



CHATS
Community & Home
Assistance to Seniors

2019-2020 ANNUAL REPORT

40,627
Attendances to
Lunch Out/
Social Wellness
Programs

38,438
Meals
Delivered

11,575
Social/Safety
Visits

470
Volunteers

Over
8500
Clients

127,347
Drives
Given

308
Staff

Serving
11
Municipalities

33,891
Adult Day
Program
Attendances

487
Home
Adaptation
Services

4304
Hospital to
Home
Transitions



Independence, safety & dignity for older adults

Board Chair and CEO's Report

When this year started no one could have foreseen the unprecedented times that were to come. We entered into the beginning of our fiscal year in April, 2019 with a laser-like focus on one of the Board's strategic priorities to ensure our role at the forefront of Ontario's healthcare system transformation by taking leadership as one of the core partners involved with four successful applications for the new Ontario Health Teams (OHTs)- two now approved, two in development- and an invitation to participate in a fifth one.

Then, with the turbulent international declaration of the coronavirus (COVID-19) pandemic in March, 2020, CHATS was drawn into catastrophe management mode. Keeping our clients, volunteers and staff safe became job one; continuing to provide services and maintaining connectivity with our clients, our goal.

No one would have expected the degree or length to which the COVID-19 pandemic and provincial state of emergency would affect us all. From the initial expectation of a few weeks, to now heading into months of "lockdown", CHATS has demonstrated the unparalleled value that home and community supports provide to vulnerable older adults in York Region and South Simcoe, keeping them well supported, engaged and connected.

Even in the face of great adversity, CHATS continues to demonstrate resiliency, willingness to adapt, innovate and provide leadership. But COVID-19 does not define us—as you will see in this report, CHATS has been able to improve, enhance and expand the important services we provide to a growing and diverse older adult population, with increasingly complex care needs.

As always, we would not be able to do any of this without our dedicated team here at CHATS. Thanks to our Board of Directors, devoted volunteers, staff, service partners, suppliers, funders and donors, this year our community has gone above and beyond to quickly come together to ensure CHATS was able to provide supports safely where we could, and with minimal disruption to the exceptional service CHATS provides to more than 8,500 older adults and caregivers in York Region and South Simcoe. To our clients and caregivers, we thank you for your trust and confidence in the services and supports you receive from us, each and every day.

Amidst the current uncertainty, there is one thing for certain: we will continue to work hard to efficiently and creatively deliver programs to support our vision that older adults can live independently, safely and well at home.

Sincerely,

Christina Bisanz, CEO
Ian Hilley, Board Chair



Ian Hilley, Board Chair

Christina Bisanz, CEO

Operational Highlights

Assisted Living Shift Model Change

Since April of last year, our Assisted Living team has been working hard to modify five of the nine Assisted Living sites to a new shift model to provide frontline staff with more fulltime hours and job satisfaction, by utilizing 12-hour and 8-hour shifts. This change has been well received, with staff noting that they feel more refreshed, rested and less stressed, and are enjoying the additional free time this shift model has afforded to catch up with their family. For the 2020-21 year, we look forward to rolling this model out to the remaining sites.

Southlake@Home

Aligning with CHATS' strategic priority to partner with local hospitals to reduce their Alternative Level of Care (ALC) rates, CHATS was asked to participate in Southlake@Home. This innovative new program was funded to provide 16-week transitional care and support to frail elderly patients who were on an inpatient service at Southlake Regional Health Centre, with a focus on clients who are deemed ALC, or likely to be ALC. New protocols are being developed for hospital to home transitions, with increased flexibility in the way in which services are wrapped around client needs, demonstrating the value of community support services in addressing system level challenges. This is an exciting project for CHATS, allowing us to expand our involvement with Southlake to include the provision of respite care, home help, assisted living, transportation, Meals on Wheels, adult day services, home adaptation and maintenance, caregiver support or transportation services, as needed. CHATS is actively involved in program planning and is part of the Southlake@Home Champions Team and Steering Committee. CHATS was delighted to be included and recognized as part of the team selected to win Southlake's "Courage to Think Differently" Award in October, 2019.

MackenzieHelps

Continuing on our mission to demonstrate the positive impact of community support services on system level pressures, CHATS enlisted as a partner in the MackenzieHelps pilot project alongside SE Health and Mackenzie Health in the fall of 2019. A 16-week program, MackenzieHelps provides a combination of home and community care to help older adults with complex care needs safely leave the hospital to continue their care in the comfort of their own home. The program was launched in October following a \$2.1 million investment from the Government of Ontario to Mackenzie Health.

For this project, CHATS was able to dedicate a fulltime driver with a wheelchair accessible vehicle for immediate transition home, provide additional and enhanced Adult Day Program services, as well as commit a part-time Caregiver Education Counsellor to help those now caring for their loved one at home.

COVID-19 Response

The COVID-19 global pandemic has been one of the most unprecedented and challenging times in modern history. It has also been an opportunity for CHATS to prove itself as a leader and innovator. Our staff and volunteers worked tirelessly to help clients and the community remain supported while sheltering at home. Overnight, our congregate gatherings turned virtual, utilizing technology to keep the community we serve safe during isolation. We enhanced our Meals on Wheels program and added new grocery shopping and prescription delivery service, so our clients didn't have to put themselves at risk by going out into the community. We also partnered with a variety of organizations to protect the vulnerable members of our community with supports such as culturally specific food hampers free of charge, and leading a group of community organizations to develop the COVID-19 response site for the Eastern York Region North Durham Ontario Health Team catchment area.

CHATS is an integral partner in Ontario Health Teams and health system transformation

In the spring of 2019, the Ontario Government launched its plan to implement Ontario Health Teams for a more integrated approach to improving access and services for patients and families. As a core partner, CHATS has played an integral role in the development of four OHT applications—Eastern York Region North Durham (EYRND) OHT, Southlake Community OHT, South Simcoe OHT, and Western York Region (WYR) OHT. CHATS has also been invited to participate in the North York Toronto Partners OHT. Together, these five OHTs cover the mass geographic area in which CHATS serves, and provides a significant opportunity for CHATS to be directly involved in the forefront of healthcare system transformation, reinforcing the important role and value of the in-home and community supports we provide to older adults and their caregivers. Highlights include:

- The Southlake Community OHT will start by focusing on older adults with complex healthcare needs and adults with mental health and addiction challenges.
- The Eastern York Region/North Durham (EYRND) OHT will begin with a focus on the development of integrated services for mental health and addictions, and dementia care for patients and their caregivers within the Markham, Stouffville, Thornhill, Uxbridge and Brock communities.
- The Western York Region (WYR) OHT—currently awaiting approval— will serve residents of Vaughan, Richmond Hill and King, and residents of adjacent municipalities of Aurora, Markham, Brampton and Toronto. In Year 1, the target population is medically and socially complex frail older adults.
- The South Simcoe OHT—still under development at this time— will be located in the South Simcoe sub-region catchment, west of the 400 corridor. In response to the local pressures of the aging community in that area, the year one population focus will be seniors.
- As CHATS also serves clients who live in the northern part of Toronto, or who utilize health care services and the hospital in that area, we've been invited to participate in the North York Toronto Health Partners. This OHT will start by focusing frail seniors, those with mental health and addiction issues, and those at end of life.

Client and Family Caregiver Advisory Council

The past year saw the re-launch of CHATS' Client and Family Caregiver Advisory Council, with new members and new perspectives. Committee members meet quarterly providing valuable feedback and input on a variety of issues – from client engagement, to discussing our Client Bill of Rights, and from reviewing our client satisfaction results, to describing what "good care" means to them. Members of our Advisory Council were also involved in co-design sessions with several of the OHTs that CHATS is involved with. Their input has been immeasurable, is incorporated into planning and program design, and welcomed by CHATS Board and staff.



Our Values

Respect
Empathy
Collaboration
Creativity
Quality
Accountability



Our Vision

Older adults can live independently, safely and well at home



Our Mission

CHATS is an innovative and valued partner in the healthcare system, delivering high quality home and community services and experiences for older adults and caregivers

OUR LEADERSHIP TEAM

Management Team

Christina Bisanz, Chief Executive Officer
Rhonda Flanagan, Director of Development, Marketing & Communications
Jeff Hogan, Director of Finance and Administration
Nancy Kula, Director of Client Care and Services
Janet Williams, Director of Human Resources
Raymond Ang, Privacy Officer
Cindy Dryfhout, Finance Manager
Jannette Lopez-Brady, Human Resources Manager
Sony Manpreet-Singh, Day Program Manager
Kelley McCluskey, Development, Marketing & Communications Lead
Gaynor McCredie, HAMP Manager
Carol Page, Assisted Living Manager
Kalsang Phuntsok, Client Services & Operations Manager
Hillary Richardson, Community Programs Manager
Saskia Sanchez-Ferrer, Executive Assistant
Suzanne Whitehurst, Transportation Manager

Board of Directors

Ian Hilley, Chair	Colleen Jones
Mary Bayliss, Vice Chair	Javed Khan
Perry Chen-See, Treasurer	Avijeet Parmer
John Buie	David Robinson
Claudio DiGirolamo	Arlene Stephenson
Terri Drover	Michael Wosnick

Fund Development & Communications Advisory Committee

Wayne Brakeboer	Javed Khan
Ian Bryan	Mark Kolb
Geoffrey Dawe	Sharon King-Todd
Yash Kapur	Cathy Wilkinson-Fox
Debora Kelly	David Robinson

Quality Committee

Michael Wosnick, Chair
Terri Drover
Marie Hewitt
Javed Khan
Sharon King-Todd
Nicole Niedra-Biordi
Katie Williams

Governance Committee

Mary Bayliss, Chair
Claudio DiGirolamo
Colleen Jones
Patricia Kergon
Avijeet Parmer
David Robinson

Finance & Audit Committee

Perry Chen-See, Chair
John Buie
Sunil Chandna
Adrian Costea
Sam Dash-Addi
Christina Lee
Arlene Stephenson



Thank You CHATS Team!

Many thanks to the dedicated staff who put so much care and compassion into their work.

..... 5 Years of Service

Cindy Taylor
Pam Murray
Daniel Ho
Carmelina Parmigiano

..... 10 Years of Service

Angela Dube
Cara Chandler
Karen Webster

..... 15 Years of Service

Sara Hooshiyarfard
Jenny Rose Rodriguez

..... 20 Years of Service

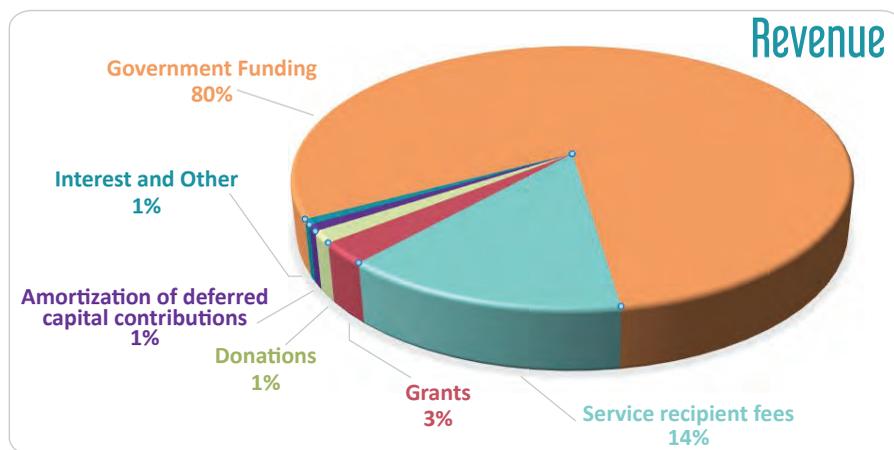
Julie Edmunds-McGlade

..... 25 Years of Service

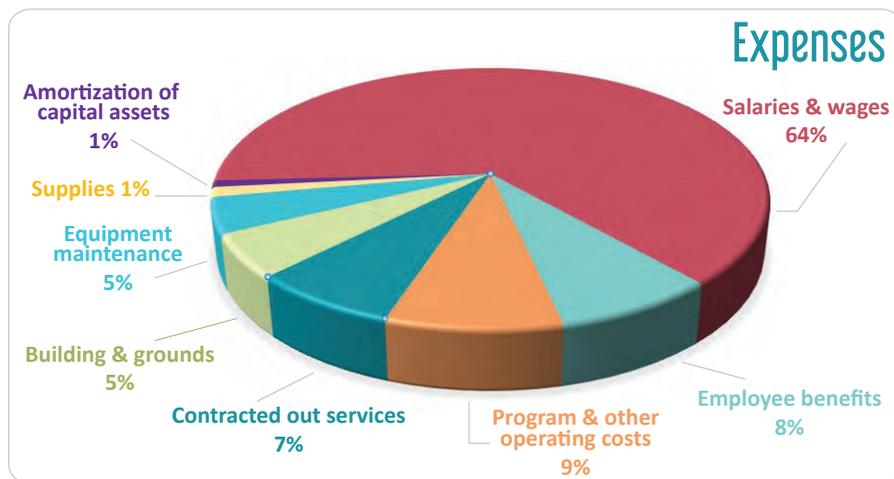
Julie Carnovale
Jeanne Alderton



Our Financials



Government Funding.....	\$16,010,361.00
Service recipient fees.....	\$2,787,076.00
Grants.....	\$528,361.00
Donations.....	\$286,481.00
Amortization of deferred capital contributions.....	\$157,687.00
Interest and Other.....	\$131,099.00
Total Revenue.....	\$19,901,065



Salaries and wages.....	\$12,761,753.00
Employee benefits.....	\$1,589,805.00
Program & other operating costs.....	\$1,713,177.00
Contracted out services.....	\$1,449,133.00
Building and grounds.....	\$1,056,406.00
Equipment maintenance.....	\$870,090.00
Supplies.....	\$240,283.00
Amortization of capital assets.....	\$159,917.00
Total Expenses.....	\$19,840,564

Volunteer Appreciation



470
Active Volunteers
126 New Volunteers
this year



These volunteers
gave a total of
32,905 hours
of service



In "people hours" this
is the equivalent of
20 full-time staff
positions



Financially, this is
equivalent to nearly
\$625, 200!

..... 5 Years of Service

Angela Silveri
Ann Overington
Anne Thomson
Bob Clements
Floreana Massaro
Frank Marshall
Gretchen Ward
John Young
Lewis Roberts
Mary Vaccaro
Megan Kitchen

Michael Wosnick
Nancy Missouri
Nayereh Salimian
Pamela Clements
Peter Seidler
Richard Lunney
Rod Simone
Sayeh Afshari
Shirley Ayer
Sukhwinder Singh-Marok
Vanda Pendlebury

..... 10 Years of Service

Allan Saunders
Antonieta Ganci
Frances Blumfeld
Judy Maguire
Luis Garrido

Maqsood Mahboob
Matthew Chacko
Philip Port
Wayne Arcus

..... 15 Years of Service

Jim Paterson
Fulvio Rodaro
Mina Keshavarzy
Nasrin Moradi
Noushin Mirzaaghaei Tavana

..... 20 Years of Service

Anne Schwarzenberg
Cacilda Ribeiro
Gordon Macrae
Jean Thomas
Marg Curtis
William Church

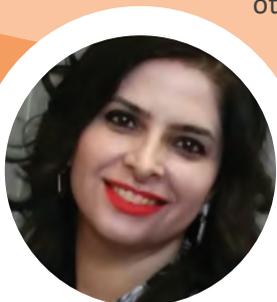
..... 25 Years of Service

Nelda Morley

..... 40 Years of Service

Audrey Gibson
Bev Bain
Lorna Sheehy
Phyllis Tyrie

Lida



“ I am a proud volunteer at CHATS, and I love and respect seniors. They remind me of my grandparents. My grandparents are in heaven and are not around so I cannot help them, but instead I am happy to help other seniors. ”



Phyllis
& Audrey

“ Audrey Gibson and Phyllis Tyrie have been volunteers at CHATS for 40 years and were original Meals on Wheels program volunteer captains for the Markham/Stouffville area. They have been delivering healthy meals weekly to the homes of seniors all this time. Over the years, they have also volunteered for various wellness programs in the community and act as the Annual Hosts of the CHATS' Seniors Tea Room at the Markham Fair each year. These women are incredible. ”

COMMUNITY PARTNERS



- 108 Health Promotion Association
- 360 Kids
- Activate Aurora
- Addiction Services of York Region
- Alliston Food Bank
- Alzheimer Society of Simcoe County
- Alzheimer Society of York Region
- Apetito
- Arirang Age Friendly Community Centre
- Aurora Food Pantry
- Aurora Horticultural Society
- Aurora Presbyterian Church
- Aurora Public Library
- Aurora Seniors Association
- Bernard Betel Centre
- Better Living Health & Community Services
- BookJane
- Bradford West Gwillimbury Fire and Emergency Services
- Bradford West Gwillimbury Public Library
- Canadian Red Cross
- Carefirst Seniors and Community Services Association
- Caregiving Matters
- Catholic Community Services of York Region
- CAYR Community Connections
- Centennial College
- Central Local Health Integration Network
- Circle of Care Sinai Health System
- City of Markham
- City of Richmond Hill
- City of Vaughan
- Club Aurora Fitness
- Community Support Services Network
- Comfort Keepers
- COSTI
- Crescent Village – Ja'Fari Islamic Housing
- Danube Seniors Leisure Centre
- East Gwillimbury Health and Active Living Plaza
- East Gwillimbury Seniors 55+ Task Force
- Electronic Recycling Association
- Evergreen Hospice
- Focus
- Freedom Support Services
- Friuli Benevolent Corporation
- Georgina Food Pantry
- Glynnwood Retirement Home (Thornhill)
- Grace Anglican Church- Markham

- Holland Landing Community Centre
- Human Endeavour
- Human Services Planning Board of York Region
- Hesperus
- Hospice Vaughan
- Humanity First
- Canadian Mental Health Association York Region
- Lake Simcoe Region Conservation Authority
- LOFT Community Services
- Lumacare
- Mackenzie Health
- Magna International
- March of Dimes
- Markham Stouffville Hospital
- Matthews House Hospice
- Memories Plus Group
- Metroland Media
- Milal Church
- Neighbourhood Network
- Network North
- Newmarket Food Pantry
- Nin Os Kom Tim
- Nobleton Lions Club
- North York Seniors Centre
- North York General Hospital
- Oak Ridges Moraine Library
- Ontario Community Support Association
- Ontario Health (Central Region)
- Parkview Village Retirement Association
- Prophetic Non-Profit Homes of York Region
- Philips Lifeline
- Regional Municipality of York
- Rexall Health Centre
- Hill House Hospice
- Richmond Hill Public Libraries
- Richmond Hill United Church
- Routes Connecting Communities Inc.
- Royal Canadian Legion Branch 375 (Richmond Hill)
- Royal Canadian Legion Branch 521 (Bradford)
- Ryerson University
- Seneca College
- Schomberg Lions Club
- Silver Lakes Golf & Country Club
- Snapd Richmond Hill

- Social Services Network
- Southlake Regional Health Centre
- St. Andrew's College
- St. Andrews Presbyterian Markham
- St. Andrews United Church Markham
- Staff Relief
- Stevenson Memorial Hospital
- Thornhill Seniors Centre
- Tim Horton's Bradford
- Toronto and Region Conservation Authority
- 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
- University of Guelph-Humber
- Vaughan Community Health Centre
- Vaughan Food Bank
- VHA Home Health Care
- VON
- Workforce Planning Board
- Yee Hong Centre
- Yellow Brick House
- York Region Catholic School Board
- York Region Community Information and Volunteer Centre
- York Region Conservation Authority
- York Region District School Board
- York Region Food Network
- York Region Housing
- York Region Police
- York Region Public Health
- York Region Transit Mobility
- York Support Services Network (YSSN)
- York University
- York Works

CHATS' Community Events & Workshops



CHATS has an extensive presence in the community throughout York Region and South Simcoe. CHATS Caregiver Support and Education programs are free and are designed to meet the unique needs of those caring for a senior in the community. Program offerings include personal consultations, support groups, workshops, information and referrals all facilitated by our professional Caregiver Support & Education Team.



“ Stan has been a CHATS volunteer for 8 Years. I am appreciative of all the programs CHATS has for seniors and glad that I can be a part of that. Seeing as most seniors don't have a means of transportation for their appointments or errands, I enjoy helping them out when they are in need. It also gives me an opportunity to learn about different cultures and lifestyles. Volunteering for CHATS gives me a purpose. ”

Stan



Our Donors

Family (\$500-\$999.99)

Allan Saunders
 Applied Systems Technologies Inc.
 Bernadette Benjamin
 Brian Leonard
 Brainy Games
 Canadian Bridge Federation Foundation
 Carrie Chung
 Cathy Wilkinson-Fox
 Central United Church
 City of Richmond Hill
 Colleen Jones
 Comfort Keepers Canada
 David Williamson- WPCI mobility
 Deep Rana
 Egate Networks Inc
 Eric & Jane Stangl
 Gerhard & Gisela Schoenhoff
 Grace Anglican Church
 Hilley Pharma Advisors
 Holy Trinity Anglican Church
 Hyun-Ju Cho
 Jack Vanderploeg
 Janice Ryan & Thomas King
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Lawrence Gelberg
 Letizia Homes Limited
 Maria Bernardo
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 Vera Tachtal
 Vern Cunningham
 Virginia W. Ho
 Wayne Brakeboer
 Yash & Prem Kapur

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 Andrew & Sheila McKenzie
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 Hunter Engineering Company
 Keith Scott
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 Pickering College
 Rachel Stevens
 Rotary Club of Newmarket
 Roy Russell Memorial Fund
 Snapd Richmond Hill
 Tilda Zanette
 Town of Bradford West Gwillimbury
 Township of King

Builders (\$5,000-\$9,999.99)

City of Vaughan
 EMpression
 James & Sheila Waters
 Vaughan Chrysler

Patrons (\$10,000-\$49,999.99)



GJ Garden of Life Foundation Trustees
 The Dunin Foundation

Partners (\$50,000+)



United Way
 Greater Toronto

CONTACT CHATS

905-713-6596 or 1-877-452-4287

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