



CHATS
Community
Home Assistance
To Seniors

**Annual Report
2008-2009**



live well, age well, be well



CHATS
Community
Home Assistance
To Seniors

Building On Our Strengths



*Richard Kinch
Vice Chair,
Board of Directors*



*Wyn Chivers
Executive Director*

2008-2009 will definitely be marked as a milestone year in the CHATS history books. Deborah Egan, our first and only Executive Director for 23 years, left the organization to pursue a career opportunity elsewhere. For some, transition can be a period of uncertainty – but in true CHATS spirit, by building on our strengths, not only did we get through the transition smoothly, but we flourished beyond expectations.

First, we wish to recognize Deborah for her essential role in building a strong base for CHATS. Through her leadership, CHATS has grown into one of the best-known, highly-respected, accomplished and forward-thinking organizations in York Region. We will always be grateful and in awe of her dedication and insightful direction.

Second, credit goes out to our extraordinary volunteers, staff, donors and partners. Together, building on all our strengths, we passed the ‘transition test’ with flying colours. We have provided exceptional, personalized and effective service, innovative programs, and we embarked on new and exciting entrepreneurial enterprises. For all the strengths you brought to the table, we thank you most sincerely.

Our accomplishments this past year have been many and varied, from the launches of our MEDiChair CHATS Home Medical Equipment Store and Home at Last hospital-to-home transition program, to the expansion of our transportation services in Georgina, the opening of our Balance of Care Adult Day Program centre in Richmond Hill, and the headway we’ve made toward expanding our programs into the surrounding under-served rural communities.

The number of clients participating in our programs grew significantly; for example, our overall client base grew by 21%, Diversity Outreach Programs grew 31%, Transportation grew 18%, and In-Home Support and Care grew by 17%.

Now, as we look ahead, we will continue to build on our strengths. To do so, we have made it our priority to undertake a strategic planning process this year. We will be re-examining community needs, service gaps, and how we can focus, align and improve on what we do best. It is indeed a wonderful time to be associated with CHATS, as we work toward our goal of supporting seniors and family caregivers to “live well, age well, be well”.

Richard Kinch
Vice Chair, Board of Directors

Wyn Chivers
Executive Director

Our Strategic Priorities & Significant Achievements

PRIORITY: **RESULTS:**

Client Impact - Wellness and Caregiver Support

To develop our service delivery model to build capacity for wellness promotion and caregiver support.

- 21% growth in clients served (total of 5,521 clients served). Most growth was related to Home at Last, Diversity Outreach Programs, Transportation in the north, and medical drives.

PRIORITY: **RESULTS:**

Financial Performance – Grow Revenue

To grow private and fundraising revenue to reduce government income dependence and support program development.

- Opened MEDlchair CHATS Home Medical Equipment Store.
- Initiated new fundraising strategy.
- Received two-year funding from United Way for Diversity Outreach Program.

PRIORITY: **RESULTS:**

Community Partnerships – Collaboration and Inclusivity

To work in collaboration with related organizations towards improved health system integration and responsiveness to our diverse community.

- Provided leadership for new integrated health services programs: Balance of Care Pilot Project, Richmond Hill Balance of Care Day Program, Doorways to Care, Home at Last, Southlake Transportation project, North Medical Transportation Initiative.
- Expanded partnership with Human Endeavour to serve the South Asian and Tamil communities: Wellness Programs.

PRIORITY: **RESULTS:**

Learning and Growth – Resource Alignment

To re-align resources for increased strategic focus, integrated service and growth.

- Home and Personal Support worker turnover decreased by 9% over previous year through Workforce Stability Plan.
- Initiated organizational-wide Strategic Planning.

PRIORITY: **RESULTS:**

Internal Business Competency – Evidence of Quality/Efficiency

To develop best practices and improvements in senior care through process excellence, program evaluation and client outcome measurement. Demonstrate commitment to implementing best practices for client safety and quality of worklife.

- Participated in Central LHIN's Community Capacity Building Initiative, resulting in best practices for programs, health and safety, and IT.
- Successful completion of RAI-CHA Assessment Project that ensures appropriate assessment and client care management.
- Implemented Workplace Wellness Program.
- Initiated development of Accreditation improvement action plans.

MEDlchair CHATS Home Medical Equipment Store

In 2008, CHATS partnered with MEDlchair, the home medical equipment specialists, in order to better serve the needs of seniors and their caregivers with a comprehensive range of quality products designed to make living at home easier and safer. CHATS opened the doors of its new MEDlchair CHATS store in Newmarket in May 2008 with great success. Since then, MEDlchair CHATS has opened a MEDlchair CHATS store outlet in Richmond Hill. A unique aspect of our stores is the partnership between a business and not-for-profit organization, with all proceeds going to support CHATS programs and services in our community.

Home at Last hospital-to-home transition program

Since its launch in the spring of 2008, the Home at Last team provided 695 discharged hospital patients with helpful settling-in assistance from a Personal Support Worker and/or transportation back home. Complete branding of the program was achieved, including logo, brochures, posters, display banners, stationery and promotional items. Marketing reach was increased via the development of a Marketing Planning Committee, which included representatives from CHATS, partner organizations and hospitals. Forms were standardized, including a Personal Support Worker Check List – which is now considered a best practice and is being adapted for other uses throughout the Central LHIN. The program also expanded to service patients undergoing cataract surgery at the Southlake Eye Institute.



100% of family caregivers to Adult Day Program participants say the ADP has improved the overall wellbeing of their loved one!

100% of family caregivers to Adult Day Program participants say the ADP is 'Excellent' or 'Good' in terms of supporting their ability to care for their loved one!

100% of medical transportation program clients would recommend it to their friends!

Significant Achievements Cont'd

Transportation initiatives

◆ North medical transportation

In an effort to address the need for transportation to medical appointments in the northern areas of the Central LHIN, CHATS embarked on a partnership with Transit Georgina. The initiative was a success, resulting in 3,190 drives provided to 287 clients.

◆ Pilot project with Southlake

CHATS partnered with Southlake Regional Health Centre for a three-month pilot project to provide group drives for seniors attending appointments at the hospital's Total Knee Rehab Clinic. CHATS provided a total of 150 group drives.

Balance of Care initiative

The Balance of Care (BOC) program provides eligible clients with comprehensive in-home and community-based services to enable them to remain at home, thereby reducing the pressures on the long-term care system. As part of the Ontario Ministry of Health's Aging at Home initiative, the project was initiated to serve clients aged 65 or older living in the Central LHIN area, who are on the Central CCAC waiting list for long-term care.

Staff partner with CCAC to work with the client and family to determine the best combination for the client's "basket" of services, which may include: Adult Day Program, transportation, caregiver respite, Meals on Wheels and other essential activities of daily living. The program allows clients to have choice and ensures they receive the right service in the right place at the right time. To date, 59 clients have been referred to the CHATS BOC program.

In March, CHATS opened its BOC Adult Day Program in Richmond Hill. The 5,000 sq-ft venue offers programs for up to 25 BOC clients each weekday. Frail, elderly clients participate three days a week, while those with Alzheimer's and related dementias participate two days a week (the latter is in partnership with the Alzheimer Society of York Region). Effective July 7, 2009, in partnership with Carefirst Seniors and Community Services Association, ethno-specific programs for Chinese clients will be available three days a week.

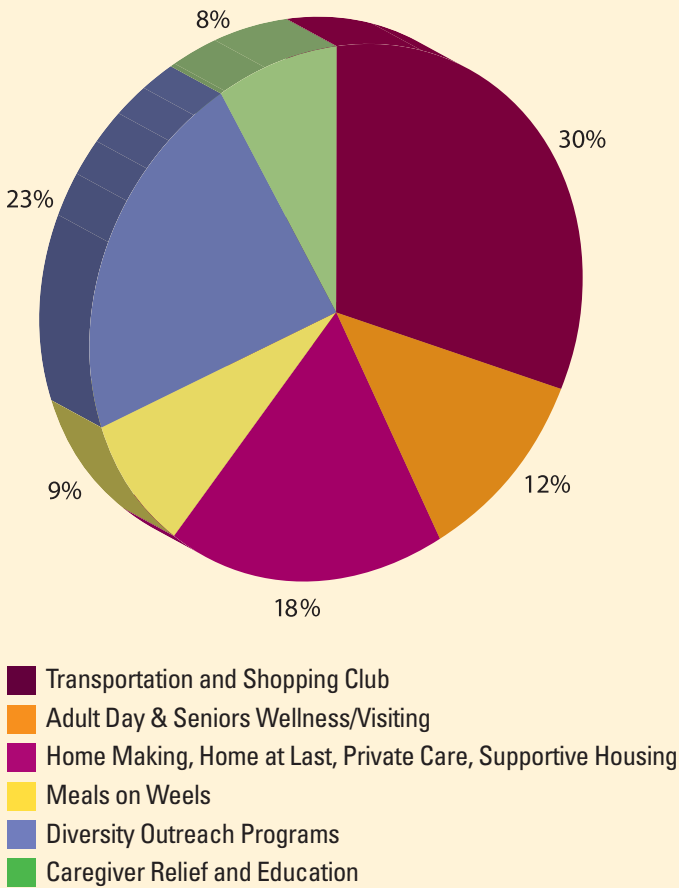
The site features a crafts area, exercise area, spa room, greenhouse, quiet room, full bathrooms, MEDiChair CHATS home medical equipment area, kitchen and more. It is located at 10132 Yonge Street (north-west corner of Yonge and Arnold).

Programs & Services Highlights

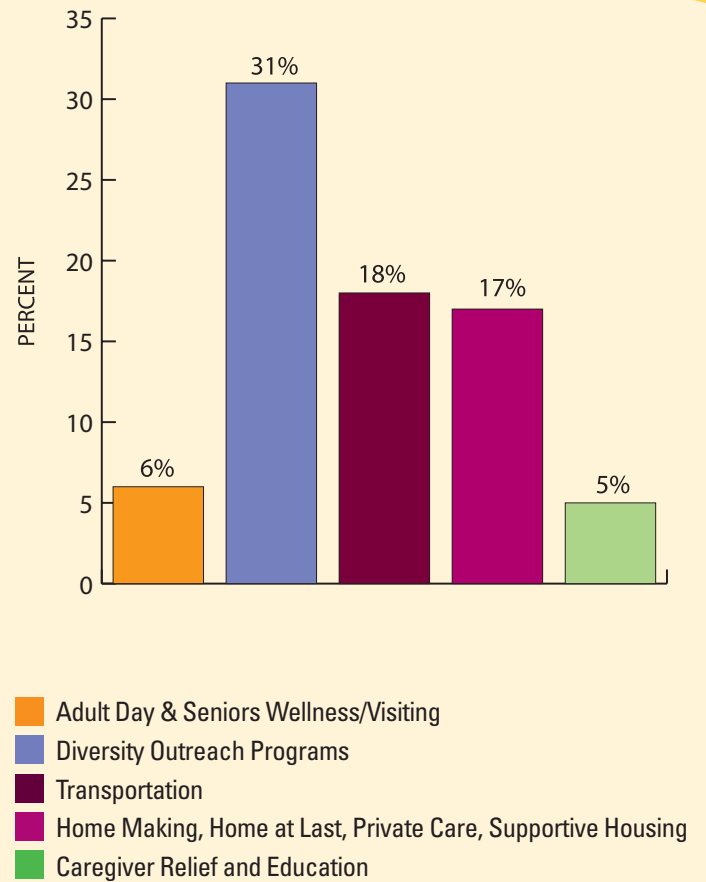
In 2008-09, more than 5,500 seniors and caregivers received care and support from CHATS (a 21% growth over last year) through the following programs and services:

Caregiver Relief (Respite Care):	◆ 57,307 hours to 363 clients
Homemaking:	◆ 19,142 hours to 551 clients
Personal Care:	◆ 12,507 hours to 103 clients
Meals on Wheels:	◆ 48,178 meals to 679 clients
Transportation:	◆ 47,950 drives to 2,188 clients
Diversity Outreach Programs:	◆ 23,091 visits to 1,676 clients
Lunch Out/Seniors Wellness Programs:	◆ 6,086 visits to 522 clients
Supportive Housing:	◆ 23,949 visits to 109 clients
Adult Day Program:	◆ 5,287 visits to 150 clients
Visiting – Social/Safety:	◆ 8,804 visits to 185 clients
Caregiver Support:	◆ 887 services to 193 clients

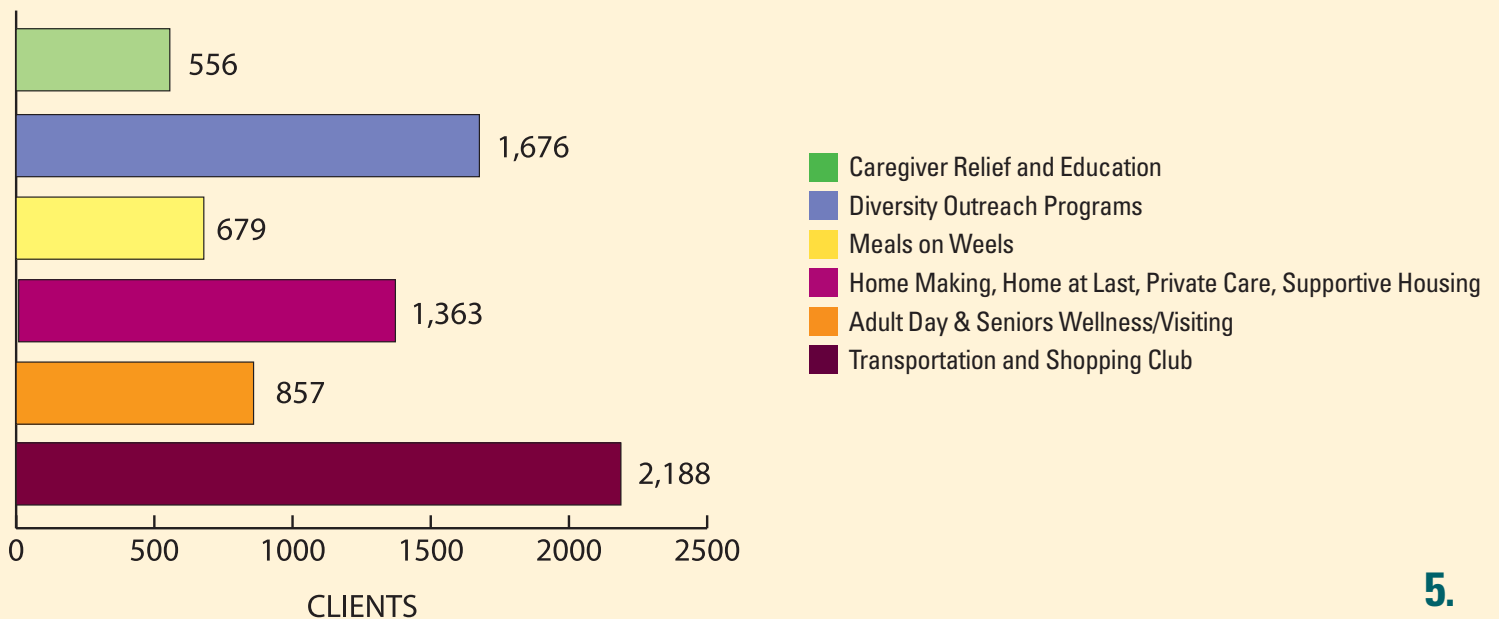
Client Participation by Program and Service:



Program Growth over the Previous Year:



Clients Served by Program:





95% of our Seniors Wellness Program participants say the program is either good or excellent!

97% of our Seniors Wellness Program participants would recommend the program to a friend!

99.5% of our Diversity Outreach Program participants say the program improves their overall sense of wellbeing!

Fundraising & Financial Highlights

We Salute Our Donors!

At CHATS, we realize many seniors have financial challenges, so we make it a priority to provide quality care at an affordable price. Assistance is also offered to those who have financial restrictions or lower income. CHATS is partially funded by the Central Local Health Integration Network, Ontario Ministry of Health and Long Term Care and United Way of York Region, but we still depend on you!

On behalf of CHATS, we extend our sincere thanks to our donors who provided financial support during 2008/2009. Your generosity resulted in \$408,000 in donations and grant revenues.

Your generosity helps to ensure that CHATS will continue to enhance and develop our services and programs, to enrich the health, wellness and independence of our community's seniors and family caregivers.

Today, CHATS needs your support. Tomorrow you may need CHATS' support. Please give generously.

An audit of our financial records was conducted by Powell Jones LLP and their report was given without reservation. A copy of the complete audited financial statement is available upon request.

"For the past two weeks, I have had help from one of your Support Workers. She has assisted me since I came home from the hospital and was unable to care for myself. She is a credit to her profession. She is kind and caring and eager to be of service. I cannot thank her enough for her sunny disposition when I was feeling low, due to the pain of the surgery. Thank you, CHATS, for providing this much-needed service."

99% of medical transportation program clients say it is affordable!

85% of medical transportation program clients say it improves their level of independence!

Meeting the Needs of Diverse Seniors



Addressing Cultural Diversity:

The diversity of our communities is increasing rapidly. Having come to Canada from another land, people of diverse cultures struggle with a new language, a new culture, and a new climate, while also dealing with health challenges as they get older. CHATS is addressing these needs through our various Diversity Outreach Programs. We offer programs throughout York Region for seniors who speak Farsi, Tamil, Russian, Italian, Cantonese and Mandarin, Urdu, Punjabi, Hindi and Gujrati. This past year, 1,676 seniors participated in these programs.

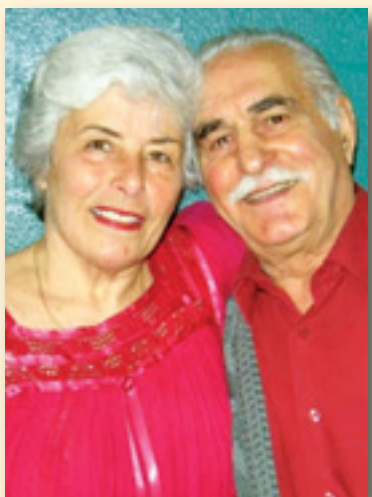
Co-ordinated by staff of the same ethnic background who speak the language, each program is tailored to the specific cultural needs and preferences of each group. Activities include English conversation, gentle exercise, recreation, social and cultural activities, nutritious meals and snacks, and guest speakers on topics such as health, wellness and community support services.



Highlights of Diversity Outreach Programs, 2008-2009:

Number of client visits:

- ◆ Italian program: 2,278
- ◆ Russian program: 1,607
- ◆ Iranian program: 2,822
- ◆ Chinese program: 7,890
- ◆ South Asian program: 8,495
- ◆ Expanded partnership with Human Endeavour to provide Seniors Wellness Programs for the South Asian community.
- ◆ Successful in securing another two years of funding from United Way for our Diversity Outreach Programs.



Addressing Geographic Diversity

In our efforts to fulfill the unmet support needs of seniors and caregivers in rural areas, CHATS submitted a proposal to the Central LHIN to expand into the northern areas of the Central LHIN, including East Gwillimbury, Georgina, and Bradford West Gwillimbury. Upon final approval, CHATS will expand its core services, offer an Alzheimer and Related Dementia Adult Day Program three days a week, and launch an enhanced home help service with interior and exterior home maintenance and adaptation programs.



This year, our 531 CHATS volunteers gave 32,400 hours of their time!

We Appreciate our Volunteers!

Many thanks to all those who selflessly give their time and effort to enhance seniors' lives.

25 Years of Service:

Lorna Sheehy
Pauline Gillies

20 Years of Service:

Audrey Gibson
Emily Bowman
Eunice Peters
Georgie Hooper
Graeme Mason
Joan Davenport
June Ponting
Lorraine Mcbride
Sherryl Lundy

15 Years of Service:

Audrey Feasby
Barbara Welling
Fred Sheehy
Harvey Feasby
Jill Downey
Steve Pitman
William Bell

10 Years of Service:

Allyson Flynn
Alward Archibald
Bernice Irwin
Bert Montenegro
Bert Starmans
Blair Dawson

Carol Johnson
Charles Williams
Claudia Gilligan
Claudius Zujew
Cliff Leonard
Eleanor Stephenson
Elizebeth Allsopp
Gord Patterson
Helen Schembri
Joe Lacaria
Kay Ryan
Laurie Smith
Leslie May
Marguerite Mantha
Olive Maguiness
Tove Crockford
Wai Ling Yam

5 Years of Service:

Anne Kinch
Anthony Hsueh
Beryl Wong
Brenda Muir
Carolyn Collins
Carrie Casaletto
Chela Villate
Connie Leddy
David Cull
Delia Miller
Filomenia Divito

Hazel Bennett
Jack Verrico
Jane Bucking
Jeffery Shaw
Jim Chapman
John Martin
Josef Schwarzenberg
Lynda Kobold
Marcella Dirocco
Michael Chao
Nancy Campbell
Norton Grimson
Richard Kinch
Robert Inkster
Shirley Conway
Stephen Severin
Yin Han Ho-Leung



A heart-felt thanks to our many donors!

**Your generosity
does make a
difference!**



"I'd like to tell you how very much I appreciated the caring and help of your 'Home at Last' people last month. It was truly wonderful. I was deeply touched. Keep up the good work, and God bless."

"Thank you for (a CHATS Home Support Worker), who has been such a blessing to my husband and I through the years. Her work is excellent. She is always on time. Her meals are delicious. Her advice is always helpful when we ask her questions about needs. She is like a sister to me – so generous, so caring."

Donors over \$5,000

Dr. Scholl Foundation
Imperial Tobacco Canada Foundation
Nissan Canada Foundation
Toskan Casale Foundation
WB Family Foundation

Donors of \$1,000 to \$4,999

Association of Chinese Evangelical Ministries (Canada)
Glynnwood Resident Council
IBM Employees' Charitable Fund
Investors Group
Pine Tree Potters' Guild
Rankin, M.
Roy Russell Memorial Fund
Royal Canadian Legion – Sutton
Ruse, E.
Scotiabank
Shugg-Barbeito, B.
Transcontinental Media

Special thanks to funding support from:

Central Local Health Integration Network
Ontario Ministry of Health and Long-Term Care
Ontario Trillium Foundation
United Way of York Region

**We believe this list to be accurate and complete. However, if we have inadvertently omitted your name, please accept our sincere apology and contact us as soon as possible so we can correct our records.*

Client comments about the CHATS Adult Day Program:

***"It's made my life different and better.
Excellent program."***

***"It couldn't be any better – they are
just like family."***

***"It's as good as we can get; a great
thing for older people. The place is
well-run. I don't know what I would
do without it."***



"Mother loves CHATS and all of you! And though she cannot often remember names, she certainly takes away all the attention and care you provide for her, and tells us how much she enjoys all of you! Thank you so much for all your efforts."

"Thank you, CHATS, for the wonderful support you've given to me during the last four-and-a-half months. Ever since I fell and fractured the cap on my left arm, and afterward had surgery on my left hand, your concern and care were very much appreciated. The ladies who attended to me were always very cheerful and encouraging. Thank you for all that you do."

CHATS partners with a broad range of 125+ community organizations, businesses and sector committees to extend its capacity to deliver services across York Region and further, including the following:

"Thank you for all the help we received from CHATS Meals on Wheels during my mother's recent illness. Despite our own difficulty in organizing ourselves, your wonderful volunteers were always able to supply us with what we needed. Everyone we dealt with was pleasant and extremely helpful. We are very grateful for everything you did."

Community Partners

- Apetito
- Capacity Building Support Network
- Carefirst Seniors & Community Support Association
- Catholic Community Services of York Region
- Central Community Care Access Centre
- Circle of Care
- City of Vaughan
- COSTI
- Downsview Services to Seniors
- Friendly to Seniors Ontario Association
- Human Endeavour
- Markham Stouffville Hospital
- MEDchair
- Network Neighbourhood
- Ontario Community Support Association
- Philips Lifeline
- Region of York
- Rexall Health Centre
- Richmond Hill Hospice
- Richmond Hill United Church
- Ryerson University
- Seneca College - King
- Southlake Regional Health Centre
- St. Justin Martyr Church
- Town of Aurora
- Town of Markham
- Town of Newmarket
- Town of Richmond Hill
- Transit Georgina
- Welcome Centre
- York Central Hospital
- York Region Housing
- York Region Transit
- York University

Thank you, CHATS team!

Hats off to our dedicated staff who put so much care and compassion into their work.

25 Years of Service:

Marie D'angelo
Susan Wells

15 Years of Service:

Glenys Mackay
Janet Lee
Janet Williams
Pauline Johnson

10 Years of Service:

Lynne Watson
Wanda Deschamps

5 Years of Service:

Heather Martin
Roald Abrahamsen
Suzanne Whitehurst
Teresa Johnston

**Please note, anniversaries are based on the 2008 calendar year.*

Management

Wyn Chivers, Executive Director
Deborah Compton, Director of Operations
Carol Edward, Client Services Manager
Christel Galea, Director of Client Services
Colin Jenkins, Director of Development
Carol Page, Operations Supervisor
Janet Williams, Human Resources Manager
Lynne Watson, Accounting Manager

Board and Committee Members, 2008-2009

Board of Directors:

Avanthi Goddard, Chair*
Richard Kinch, Vice Chair
Carol Turner, Secretary-Treasurer
Wendy Cheung*
Brian Coggin
Johanna Geuzebroek
Karen Goodale
Ranjit Kumar
Ghulam Sajan
Vasdev (Dev) Sawhney
Shabbir Zavery*

Board Effectiveness Committee:

Ghulam Sajan, Chair
Christina Bisanz
Brian Coggin
Karen Goodale
Wai Yeung
Ali Zohouri

Business Development Committee:

Richard Kinch, Chair
Bill Albino
Johanna Geuzebroek
Don Harrison

Finance Committee:

Carol Turner, Chair
Johanna Geuzebroek
Donna Keon
Vasdev (Dev) Sawhney

Major Gifts Committee:

Richard Kinch, Acting Chair
Rosalyn Gonsalves
Frank May
George Vassos

Planning Committee:

Ranjit Kumar, Chair
Wendy Cheung*
Sanja Freeborn*
Mary Lou Gignac
Avanthi Goddard

**resigned during the year*

live well,
age well,
be well

...Six little words, yet they represent hope and desire for each of us and those we love. At CHATS, our purpose is to make these six little words a reality.

We offer a wide variety of programs and services designed to meet our clients' needs in a holistic way, enhancing their physical, mental, emotional and spiritual health. Whether they're looking for a little help around the house, some personal care assistance, a drive to an appointment, nutritious meals, good conversation, or fun outings, CHATS is the one to call!

For those who are caring for an aging spouse, relative or friend, we understand what you are coping with, and we're here to support you. Be it our helpful services, guidance, some kind words of encouragement, a friendly shoulder to lean on, or a compassionate ear – we're here to help ease your stress and aid you with caring for your loved one.

CHATS is here to support you in living well!

About CHATS

CHATS was launched in 1980 by a caring group of York Region residents as a not-for-profit, charitable organization, to assist local seniors living in their own homes. Since then, CHATS has evolved into a nationally-recognized organization that delivers a continuum of in-home and community programs and services to meet the changing needs of more than 5,500 York Region seniors and family caregivers each year. Under the strong, experienced leadership of 160 staff, a Board of Directors and committees and more than 500 volunteers, CHATS embraces a unique combination of professional business savvy with caring, compassionate dedication – which ultimately enhances the holistic health and wellness of our clients.

Our Mission Statement

CHATS (Community Home Assistance to Seniors) is a charitable, not-for-profit organization dedicated to assisting seniors with an independent lifestyle in the diverse communities of York Region. CHATS is also committed to providing care and support to caregivers, addressing their unique needs and concerns.



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To Seniors

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