

ANNUAL
REPORT

2020



*A year of adapting,
all together!*



TABLE OF CONTENTS

- 3** Strategic roadmap for 2019-2024
- 4-5** Joint message from the Chair and Executive Director
- 6-7** The road we travelled in 2019-2020
- 8-9** 25 years of partnership with the Pavillon Omer Deslauriers at Bendale Acres
- 10-11** Photo-album 2019-2020
- 12-13** Testimonies on the CAH experience
- 14-15** CAH's fundraising events
- 16-17** Our financial report
- 18** Our Board of Directors
- 19** Our team



STRATEGIC ROADMAP FOR 2019-2024

OUR MISSION

To provide services and programs in French for seniors and their caregivers promoting their quality of life, supporting their independence and encouraging them to participate in the life of the Francophone community.

OUR VISION

Engaged seniors who have access to services that evolve with them, for a healthy life and a stronger community.

OUR VALUES

- Inclusion
- Collaboration
- Creativity
- Responsibility

OUR STRATEGIC PRIORITIES

ENHANCED SERVICES

- promoting personal autonomy and commitment
- focussing on the person & the evolution of their needs
- evolving through diversification

QUALITY CULTURE

- integrating risk and quality management
- maintaining Accreditation Canada's standards
- directing attention to user safety

VISIBILITY

- focusing on strategic positioning
- being a partner of choice in the community
- implementing targeted promotion of services

JOINT MESSAGE FROM THE CHAIR



Colette Raphaël
DIRECTOR/CHAIR



Barbara Ceccarelli
EXECUTIVE DIRECTOR

This year the health and community services community in Ontario began a major transformation and we witnessed the formation of the first Ontario Health Teams.

The Ontario Health Teams are multidisciplinary teams with the goal of bringing together the players responsible for meeting the health needs of the population in specific regions (home and community care providers, entities, hospitals, physicians and other players).

These teams must be able to provide a continuum of quality health services focused on clients, their families and caregivers.

CAH has been a leader in this field for over 40 years and is well aware of the limitations of this model for the Francophone population within the Greater Toronto Area. Francophones do not live in a

specific region and they use French-language services as best they can where they find them, scattered throughout the Greater Toronto Area.

CAH therefore immediately started to work on the design of a continuum of care and services for Francophones that would be integrated into the Ontario Health Team model.

FOR STRONG PARTNERSHIPS

CAH has invested in updating and consolidating its key partnerships, revitalizing existing agreements and implementing new ones.

We believe that health teams will not be able to guarantee a continuum of services and care to Francophones across Ontario.

This is why we work with our partners to build a virtual care pathway that can interact with the teams and meet

the needs of Francophones wherever they live in the Greater Toronto Area. This networking with stakeholders took place throughout the year and is already well advanced. It will allow us to continue to collaborate between partners and increase opportunities for synergy.

AND THEN... COVID-19

As we continued to look for opportunities to improve our service offerings and position ourselves strategically for ongoing changes in the health and community services community, we had to deal with the COVID-19 pandemic that disrupted all our plans.

It forced us to question everything.

Soon, we were obligated to isolate ourselves from each other, each of us at home, bombarded with increasingly disturbing information.

AND EXECUTIVE DIRECTOR

CAH's Board of Directors and management are confident that all of the adjustment efforts that the team, clients and their caregivers have made to date will provide a very solid foundation on which to build our safe, successful and gradual reopening.

Our clients, who may suffer the consequences of isolation and exclusion under normal circumstances, have had to retreat even further, in a climate of fear and anxiety.

The virus has, from the outset, shown extreme virulence and the consequences for the aging with loss of autonomy, often institutionalized, have been awful.

Those who had not been affected by the virus still found themselves isolated, with reduced autonomy. Some had to put aside their medical care and scheduled follow-ups out of fear of infection.

CAH ADAPTS

Essential workers have seen their workload increase, facing rising uncertainty, anxiety and risks for them and their loved ones.

This situation has really disrupted CAH, its clients and their caregivers, and its staff. Overnight, we completely changed the way we work to deliver essential services safely and securely. We immediately stopped all our group activities and all the planned programming.

Even the simplest daily gestures became complicated.

We had to set up a series of security measures that have had an impact on everyone and have often required significant renunciations and sacrifices on the part of all.

The majority of our planned events have been cancelled. These include the Volunteer Appreciation Night, our Annual General Meeting (postponed to September 16 at 7 p.m. on a virtual platform), participation in the Toronto Challenge and the Gilles Barbeau Golf Tournament for CAH, not to mention all the Place Saint-Laurent themed coffee breaks that usually mark CAH's calendar.

In the midst of this summer, when the pandemic seems to have slowed down a bit, we are able to get together (while respecting safe distances and protective measures), and take a moment to congratulate ourselves for having succeeded

so far in keeping the situation under control, avoiding the worst.

The battle is not yet won, far from it. However, we have come a long way together. The CAH team has demonstrated its ability to react quickly. They had the right reflexes in the face of a situation that was as exceptional as it was unexpected.

GREAT TEAMWORK!

Clients, staff and caregivers followed the recommendations and showed great empathy and solidarity!

Such great teamwork!

We will of course continue to adapt and modify our practices based on the behaviour of COVID-19.

At the same time, CAH's Board of Directors and management are confident that all of the adjustment efforts that the team, clients and their caregivers have made to date will provide a very solid foundation on which to build our safe, successful and gradual reopening.



THE ROAD WE TRAVELLED IN 2019-2020

More than ever, our society understands the importance of providing a continuum of quality services to seniors, something CAH has been doing for over 40 years. The pandemic has revealed the disastrous impact weak links in this continuum can have on the physical and mental health of seniors and their caregivers.

CAH's management and Board of Directors continued to work according to the strategic plan 2019-2024, aiming at improvement in three areas.

FOR A QUALITY CULTURE

To ensure continuous quality improvement, our management team conducts an ad hoc risk analysis and ensures that a training plan is created for each position, whether in general management, the kitchen, the reintegration care unit or any of our other team's roles.

The care plan that we put in place for each client and their caregivers allows us to identify clients' goals and the resources needed to support them.

FOR ENHANCED SERVICES

• Reintegration Care Unit

In 2019-2020, our new Reintegration Care Unit hosted eight clients referred by hospitals or community stakeholders. Their average length of stay was 12 weeks, during which they benefited from the activities offered by CAH, including the Supportive Housing program.

The hands-on experience we have gained with these clients with complex needs has allowed us to develop an up-to-date training curriculum and a new training program in line with industry best practices, now available to CAH's front-line staff.

• PSL apartments

In order to break social isolation and marginalization, we have found a solution to offer free WI FI to the residents of Place Saint-Laurent (PSL), while exploring ways to also connect our clients in the community in the context of a pandemic.

• CAH's Oshawa ADP

The Adult Day Program (ADP) is now well established in the community. In 2019-2020,

it welcomed 12 clients. A close partnership with the Alzheimer Society and the Central East LHIN now facilitates effective referrals for Francophones in the Durham Region.

• Centre for Active Living (CAL)

This year, our CAL has formed its own advisory committee. The CAL recreationist now benefits from an active group of CAL members who participate in the programming and organization of events.

The CAL supports the residents of PSL in their own activities such as the Monthly Men's Breakfast and the community gardens, but it also has the ambition to become a true laboratory for Francophone initiatives and energizing sharing for all its members within the community.

In addition to its regular schedule of activities including fitness, mat yoga and Zumba sessions, movement workshops were held with Théâtre français de Toronto and with the Sunshine Centre, monthly informative workshops were presented by the Centre francophone du Grand Toronto, and more with the Canadian Mental Health Association.



There were 17 local and regional outings, 19 special meals including the volunteer recognition dinner, and 19 fun-themed coffee breaks, in addition to the daily coffee breaks.

• Intergenerational relations

CAH has opened its doors to young people of all grade levels throughout the year, from toddlers in daycare to students from Collège Boréal and the Glendon Campus of York University.

These intergenerational activities have been a great success, not only with our clients, but also with students and teachers who enthusiastically committed themselves to the experience.

CAL members were hosted by the École secondaire Toronto Ouest. A video clip was produced with their help as part of Ma Radio Visuelle's New Horizon's multi-generational project, an initiative of CHOQ-FM 105.1 Toronto.

FOR INCREASED VISIBILITY

• Strategic positioning

Increasingly, our integrated housing and services management model is in the news and recognized by our partners as an excellent option to promote and maintain the

More than anyone else, CAH is in a position to see the additional challenge for seniors living in Francophone minority communities to maintain their quality of life and independence.

autonomy and well-being of aging and frail people.

We have begun an in-depth analysis of our capacity development options that will guide decisions for our future initiatives.

In order to promote our commitment and ambitions during the year, we took advantage of several opportunities to meet and gain visibility with the Ontario Ministry of Health and the City's affordable housing team.

We proudly presented two valiant CAH volunteers, Rachelle Janveaux and Claudette Morier, at the Ontario Volunteer Recognition Ceremony at City Hall.

• Seniors' Help Line

We are continuing our efforts to strengthen the active offer of Toronto Central LHIN by providing the Francophone component of

the Toronto Seniors Helpline/Ligne d'assistance pour aînés de Toronto. During CAH's hours of operation, people choosing the French option when calling 416-217-2077 are automatically referred to our French-speaking case managers.

• Evolution of *The Gazette*

Since 2020, *The Gazette* has moved closer to the community by becoming more relevant to potential clients of our Centre for Active Living and CAH's services and programs. This approach has proven to be very useful in times of confinement.

• CAH on social media

From October to December, CAH's visibility on Twitter went from zero to 3,300 impressions. From January to March 2020, this number doubled. More than 46,000 pages were viewed on our website in one year and 30% more people visited it on their phones. CAH's Facebook page saw a 15% increase in followers.



CAH CELEBRATES 25 YEARS OF PAVILLON

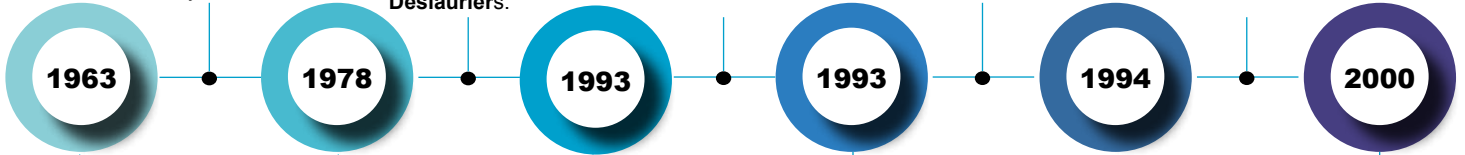
A vision
Simone Lantaigne meets Fred Lafontaine and Gérald Bouchard, who specialize in the construction of homes for the elderly.

One direction
From 1992 to 1996, **Gilles Barbeau** was executive director of CAH. He will later become an assiduous volunteer at the **Pavillon Omer Deslauriers**.

A catalyst
Omer Deslauriers also helped found the Centre médico-social communautaire de Toronto, which will eventually become the **Centre francophone de Toronto**.

Inauguration
The **Pavillon Omer Deslauriers** was launched on September 30, 1994, by Tony Silipo, Ontario Minister of Community and Social Services.

Good timing!
Bendale Acres was fully renovated in 1994. It was perfect timing to integrate a new Francophone pavillon since the entire building had to be emptied and then relocated.



The opening

Bendale Acres opened its doors in 1963. It is one of the ten municipal long-term care homes operated by the City of Toronto, before its amalgamation.



The beginning

In order to get grants and funding, twelve signatories form the corporation **The Centres d'Accueil Héritage** on August 22, 1978: Fred Lafontaine, Gérald Bouchard, Charles E. Arsenault, Roger Arsenault, Alphonse Charette, Omer Deslauriers, Dr Didier Piot, Dr. Robert Potvin, Guy Hamel, Armand Charlebois, François Roy and Pierre Gravel.

Idea launched

Omer Deslauriers, former educator and senior provincial civil servant, is the one who launched the idea of an integrated long-term care centre within **Bendale Acres** (after founding the Regroupement des intervenants francophones en santé et services sociaux de l'Ontario).

A team

Omer Deslauriers surrounded himself with an impressive team to carry out his project: Andrée Albergaria, Claire Bénézra, Mohammed Brihmi, François-Xavier Chamberland, Anne-Marie Couffin, Jacqueline Dugas-Rozentals, Pierre Fortier, André A. Gagné, Jean-Claude Lesnick, Jacques Liwanpo, Marthe Molikisassa, Anne Rich, Paul Rouleau, Roseann Runte, Michèle Sirois and Rosaire Vachon.

Open!

The **Pavillon Omer Deslauriers** officially opens its doors on November 1, 1994. Located on the 3rd floor of Bendale Acres, at 2920 St. Lawrence Avenue East, it has an initial capacity of 37 residents.



Gilles Barbeau

No wonder **CAH** gave his name to its golf tournament! From 2000 to 2006, honours for outstanding volunteerism rained down on its director **Gilles Barbeau**. In 2006, the City of Toronto honoured him for having enhanced the quality of life of the residents at the **Pavillon Omer Deslauriers**. Of all the causes he supported, French-language long-term care was his most cherished.



OMER DESLAURIERS AT BENDALE ACRES

In the senate

On March 9, 2009, the "Lavoie case" was discussed in the Senate of Canada during a session on access to long-term care in French in Canada; this will give the Francophone issue a high profile.

Strong committee

Jean Roy is asked to sit on the **Bendale Acres** committee to replace the tireless Gilles Barbeau (also an engineer at Imperial Oil), who passed away in 2011.

Waiting list

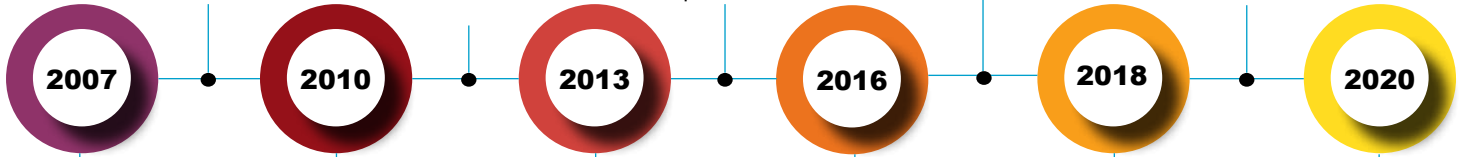
It is the priority waiting list that will lead to an increase in the occupancy rate of beds in the **Pavillon Omer Deslauriers** by Francophones.

Excellence

As a member of the **Bendale Acres** Residence Advisory Committee, **Jean Roy** receives an Excellence in Volunteering Award in April 2018 from the City of Toronto.

Continuous innovation

A daycare centre with 49 spaces is completed in **Bendale Acres**, including 24 bilingual preschool spaces and French-speaking staff. It will facilitate intergenerational programs between children and the elderly.



2007

2010

2013

2016

2018

2020

The 2007 Act

The **Long-Term Care Homes Act, 2007** is created, including Category 3 on the waiting list (a category that applies to people with a particular religious, ethnic or linguistic origin). Unfortunately, it will not be used right away to facilitate access to long-term care for Francophones.

A foundation

The **Hélène-Tremblay-Lavoie Foundation** is co-founded by **Jean Roy** and **Sylvie Lavoie** to amplify the message about gaps in long-term care in French in Toronto (well illustrated by the "Lavoie case" involving Hélène Tremblay-Lavoie).

At last!

Thanks to the analysis catalyzed by **Jean Roy** and pressure from Francophone organizations, on June 3, 2013, the Central East CCAC (responsible for managing waiting lists for long-term care homes in the Central East LHIN region) agrees to give priority to Francophone seniors eligible for long-term care who apply for **Bendale Acres**, finally putting **Category 3** of the **Long-Term Care Homes Act, 2007** to good use.

Accreditation Canada

In March 2016 **Bendale Acres**, which had already been approved by Accreditation Canada organization several years ago, receives a certificate of recognition from this entity for successfully completing the testing of its tools on language access.

A model to emulate

The Santis Health study cites the example of **Pavillon Omer Deslauriers** in a new *Guide to Planning and Delivering Long-Term Care in French* produced by the Réseau franco-santé du Sud de l'Ontario, with representatives from Bendale Acres and the City of Toronto, Reflet Salvéo, Entité 4 and FARFO.

25 years already!

An official celebration to mark the 25th anniversary of **Pavillon Omer Deslauriers** was scheduled for April 2020. As early as February, the 25th Anniversary Committee made the decision to cancel the festivities in order to avoid dissemination of COVID-19. To date, there have been no cases of the virus registered at Bendale Acres Long-Term Care Home, a reminder of the high quality care that has been provided there from the beginning.



PHOTO-ALBUM 2019-2020



A BUSY YEAR!



TESTIMONIES ON THE CAH EXPERIENCE

We have collected the following testimonials to give a brief overview of the impact of CAH on the community.

SO WE DON'T FORGET...

Jean Roy, a member of the Bendale Acres Residence Advisory Committee, received an Excellence in Volunteering Award in April 2018 from the City of Toronto. In honour of the 25th anniversary of the **Pavillon Omer Deslauriers** of Bendale Acres, we wanted to hear his testimony so that we never forget how far we have come to get where we are!

As a retiree, former member of the Board of Directors, and a former member of the Board of Directors of CAH and long-time supporter of the Pavillon Omer Deslauriers, which recently celebrated its 25th anniversary, I can testify to the great satisfaction I get from my volunteering in support of the work of Simone Lantaigne for Francophone seniors.



To this day, after more than 40 years, the great dream of Ms. Simone Lantaigne, founder of the Centres d'Accueil Héritage (CAH), continues to contribute to improving the living conditions of many Francophone seniors in the Toronto area.

Her dream of creating a continuum of services to help Francophone seniors was born in 1980. The first phase of this dream was the construction of the Place Saint-Laurent apartment building, which is located in the heart of Toronto, not only providing exceptional access to affordable and quality rents for our seniors but also a range of services, support and activities.

Unfortunately, Ms. Lantaigne did not have the chance before her death in 1982, at the age of 62, to see the completion of the second phase of her dream. She understood the importance for a senior who is losing her independence (at the time of her life when she has the greatest need to understand and be well understood in her mother tongue) to have access to long-term care in French.

All this fine work done by French-speaking people, sometimes themselves seniors and/or retirees, demonstrates the great opportunities that may result from community involvement.

- Jean Roy, volunteer

Fortunately, her vision and message were well understood by her team of supporters. In 1994, members of the Board of Directors of CAH and the Francophone community, guided by Omer Deslauriers, established a partnership with the City of Toronto to create a Francophone floor within the municipal long-term care home Bendale Acres.

The pioneers of the Francophone community who contributed to this great achievement with Omer Deslauriers were: Andrée Albergaria, Claire Bénézra, Mohammed Brihmi, François-Xavier Chamberland, Anne-Marie Couffin, Jacqueline Dugas-Rozentals, Pierre Fortier and André A. Gagné, Jean-Claude Lesnick, Jacques Liwanpo, Marthe Moliki-Sassa, Anne Rich, Paul Rouleau, Roseann Runte, Michèle Sirois and Rosaire Vachon.

Since 1994, many members and friends of CAH continue to accompany and support the Francophone residents of Pavillon Omer Deslauriers through their volunteer work.

All of this fine work done by Francophone people, who are sometimes seniors themselves and/or retired, demonstrates the great possibilities that can result from community involvement.

TO TRY IT IS TO ADOPT IT

Mr. **Salim Sarwari** is a new client of CAH's Adult Day Program (ADP) in Oshawa. He was referred to us by his occupational therapist. Like many people, he had preconceived ideas about this type of service. A nice surprise awaited him, including the transportation service provided in Oshawa.

I was hesitant at first, and I didn't know what to expect. I did not know how much I'd like that, or how it would be for me since I'm an older man. I thought that there would be little attention paid to me and that I would simply observe the action from a distance. I didn't know how much I'd be engaged. I also assumed that I would not be able to attend on a regular basis due to my reduced mobility, making it difficult to get there without a car.

COMMUNITY SPIRIT

Isorine Marc, the founder of the local arts organization **Jamii**, recognizes CAH's involvement.

CAH gives us access to activity rooms and its terrace but our collaboration with the organization goes beyond that. At the beginning of the pandemic, we organized a show on the terrace, which residents were able to enjoy from their balcony. We also did a video project that involved residents in the creative process. We are delighted to continue this collaboration in the future.

Our Reintegration Care Unit Manager, **Hélène Ngombe**, talks about the relationship she builds with her clients.

Clients who arrive at the unit need time to adjust to their new environment. I've learned to listen to them better, to better explain how we operate, to develop a relationship of trust that facilitates their convalescence. It makes all the difference.

ACTIVE ONE DAY, ALWAYS ACTIVE

As of this year, Place Saint-Laurent (PSL) counts among its residents one of the 12 founders of CAH, **Pierre Gravel!** Having contributed his entire life to the promotion of the French-speaking culture, he continues to devote his energy to this cause at PSL.

I had in my personal collection beautiful French books on various countries. I wanted more people to benefit from them as they reflect the multicultural diversity of CAH. So I donated them to the residents' library. With the help of Ayda from the CAL, we organized a special coffee break to show off the books recently added to the library. About 25 readers borrowed the new books on the spot!



Toronto seniors want to stay informed and active. The following comment left by two CAH clients, **Charles and Habeeba**, on our Facebook page, is representative of the feedback that our recreationists receive on a regular basis.

Thank you to CAH for providing us with good seminars. Thank you especially for the exercises! We are ready to face the winter!



CAH'S FUNDRAISING EVENTS

For the 2019-2020 fundraising campaigns, CAH had a clear goal: raising \$30,000 to purchase a new van. Mission accomplished!

Community members generously rallied to the cause with their individual donations or sponsorships, donating a total of \$31,935.

On behalf of all CAH clients who will be able to enjoy safe and comfortable transportation, we thank them from the bottom of our hearts! We are waiting for the last phase of deconfinement in order to purchase our new van.

GILLES-BARBEAU GOLF TOURNAMENT FOR CAH 2019

In 2019, our tournament was in its 10th edition!

The **Gilles-Barbeau Golf Tournament for CAH**, named in honour of our Executive Director from 1992 to 1996, is our largest fundraising campaign, carried out masterfully (rain or shine) by the members of the Golf Committee of our Board of Directors.

In September 2019, 54 golfers amicably competed on the course at the Bethesda Grange in Stouffville.



Serious golfers were very lenient with the novices who were having their first experience.

In 2019, the organizing committee encouraged the generosity of 35 sponsors and over 50 cash and in-kind donors, not to mention many dynamic volunteers.

A total of \$19,935 was collected thanks to sponsorships, donations, silent auction, sales of raffle tickets and participation in the putting challenge, and tournament banquet, all of which allowed us to mark the 10th edition of the tournament with a bang.

DÉFI TORONTO 2019

Défi Toronto is part of the Toronto Challenge. It is the City of Toronto's annual fundraising event for seniors in the city.

CAH, Bendale Acres (including the Pavillon Omer Deslauriers) and the Hélène-Tremblay-Lavoie Foundation are among the 50 or so organizations dedicated to the well-being of seniors who are registered to benefit from the popular fundraising event.

The 28th edition of the challenge took place on Sunday morning, June 9, 2019. We relied on 26 brave supporters registered under CAH, who chose the 5-km walking challenge.



Once again, the **Hélène-Tremblay-Lavoie Foundation** supported CAH's clients with a \$500 donation.

Our participants and donors raised \$3,935.

CHRISTMAS SHARING 2019

Once again, in December, the **Ensemble vocal les Voix du cœur** launched the holiday season with its interactive show at the Sacré-Coeur parish church.

This year, thanks to you, they raised \$1,501 at the door, which the members of the vocal ensemble themselves generously topped with \$655, in addition to the many hours devoted to practices and performance of their show, for a total of \$2,156!

Seniors also received \$470 from the **Club Richelieu of Toronto**. It has been a much appreciated tradition for years during the holiday season.

We are very grateful to all individual donors, employees and friends of CAH, who showed their support by making an online donation.

In 2019, thanks to these donations, we received an additional \$4,045.

Christmas Sharing thus generated a grand total of \$6,671.

Finally, unused funds of \$1,894, raised the previous year, were added to the 2019-2020 fundraising efforts.

OUR FUNDERS AND DONORS

We would like to thank the funders who demonstrate their trust in us each year: Toronto Central LHIN, City of Toronto (Housing Support Services and Community Services), Catholic Charities, Central East LHIN, Ontario Community Housing Assistance Program and the Ontario Seniors' Secretariat.

IMPACT OF COVID-19...

This year, all fundraising activities are being cancelled because of COVID-19, but the needs of the community remain!

Normally, we rely on Défi Toronto, the Gilles Barbeau Golf Tournament for CAH and Christmas Sharing to raise close to \$30,000. Normally...

The pandemic has more than ever illustrated the negative impact of isolation, in the short, medium and long term, especially among the elderly.

The new fundraising actions initiated by CAH in 2020 will therefore serve to bring seniors out of isolation, using the tools of the 21st century.

We want to educate our staff and clients to make better use of online resources. We want to assist them in acquiring equipment and the training required to take advantage of them.

We also want to produce online resources that resonate with Francophone seniors in the community and their caregivers. In addition, we will put together activation baskets for them.

As you can see, your donations are more important than ever!



OUR FINANCIAL REPORT 2019-2020

You can consult our financial report at any time on our website www.caheritage.org under PUBLICATIONS.

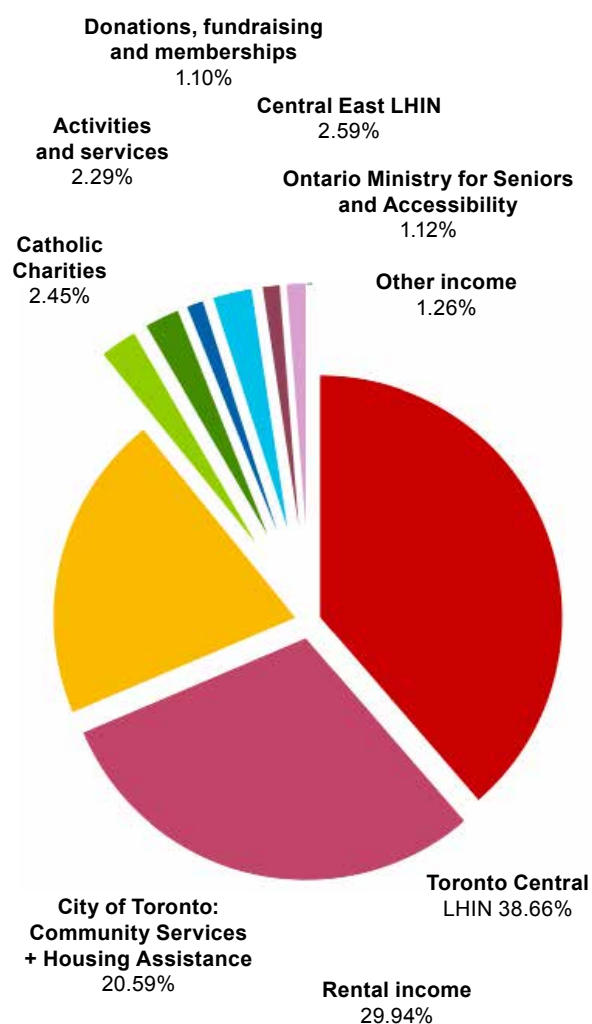
STATEMENT OF FINANCIAL POSITION

for the year ending March 31, 2020

	2020	2019
ASSETS		
Current		
Cash	304,714	516,691
Short-term investments	443,029	192,120
Government subsidies receivable	64,342	65,014
Accounts receivable	70,913	101,721
Prepaid expenses	13,689	14,007
	896,687	889,553
Tangible Capital Assets	1,060,509	1,060,509
Long-term Investments		
Restricted		
Cash-bonds and others -		
Replacement reserve	1,059,045	956,950
	\$ 3,016,241	\$ 2,907,012
LIABILITIES and NET ASSETS		
Current		
Accounts payable	296,241	499,548
and accrued liabilities		
Deferred contributions	52,817	33,563
Rental deposits	39,170	38,057
Current portion of long-term debt	20,750	27,667
	408,978	598,835
Long-term debt - renewable portion	331,999	352,749
	740,977	951,584
Net Assets (Deficiency)		
La Place St-Laurent	869,911	674,586
Community Support Services	0	0
Centres d'Accueil Héritage	346,308	323,892
Replacement reserve	1,059,045	956,950
	2,275,264	1,955,428
	\$ 3,016,241	\$ 2,907,012

FUNDERS AND OTHER SOURCES OF REVENUES

April 1, 2019 – March 31, 2020



**SUMMARY STATEMENT OF OPERATIONS
AND CHANGES IN NET ASSETS**

for the year ending March 31, 2020

2020

2019

REVENUES

Government Grants		
Toronto Central LHIN	1 585,471	1 506,474
Central East LHIN	106,122	106,294
Ontario Ministry for Seniors and Accessibility	46,042	44,822
City of Toronto: Community Services + Housing Assistance	844,437	797,687
Other Grants		
Catholic Charities	100,347	100,347
Activities and services	94,108	85,210
Rental income	1,242,376	1,218,103
Vacancy loss	(14,520)	(15,748)
Donations, fundraising and memberships	45,009	48,101
Interest income	17,028	10,954
Other income	34,774	53,551
	\$ 4,101,194	\$ 3,955,795

EXPENSES

Bad debts	12,711	76
Cable television	43,586	54,520
Natural gas	47,485	38,949
Hydro	98,006	96,994
Water	82,521	66,962
Repairs and maintenance	514,089	546,755
Security (Garda)	199,037	191,262
Term loan interest	15,353	15,726
Food centre and social activities	68,845	61,206
Program supplies	34,624	32,951
Rent	82,668	77,231
Fundraising expenses	6,065	9,589
Salaries and benefits	1 765,000	1,669,743
Advertising and promotion	17,999	18,754
Education	146,248	117,813
Insurance	42,904	41,174
Office and general	46,018	65,154
Office equipment	105,750	92,491
Telephone	31,014	29,158
Meetings and travel	17,194	28,396
Professional fees	227,036	248,766
Bank charges	3,319	3,232
Spending by the Reserve	173,886	208,200
	\$ 3,781,358	\$ 3,715,102

Surplus or deficit before allocation	319,836	240,693
Annual Information Return adjustment for prior year	0	285
Allocation from Place St-Laurent	264,022	239,969
Allocation to the Reserve	(264,022)	(239,969)

SURPLUS or (DEFICIT)

	\$ 319,836	\$ 240,978
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OUR BOARD OF DIRECTORS 2019-2020



Colette Raphaël
DIRECTOR/CHAIR



Marek Nesvadba
DIRECTOR/
VICE-CHAIR



Carline Zamar
DIRECTOR



Carmelle Salomon-Labbé
DIRECTOR



Sylvie Lavoie
DIRECTOR/
TREASURER



Joyce Irvine
DIRECTOR/
SECRETARY



Claire Prest
DIRECTOR



Denis Frawley
DIRECTOR



Karine Boucquillon
DIRECTOR/
CLIENTS' REPRESENTATIVE



Jamie Guerra
DIRECTOR



Maryse Francella
DIRECTOR



OUR TEAM



Alphonsine Jonfiah
PERSONAL SUPPORT WORKER

Aminata Seck
PERSONAL SUPPORT WORKER

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