase in meals delivered and a 56% increase in clients served**, expanding access to nutritious meals and essential community supports. Enhanced coordination and operational efficiencies, including the integration of transportation staff into meal logistics, strengthened service capacity and responsiveness. In addition to meal delivery, volunteers provided wellness checks, social connection, and opportunities to share information about CHATS programs and community resources, supporting the overall health and well-being of clients.

Transportation Services

CHATS' Transportation Services provided **41,598 drives to 4058 unique clients, expanding access to essential appointments, services, and community supports**. Through scheduling enhancements and operational coordination, the team improved efficiency and responded to growing demand for specialized medical transportation, including drives to downtown hospitals for cancer treatments and specialist appointments. Cross-program collaboration also strengthened service delivery through support for Meals on Wheels and Hospital to Home programs, while the Annual Driver Appreciation Event recognized and celebrated the meaningful contributions of dedicated volunteer and staff drivers.

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



Hong Kong Nurse Delegation Tour

CHATS was pleased to welcome a delegation of nurses from Hong Kong for a meaningful exchange on how to advance aging at home in the community. The visit fostered engaging dialogue, shared learning, and mutual insight, as participants explored different approaches to supporting aging populations. This collaborative experience reinforced the value and impact of our work and the importance of global knowledge exchange.

Disaster and Emergency

At CHATS, Disaster and Emergency has been enhanced by completing risk assessments across departments, updating evacuation roles, introducing evacuation door tags, and equipping sites and vehicles with spill kits, along with training staff on their proper use. These updates support faster response, better coordination, and increased safety for clients and staff.

Equity, Diversity & Inclusion

CHATS is deeply committed to Equity, Diversity, Inclusion, and Belonging. We advance health equity through ongoing anti-racism, Indigenous cultural safety training and education during the National Day of Truth and Reconciliation. We equip leaders with training in psychological health and safety to foster a workplace where employees feel safe and supported, and provide ongoing learning on intersecting identities, valuing the diverse experiences and individuality of our people.

Workplace Wellness

In line with CHATS' Relationship-Based Care Philosophy, the Workplace Wellness Committee hosted a range of activities to support employee well-being, promote balance, and encourage a healthy lifestyle across physical, social, environmental, intellectual, spiritual, and occupational areas. In a demanding health care environment, staff from all programs are encouraged to take part in initiatives that support self-care and team connection. Activities included: Book Club, Paint with Ilja, Earth Day Challenge, Festive Fest, Summer Bingo, Vision Board event, and January Jumpstart.



TRCA/CHATS

CHATS partnered with the Toronto and Region Conservation Authority (TRCA) to develop Accessibility & Inclusion Guidelines that support barrier-free, age-friendly public spaces. This collaboration combined CHATS' expertise in serving older adults with TRCA's leadership in community planning, resulting in practical guidance that strengthens equity, enhances visitor experience, and helps ensure natural and community environments are welcoming to people of all abilities.

Toronto Grace Partnership

CHATS is excited with its new partnership with Toronto Grace, providing fall pendants to support the safety and independence of seniors living at home. This initiative equips participants with wearable alert devices, ensuring rapid response in the event of a fall. Through this collaboration, CHATS continues to enhance home safety and provide peace of mind for both seniors and caregivers.

Home at Last

The Home at Last (HAL) program achieved significant growth, supporting 24% more hospital discharges, delivering 58% more direct client support hours, providing 23% more Meals on Wheels, and coordinating 28% more transportation rides compared to last year. These results reflect the program's expanding reach and growing impact in helping individuals transition safely from hospital to home.

Beyond transportation, HAL offers essential settle-in support and follow-up services, including assistance with medications and groceries, transportation to medical appointments, wellness and social visits, and light housekeeping. This holistic approach promotes client well-being, strengthens continuity of care, and provides reassurance to clients and families during the transition home.

Accessibility Improvement

Installing a mechanical lift in our annex has enhanced accessibility, ensuring AODA compliance and equitable access for all users. It supports individuals with mobility challenges, improves safety, and promotes independence. The lift increases program inclusivity, expands participation, and future-proofs the space, demonstrating our commitment to dignity, accessibility, and a welcoming community environment. Already, the lift has resulted in new additions to our MS Wellness program!

Assisted Living

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

Education Team

The CHATS Caregiver Team had an exceptional year, providing direct support to 324 caregivers - exceeding our target by 32% - while also developing several new resources and workshop topics. One of these, "The Guilt Trip," was created to help caregivers recognize and address feelings of guilt often associated with caregiving. The CHATS Caregiver Handbook continues to be a valuable resource, especially for individuals who are new to caregiving or seeking support for the first time. When sharing the handbook, the CHATS team highlights relevant topics and resources tailored to each caregiver's needs, helping them feel supported, validated, and reassured that they are not alone. The CHATS Caregiver Handbook is available at community event booths and on our website in an accessible, user-friendly page-turning format.

CIBPA Place

CIBPA Place opened its doors to guests in March 2026 as York Region's first not-for-profit Overnight Respite Care Centre for adults living with dementia. Operated by CHATS, this safe, home-like environment provides person-centred care with 24-hour staffing to support personal care and medication management. Guests benefit from nutritious meals, snacks, and meaningful social and recreational activities that promote overall well-being.

Since opening, feedback from caregivers has been overwhelmingly positive, underscoring the significant need for this type of support within the community. The program offers a secure, enriching short-term stay experience for individuals living with dementia, while providing caregivers with a much-needed opportunity to rest and recharge.

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 that helped bring this much-needed home to life.



Seniors Art Showcase

This year, the 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 highlights creations in diverse media, including fabric, clay sculpture, pottery, an array of paintings, photography, stained glass, and wood.

MS Wellness Program - NEW!

In partnership with My MS Family, CHATS' first ever program for adults with Multiple Sclerosis (MS) is running! The CHATS team collaborated 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, which 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 connect each movement mentally and physically 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 to every participant.

Adult Day Program

The Adult Day Program has continued to see growth. 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.

SALC – Seniors Active Living Centre in Beeton

CHATS' first Seniors Active Living Centre opened its doors on September 9th at the Beeton Memorial Arena. In six short months, the program has welcomed 118 individual clients and onboarded four new volunteers. Twice weekly programming includes a range of activities geared to learning, making friends and improving general health and well-being. With an average of 28 unique programs per month, there's something for everyone – whether it's learning about health resources, doing a craft, participating in an exercise class or learning to line dance, activities all include a social element where attendees can share a laugh, or even a cry with friends. Highlights include a unique partnership with the local long-term care home and a sold-out event to celebrate International Women's Day. In its first six months, this program is one to watch!





NORCs (Naturally Occurring Retirement Communities)

Naturally Occurring Retirement Communities (NORCs) were not originally designed for older adults but have become home to a high concentration of seniors as residents age in place or as older adults move in over time. CHATS NORC program, in partnership with Housing York Inc., launched at three sites this year. At each site, the NORC team works with residents to understand their needs and to co-design supports within the site for residents to connect to important resources, build internal social relationships and develop programming that meets their needs and interests, allowing them to remain in their homes as they continue to age.

Home Adaptation & Home Maintenance Program

CHATS strengthened the Home Adaptation & Maintenance Program (HAMP), achieving a nearly **10% increase in the number of older adults supported since the program's inception** and further expanding access to services that help individuals age safely at home. Through free in-home safety assessments and coordinated home modifications, the program continued to reduce risks and support independence for clients. HAMP also ensured safe access to homes through outdoor maintenance services, including snow clearing and seasonal property support, delivered by police-screened and fully insured service providers to provide safety and peace of mind.



2025/2026 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

Helen Omere
Melanie Rowe

10 Years

Daniel Ho
Pam Murray

15 Years

Angela Dube
Sajida Mirza
Elena Savransky
Erica Trainor

20 Years

Evelyn Chavez
Sara Hooshiyarfard

30 Years

Julie Abbruzzese

Volunteer Years of Service

5 Years

Domini Baldasaro
Rachael Caplan
Sally Denomy
Joanne Esposito
Larry Kaster
Brian Mead
Rosina Montgomery
Leea Muir
Elaine Pepe

10 Years

Nayereh Salimian
Angela Silveri
Gretchen Ward
John Young

15 Years

Wayne Arcus
Antonieta Ganci
Maqsood Mahboob
Allan Saunders

20 Years

Noushin Mirzaaghaei Tavan
Nasrin Moradi

25 Years

Bill Church
Marg Curtis

Celebrating Our CHATS Volunteers:

On September 23, six incredible CHATS volunteers were recognized with the prestigious Ontario Volunteer Service Award! This provincial honour celebrates individuals who have demonstrated long-standing dedication and continuous years of volunteer service with a single organization. It is a meaningful acknowledgment of the time, energy, and heart that these volunteers have invested in CHATS, and we could not be prouder.

Pramod Bhatia

Since 2009, Pram has been a steady and compassionate presence, supporting both the Transportation and Meals on Wheels programs.

Marta Hauri

Volunteering since 1989, Marta gave decades of service through Meals on Wheels and Telephone Reassurance. She retired in May 2025 after 40 years of service.

Doug Kilpatrick

A volunteer since 2001, Doug has played a vital role in the Transportation team, driving clients to medical appointments and errands with care and reliability.

Deborah Todoschuk

Deborah brought warmth and energy to many programs at CHATS. She retired in August 2025.

Ann Winacott

Since 2014, Ann has supported Transportation and now our Social & Wellness programs in Georgina.

Wai Yeung

A CHATS volunteer since 2001, Wai first joined as a member of our Board of Directors and later became a dedicated transportation volunteer, helping countless clients get where they need to go.

CHATS' Volunteer Refresh Project

On October 22–23, the Ontario Community Support Association's CommunityConnect conference brought together 400+ home and community care professionals. Christine McGregor, Human Resources Advisor, and Jessy Brown, Volunteer Program Lead, delivered a high-impact breakout on CHATS' Volunteer Refresh Project (2023/24)- a bold reimagining designed to create and implement a new vision for the CHATS Volunteer Program. The project successfully doubled volunteer numbers and strengthened engagement across multiple programs.

During the session, they highlighted key outcomes and shared the strategies, challenges, and successes behind the work, offering practical insights into volunteer engagement and retention that attendees can apply within their own organizations. We are proud to share these results with the sector. The session sparked dynamic discussion and reinforced the critical role volunteers play in advancing high-quality, person-centred care.

Award Winning

Non-Profit of the Year Award 2025

In October 2025, CHATS was named Non-Profit of the Year by the Aurora Chamber of Commerce. The award recognizes leadership, community impact, and commitment to service. CHATS was honoured for its growth in delivering high-quality, person-centred care, innovative programs for seniors and caregivers, and strong community partnerships. We are proud to be recognized and remain committed to making a meaningful difference in the lives of those we serve.

Readers' Choice Award

CHATS is proud to be named a Reader Favourites 2025 Winner for Home Health Care Services, our second consecutive win following 2024. We are grateful to our community for this recognition and celebrate the incredible staff and volunteers whose dedication and compassion make it possible.

The Home at Heart Awards

The Home at Heart Award recognizes individuals and organizations whose exceptional generosity, leadership, and commitment have made a lasting impact on the lives of the seniors we serve. The 2025-26 recipients have demonstrated meaningful support for CHATS' mission, helping older adults live safely and independently in their own homes and communities while strengthening vital programs and reducing social isolation across our region.

2025–2026 Home at Heart Award Recipients

- Aurora Whisky Society
- CareFirst
- COBS Bread Aurora
- Flow Mineral Spring Water
- Danielle Gautherie Van Weezel
- Bill Gianopoulos – Market Brewing Company
- Juliane Goyette – Riverwalk Wealth
- Wei Hwa and Team Wei
- Kingsway Place
- Michael Khalil – Sparkle Pharmacy
- Mark Kolb – Brainy Games
- Gary Lau – Tim Hortons Oak Ridges
- The Dr. Wolf Lebovic and The Joseph Lebovic Charitable Foundations
- Jackie Playter



Community Builder Sponsors



The Dr. Wolf Lebovic
CHARITABLE FOUNDATION

The Joseph Lebovic
CHARITABLE FOUNDATION

Donors



Partner \$50,000 +

- Antonio & Giovanna Cocuzzo
- Estate Of Mr. Morris Zucker
- Ontario Health
- The Dr. Wolf Lebovic Charitable Foundation
- The Joseph Lebovic Charitable Foundation
- United Way Greater Toronto
- York Region

Patron

\$10,000 - \$49,999

- Antonio Pizzardi
- Aramark Canada
- Bazil Developments Inc
- Brampton Brick Ltd.
- Fengate Capital Management Ltd
- Gabriele and Maria Pizzardi
- iA Financial Group
- Isadan Holdings Ltd.
- JBS Foundation Inc.
- Katand Enterprises Inc.
- Magna International Inc.
- Mika Charitable Foundation
- Miller Waste Systems Inc
- Robvit Developments Inc.
- Scotiabank Brampton
- The Dunin Foundation
- TIFF Holdings Ltd.
- Treasure Hill

Builder

\$5,000 - \$9,999

- Chartwell Select Valley Vista
- City of Richmond Hill
- Clearway Construction Inc.
- Greenpark Group of Companies Ltd.
- Home Instead
- Kerbel Group Inc.
- Market Brewing Company Ltd
- Michael A. Cassar
- My MS Family
- Nelson Aggregate
- New Roads Automotive Group
- Oakridge Fashion Inc.
- RC Design
- TACC & Fieldgate
- Walton Family Foundation

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

- Allan Saunders
- Andrew & Sheila McKenzie
- Anna Reesor
- Asmita Gillani
- Baif Developments Inc.
- Ballantry Homes
- Bennett Construction Group
- Bolton Railings Inc.
- Bozzo Capital (2363115 Ontario Ltd.)
- Brookvalley Project Inc.
- CAF Canada
- Canadian Standards Association
- Central United Church
- Central York Professional Firefighters Association
- Christina Bisanz
- CIBPA Toronto
- Danielle Gualtherie van Weezel
- Dax Sukhraj
- Domenic Primucci
- Estate of Amelia Marie Cosgrove
- General Sprinklers
- Holy Trinity Anglican Church
- Kate and Tom Taylor Fund
- Kingsdale Animal Hospital
- Kingsway Place
- Knights Of Columbus #4915
- Knights of Columbus Aurora Council 6519
- Knights of Columbus Jesus the King Arab Christian Con.15045
- Knights of Columbus Oak Ridges
- Liberty Development
- Main Street Realty
- Marion Buckle
- Mount Sinai Healthcare Services Inc.
- Neighbour Media
- Nobleton Lions Club
- Olive Barr
- Perry Chen-See
- Peter Vanschaik
- Print Graphics
- Remington Group
- Rick & Virginia Gossling
- Riverwalk Wealth
- Robertson Rent-All Inc.
- Roy Russell Memorial Fund
- S.M.A.R.T. Realty Solutions
- Solara Health Partners
- TelMax
- Tilda Zanette
- Walmart Canada Corp.
- Waugh Family Foundation
- William MacIver

Family \$500 - \$999

- Aurora Seniors Association
- Backyard Pool and Spa
- Barbara Lowens
- Bernadette Benjamin
- Brixen Development Inc.
- Conelco Group
- Debbie Schaefer
- Enbridge Inc.
- Fiona Jardine
- Flora Notarfonzo
- Gerhard & Gisela Schoenhoff
- Glen Rouge Homes
- Herbert Chiu
- Hilda A. Litkee
- Ian Hilley
- Janice Ryan & Thomas King
- John Greenhough
- John Simmons
- Joseph Reitano
- Julie Joosten
- Kathryn Barker
- Kin Man Au
- Knowledge Probe Inc.
- Lynn Becker
- Mandarin Charitable Foundation
- Marco De Luca Ltd
- Maria Bernardo
- Matthew Owen-King
- Michelle Haick
- Norman Buchanan
- Pamela Browning
- Paul Carezza
- Paul Dimanno
- Porchak Family Fund
- Quinan Construction Limited
- Rocky River Construction Ltd
- Salvatore Aspro
- Sam Palmerio
- Starlane Home Corporation
- The Rice Group
- Thorncrute Construction Ltd.
- Tim Horton's Oak Ridges
- William & Stella Trainor
- York Regional Police Association

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

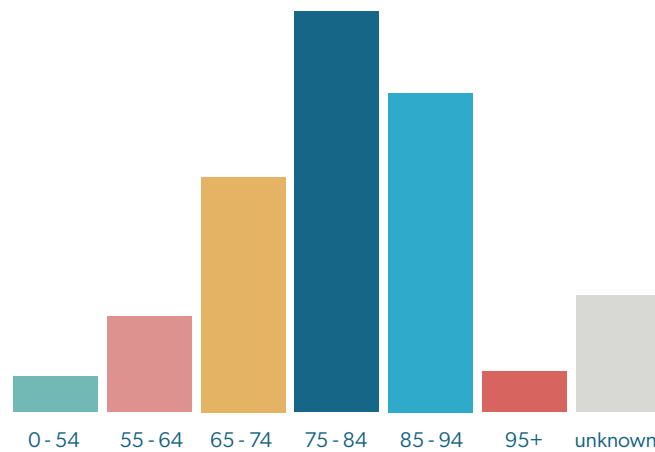
- North York General Hospital
- York North Property Care
- NORC Innovation Centre- UHN
- Northern York South Simcoe OHT
- Oak Valley Health
- Ontario Caregiver Organization
- Ontario Community Support Association
- Ontario Health Central
- Ontario Not For Profit Network
- On The Level
- Parkview Village 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 71.2%

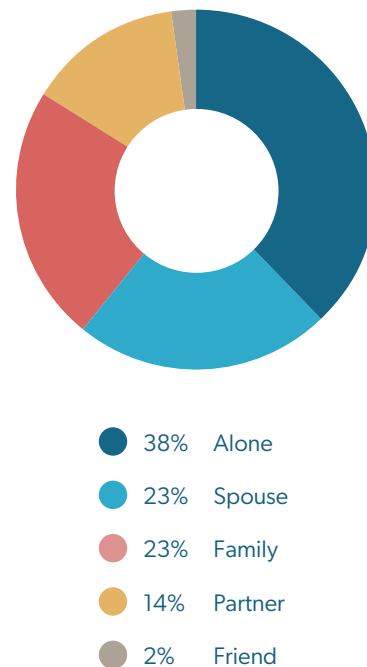
European 10.8%

South Asian 9.3%

Middle Eastern/Persian/Arabic 4.6%

East & Southeast Asian 4.1%

Clients by Living Arrangement

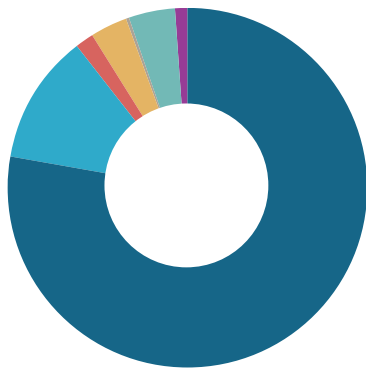


Client Participation by Municipality

500	Aurora
225	East Gwillimbury
658	Georgina
168	King
1276	Markham
275	New Tecumseth
716	Newmarket
1477	Richmond Hill
248	Stouffville
132	Toronto
333	West Gwillimbury
2213	Vaughan
147	Other

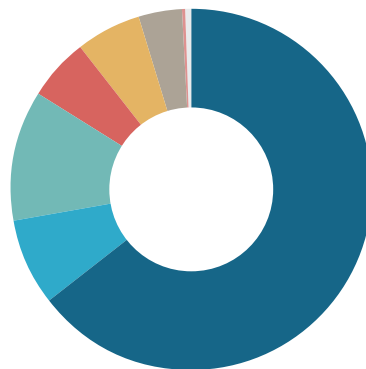
Financial Summary

Revenue



Ontario Health Funding	\$20,401,661
Service Recipient Fees	\$3,047,043
Grants	\$435,829
Donations	\$881,781
Amortization of Deferred Capital Contributions	\$128,189
Service for Contracts	\$1,073,111
Interest and Other	\$240,647
Total Revenue	\$26,208,261

Expenses



Salaries & Wages	\$16,513,835
Employee Benefits	\$1,988,515
Program & Other Operating Costs	\$2,990,080
Contracted Out Services	\$1,470,413
Building and Grounds	\$1,477,024
Equipment Maintenance	\$950,153
Supplies	\$84,176
Amortization of Capital Assets	\$123,904
Total Expenses	\$25,598,100

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

Highlights

In 2025/26, more than **8,300** older adults and caregivers received care and support from CHATS

- 50% Growth in Home at Last Visits
- 15% Volume Growth in Meals on Wheels
- 11% Growth in Day Programs
- 7% Growth in Assisted Living

Adult Day Program	605 Clients Served
Assisted Living	554 Clients Served
Assisted Living	101,098 Hours of Service
Caregiver Relief	33,147 Hours
Caregiver Support	6,785 Services
Case Management	9,138 Clients Served
Home Adaptation & Maintenance	575 Clients Served
Home Adaptation	5283 Hours of Service
Home at Last	3,070 Visits
Homemaking	6,608 Hours
Lunch Out/Seniors Wellness Programs	41,876 Attendances
Meals on Wheels	52,131 Meals Served
Personal Support	4,587 Hours
Transportation	86,967 Drives
Social & Safety Visits	9,796 Visits

HOSPITAL TO HOME

685

clients served



10,671

hours of caregiver support,
education and community
coordination of services



7,109

visits of caregiver relief



937

Adult Day Program
(ADP) visits



2,649

Meals on Wheels

TRANSPORTATION



41,598

drives to 4,058
unique clients

MEALS ON WHEELS



52,131

meals delivered to
1550 unique clients

RESPIRE CARE

186

clients received
33,147 hours
(about 4 years)
of Respite Care

CAREGIVER EDUCATION TEAM

CHATS Caregiver Team had a banner year providing direct support to

324 caregivers
(32% above target)



SENIORS ACTIVE LIVING CENTRE-BEETON (SALC)

In six short months,
the program has welcomed

118 individual
clients
and onboarded
four new
volunteers

HOME AT LAST

1,114
discharges supported



3,070
hours (about 4 months)
of direct client support



1,356
Meals on Wheels provided



1,193
transportation rides
coordinated



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

chats.on.ca

