

2016

ANNUAL REPORT



Helping seniors realize their full potential in French



caH

CENTRES
D'ACCUEIL HÉRITAGE





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A Joint Message from the President of the Board of Directors and Executive Director



Joyce Irvine
CHAIR



Isabelle Girard
EXECUTIVE DIRECTOR



Barbara Ceccarelli
ASSISTANT EXECUTIVE DIRECTOR

CAH positions itself as a go-to partner for delivering healthcare services in the home and the community

The year 2015-2016 heralded major changes in the healthcare field, especially in the community sector where CAH operates. Ontario's Ministry of Health published its healthcare action plan for transforming and improving the province's healthcare system, which presents the next steps in transformation of the system. It is designed to keep a clear promise made by the government: Ontarians must receive better quality health services and the way this care is delivered must meet their expectations.

CAH is extensively involved in planning the transformation of the healthcare system in cooperation with the Ministry of Health and other stakeholders to ensure that French-language services are integrated into planned changes from the outset. Although this contribution by CAH to healthcare changes demands a great commitment of time and energy, it is vital to implementing a system that more effectively meets the needs of Francophones, especially seniors who want to be served in French.

It is well known that changes bring their share of challenges, but they also present many opportunities. CAH has positioned itself this year as a go-to partner for the health of Francophones. This is why the Ministry of Health has given CAH a one-time grant to conduct a study on implementation of an

innovative service model for seniors coping with dementia. We know there are pressing needs among Francophones for this type of service. Our goal for the coming year is to conduct a feasibility study and produce a business plan that will enable CAH to implement this service model for supporting Francophones with dementia and their natural caregivers.

Following the success of our first accreditation phase last year, we began preparing the second phase, Qmentum, in February. Accreditation is a process that promotes the establishment of a continuous quality improvement approach in healthcare facilities. Qmentum will make it possible to compare Centres d'Accueil Héritage's practices with more than 400 standards of excellence



applicable to all institutions in Canada that cover all aspects of healthcare and services. This constitutes a colossal undertaking for the coming year, but the success achieved by our team in the initial phase has boosted confidence in our ability to meet this new challenge.

More challenges and great potential

You probably remember us talking over the past two years about the \$200,000 annual increase in our property taxes, which potentially jeopardizes CAH's viability. Although we have made much progress on this issue, it has yet to be resolved, but talks continue with the City of Toronto and the province to find a creative solution. At the same time, however, mortgage payments for Place Saint-

Laurent will soon end, which opens the door to new possibilities. The Board of Directors will also start to draw up a new strategic plan so CAH can rise to its challenges and seize the many opportunities emerging on the horizon.

Volunteers, Board members and funding bodies

Volunteers are unpaid, not because they have no value, but because they are priceless.

The huge difference that volunteers make in a community organization such as ours ultimately is recognized for its true value by our funding bodies. The crucial role played by volunteers raises the need to implement a more formal structure for our volunteers. We are convinced that these new requirements will

have an extremely positive impact on the contribution volunteers make to Centres d'Accueil Héritage.

We cannot conclude this message without a heartfelt thank you to the members of our Board of Directors and its working committees, who have contributed to the growth of CAH and health services in French. We also wish to acknowledge the support from our community partners and funding bodies, who continue to support CAH's mission year after year, so that we can provide services that consolidate the functional abilities of aging people and help them continue to live independently in their homes for as long as possible.

OUR
MISSION

Helping seniors realize their
full potential in French

OUR
VISION

Working with seniors to build our future

OUR
VALUES

Inclusion
Team Spirit
Creativity
Accountability

OUR STRATEGIC ROADMAP FOR 2014 - 2017

OUR MISSION

Helping seniors realize their full potential in French

OUR VISION

Working with seniors to build our future

OUR PRIORITIES AND OBJECTIVES FOR 2014 - 2017

PROGRAMS AND ACTIVE OFFERS OF SERVICE

By 2017, Centres d'Accueil Héritage will have expanded the scope of its programs and of its active offers in order to remain at the forefront of the changes occurring in the health and housing sectors.

VISIBILITY AND STRATEGIC POSITIONING

By 2017, Centres d'Accueil Héritage will be strategically positioned:

- within the community, and
- in relation to funders as well as current and potential donors.

PARTNERSHIPS

By 2017, Centres d'Accueil Héritage in collaboration with key partners will put in place a flexible and innovative community service delivery model to meet the increasingly complex needs of Francophone clients.

OUR VALUES

Inclusion

Team Spirit

Creativity

Accountability

ORGANIZATIONAL VITALITY

- By 2017, Centres d'Accueil Héritage will be accredited through Accreditation Canada.
- By 2017, Centres d'Accueil Héritage will have developed a financial diversification plan and fundraising plan.

Program Development at CAH: VISION AND INITIATIVES



How to ensure this vision?

Organizations such as CAH, funded by the Ministry of Health, provide community support services in the home that are in essence extensions of the health system. Their purpose is to ensure the functional independence and well-being of clients aged 55 and over. Our efforts focus on preventing the occurrence of chronic diseases or on helping clients with chronic diseases to adapt as best as possible to their situations in order for them to maintain a good quality of life. Our goal? To promote an active and healthy life so that clients can remain autonomous.

In the past, service providers identified needs and defined therapeutic goals for clients. But sociological and medical research indicate that much better outcomes are achieved when clients are involved in setting their own goals and identifying the services that will help them attain those goals. When client and provider agree on the same goals through open communication, everyone wins!

CAH's strategy is to continue promoting this dialogue-based approach. Over the longer term, being able to line up actual needs with appropriate services will result in efficiencies and cost savings for all involved including CAH's funders.

In keeping with this approach, CAH strives to deliver customized services tailored to each person's needs, rather than blindly offering generic services. What actions can be taken to facilitate a process of client self-determination in terms of service format, presentation and goals? And which services meet their needs most effectively? These are the questions we ask ourselves and partners and stakeholders each day as part of our continuous improvement efforts.

Various initiatives implemented this year to ensure the involvement of seniors

Seniors all agree: their greatest desire is to live at home, independently, for as long as

Our vision: With seniors, we are building our future!

possible. To help clients fulfill this wish, the Ministry of Health requires us to conduct an assessment of each client's functional capacities. The results of this evaluation allow us to understand the nature of the support each client needs to lead an independent life. It assesses clients' physical health, cognitive and communication skills and psychosocial well-being. The outcomes provide us with the information we need to draw up a personalized action plan. The development of this action plan is done, whenever possible, in conjunction with the client and the client's caregivers and family. If everyone can agree on the

support service objectives, the client's ability to live independently at home is maximized.

Another initiative to help us promote a healthy and active lifestyle among our seniors is "Peer Engagement". As we know, physical and cognitive activation is crucial to the maintenance of the level of functional capacity required to remain independent to the end of life. So we thought it would be a good idea to recruit peers—that is, other seniors—to act as ambassadors and encourage seniors to engage in daily physical and cognitive exercise activities. These ambassadors have specifically

received three days of professional training so that they can act as coaches or role models for our exercise program called Dr ACTIF.

Dr ACTIF is a program of physical and cognitive exercises developed for seniors that can be tailored to each client's personal pace. The use of peers, people of the same generation as our clients, lends the program instant credibility.

The strategy for improved quality of life for seniors according to Ontario's Action Plan for Seniors includes expanding access to home care.



23% of our clients would be eligible for admittance to long-term care, but can continue to live independently in their own homes thanks to the care we provide them.

Encouraging clients, specifically residents, to take an active role in managing their living space is another way to maintain the independence of seniors. Recycling is a vital activity for the environment and everyone's overall quality of life, especially in urban areas. A group of Place Saint-Laurent residents, with support from the City of Toronto, has organized an

entire series of awareness-raising and idea-sharing activities on recycling. The group remains committed to promoting good recycling practices and seeking resources and creative ideas to ensure the continuity of residents' involvement.

Most recently, a brainstorming session involving interested clients

was organized to gather ideas for future activity planning. Our intention is to organize brainstorming sessions at least every six months to stay abreast of emerging preferences and trends while involving our clients in the development of their programs and services.

Developing our services in collaboration with external partners

We encourage collaboration with other care specialists including a palliative care team, physiotherapists and chronic and complex disease professionals. We are building links with other community service partners as well such as with *Toronto Hoarding Support Services*.

The effectiveness of our initiatives is checked through targeted satisfaction surveys. These are the





result of work with a network of professionals focused on creating an adapted model for use by all service providers working with frail seniors.

Adapting our activities to each person's needs, interests and pace

Our programming offers physical, cultural, social and recreational activities supervised by professionals in a welcoming, friendly environment and adapted to each person's pace and level of functional ability. Often we run activities concurrently in order to give seniors a choice. Seniors' achievements and contributions are lauded and highlighted at special events, such as at in-house art exhibits and sales.

Last winter, intergenerational get-togethers with the Pierre Elliott Trudeau Elementary School students centred on storytelling and visual arts. Regular intergenerational meetings with George-Etienne-Cartier Elementary School were also scheduled throughout the year. This initiative received televised coverage on the program 24.7, which aired during prime time on TFO on May 25, 2016.

Finally, to support quality in our program development, our professionals take training sessions every year to stay informed about new trends in their fields. This year, for example, our Adult Day

Program Recreationists took a formal training course on Montessori techniques adapted to consolidate cognitive processes in seniors.

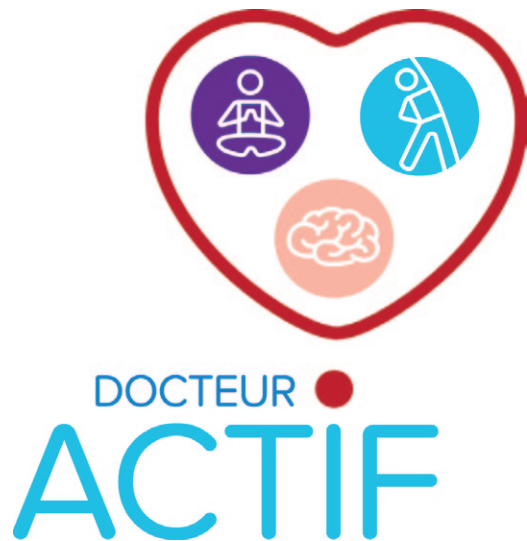
CAH is a dynamic organization that relies on its own creativity and that of its senior's to continue providing a community model for delivering innovative services that meet the diverse needs of French-speaking clients.

Its evolving service model and programming form part of our continuous quality improvement plan.

ALL of our frontline staff received training to improve their competences in:

- Client care
- Dementia care
- Emergency scenarios
- Safe physical exercises for seniors

A sound mind in AN ACTIVE BODY!



CAH continues to roll out its Dr ACTIF program because getting older doesn't have to mean slowing down. All the research points in the same direction: daily physical exercise and mental challenges are good for the physical and mental health and well-being of seniors. Seniors who commit to an active lifestyle show improvements in their cholesterol levels, blood pressure and other key physiological indicators in less than two months! Research also indicates that puttering around at home or in the mall is no substitute for exercises that specifically target flexibility, balance, aerobics and muscle strength - all of which are necessary for maintaining optimal functional capacity as we get older.

This is precisely the focus of our Dr ACTIF program that offers a range of physical and intellectual activities to seniors who cannot participate in group activities due to distance or reduced mobility. Case managers and care providers can use Dr ACTIF to foster independent living which makes for a good quality of life for our seniors by providing them with a daily routine adapted to each person's preferred pace.

Dr ACTIF emerged from CAH's cooperation with Dr. Guy Proulx of York University's Centre for Cognitive Health at Glendon College in Toronto and with Western University's Canadian Centre for Activity and Aging in London. As well as training our personal support workers on the Dr ACTIF toolbox,

Western University's trainer, Leslie McAdam, also conducted a three-day workshop for 14 seniors who volunteered to become Dr ACTIF Ambassadors. These Ambassadors also received coaching from Nathalie Côté, Professor of Nursing at Collège Boréal and professional yoga teacher and from Martine Quesnel, Coordinator of Clinical Training in the Physiotherapy Department of the University of Toronto.

These new CAH Ambassadors received a certificate of participation and now accompany case managers and care providers to encourage clients living in the community to adopt a more active lifestyle for better health and quality of life through physical, cognitive and

relaxation exercises. We firmly believe that there is nothing more motivating than to see someone our own age become an active lifestyle model and coach.

To continue expanding this program among professionals (personal support workers, seniors' activity facilitators, case managers), CAH has created an online manual in both French and English. In addition, CAH has also produced two videos, one on Dr. ACTIF exercises and the other on relaxation for before and after exercise. These videos can be accessed online and downloaded in both languages by healthcare professionals.

The Dr ACTIF initiative was funded by the LHIN (Local Health Integration Network) for Toronto Centre and the Canada-Ontario Agreement on French Language Services.

In short, Dr ACTIF is first and foremost a tool for care providers and case managers. The goal of this program is to add a prevention and health promotion component to community support services through a range of physical and cognitive activities that draw on various sources of information about aging. CAH is convinced that Dr ACTIF has the potential to change the approach to aging, especially for isolated seniors living in the

community. That's why we continue to invest in the development of Dr ACTIF. Our goal is to share this innovative initiative with other community agencies to benefit the largest possible number of seniors.



CAH – Serving the Durham Region FOR MORE THAN TWO YEARS



CAH (Centres d'Accueil Héritage) is committed to breaking the solitude that seniors face, by providing a healthy, safe environment in which they can flourish. CAH's mission is to provide programming that helps consolidate the functional abilities of clients as they age, so they can continue to live at home independently for as long as possible.

While CAH has been serving the Greater Toronto Area since 1978, it only opened a new branch in Oshawa in 2014, to extend its services to Francophone seniors living in the Durham Region.

"Our program plays an extremely important role in our clients' lives, but also gives their natural caregivers a much-needed break," says Brigitte Auger, CAH's Oshawa

Adult Day Service Coordinator and Recreationist. She enthusiastically explains, "Our day is divided up as follows: in the morning, we have a get-together breakfast, followed by some fitness exercises and a few fun and challenging exercises for the mind, and then a friendly lunch; in the afternoon, we offer a variety of activities, such as Sudoku and crosswords, crafts, tai-chi and yoga as well as other entertainment suited to the season."

CAH's Oshawa clients include people 55 and over who like to meet others who speak French, for discussions, information and entertainment in a welcoming, friendly atmosphere.

"This week, we had a presentation by a member of the community who crochets. We encourage people to come and share their

talents," Brigitte Auger says with a smile. "Our program is quite varied and captivating!"

The services provided can also be adapted to the needs of frail and vulnerable elderly people as well as adults with a disability, who need assistance and encouragement to maximize their physical, intellectual and social capabilities so they enjoy the best quality of life possible. To ensure that all can participate, CAH also provides a transportation service.

CAH's role also extends to natural caregivers, relatives and next of kin seeking information and support.

Executive Director Isabelle Girard emphasizes that "CAH is a rallying point, a crossroads for the Greater Toronto and Durham Region

Are you a Francophone over 55 years old?



Centres d'Accueil Héritage invites you to participate in the French Adult Day Program of Durham

Francophone community." The organization has existed for almost 40 years and is more enthusiastic than ever about its goal of enriching the lives of seniors in French. It achieves this by focusing on the development of service points in areas where Francophones live.

**CAH Adult Day Service,
Durham Region :**
Tuesdays and Thursdays
9:30 a.m. to 2:30 p.m.
384 Hillside Avenue, Oshawa
www.caheritage.org
info@caheritage.org
905-914-0126

The Oshawa Express

"Well Written, Well Read"

Oshawa's Community Newspaper

Francophone de 55 ans et plus ?

Restez en forme à votre rythme!



Une journée remplie de bons moments avec d'autres francophones de votre âge, tout en prenant soin de vous.



Programmes communautaires
des sorties, des activités divertissantes
des exercices physiques et cognitifs,
un petit déjeuner, un repas à midi
le transport
dans une ambiance
chaleureuse et conviviale

Les mardis et jeudis de 9h30 à 14h30



Appelez-nous!



CAH contribue à l'épanouissement des aînés en français

Service de jour de la région de Durham

Informations : 905-914-0126, 384 avenue Hillside, Oshawa
info@caheritage.org www.caheritage.org

Published in the French sections of the Oshawa Express.

TESTIMONIALS

Thomas Sherrard,
Place Saint-Laurent resident

I learned about CAH through my sister, who was friends with one of the residents. I found the Yonge-Eglinton area where I was living too impersonal, and I felt lonely. My sister told me, "You should live at CAH. I hear so many positive comments from my friend!"

To my great joy, when I walked through the front door at CAH, a voice said, "Hello, you must be Tom!" It turned out to be CAH's Coordinator. I immediately felt at

home. I am a Francophone though originally from Dublin, Ireland.

On my first St. Patrick's Day at CAH, I had the opportunity to discover the warm attachment that people originally from Acadia (Quebec and New Brunswick) feel for Ireland. I volunteer at CAH's growing library and with the help of two residents, we have been able to maintain a collection of literary works from around the world translated into French and a more modest collection of detective novels and other works. This library at CAH

was established through donations; all donations are encouraged!

CAH provides an opportunity for extensive dialogue between cultures and generations; this is its great treasure. There is a strong intercultural spirit that I find very enriching each day. Most people here have had to overcome difficult trials in their lives, whether intellectual or physical. And we all share a sense of "how to deal with life." The constant acts of kindness by staff are incredible morale boosters.

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“

It is a blessing to have this service available in French in Toronto.

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Karine Boucquillon,
caregiver

As Canadian citizens originally from Belgium and France, my husband and I decided to have my mother come to live with us in Toronto, after my stepfather passed away in southern France in June 2014.

My mother is 86 years old and suffers from Alzheimer’s disease. When I found myself at a loss as to how to cope with her daily

routine, I turned to CAH’s Executive Director, Isabelle Girard, for advice.

Until that point, I did not know that CAH had an Adult Day Program. Isabelle quickly sent out a social worker to meet with my mother and I, who suggested this service to us. My mother has now been very happily attending for a year and a half and really enjoys taking part in the physical, cognitive and entertainment activities.

The people working with this group are wonderful, full of good advice, dedicated and highly professional.

It is a blessing to have this service available in French in Toronto. Heartfelt thanks to Isabelle and her entire team!

Fund-raising activities: A HUGE SUCCESS AT CAH!



The aging population now poses a major challenge for all institutions, and CAH is no exception! Providing our seniors with a quality life and a stimulating, dynamic environment to maintain their independence and keep them living at home as long as possible cannot be achieved without solid community support. That's why, every year, CAH organizes fundraising activities to seek financial support from its partners, sponsors and donors who believe in the importance and relevance of our mission of contributing to a positive aging experience for seniors in French.

Here in brief are a few key activities that were in CAH's calendar for 2015-2016.

Toronto Challenge 2015

On Sunday, June 14, 2015, a CAH team once again rose to

the challenge in the pouring rain through its participation in the 24th edition of the Toronto Challenge, a fundraising activity organized by the City of Toronto to help organizations that serve seniors, such as CAH, raise the crucial funds they need to continue making a difference in the lives of their clients and residents. The event is a 5 km run or a walk of 1 to 5 km. The participants' dedication and the generosity of sponsors and donors allowed CAH to purchase patio equipment with the funds raised, so seniors can take part in organized outdoor activities including gardening, dining and simply being in the serenity of our plant bordered patio.

The Gilles-Barbeau Golf Tournament was a smashing success!

The sixth edition of CAH's Gilles Barbeau Golf Tournament was held

on September 12 at the Bethesda Grange Golf Course in Stouffville, north of Toronto. Although Mother Nature did not smile on the entrants and organizers, the weather did not discourage the 82 golfers who set a new record for participation in this friendly competition, the cornerstone of Centres d'Accueil Héritage's fundraising activities. Thanks to the many participants, generous sponsors, donors and especially the support of the organizing committee, so ably piloted by Diane Saint-Pierre, the tournament posted a very impressive profit earmarked for CAH initiatives.

The draws and auctions during the dinner that followed generated even more funds. The activity ended on a festive note as many door prizes were awarded after the dinner and trophies were presented to the various winners by Gilles Barbeau's



widow, Lise Devine, and Joyce Irvine, chair of CAH's Board of Directors.

Christmas Sharing 2015

Our traditional Christmas Sharing campaign topped the target we had set by 10 percent, thanks to many donors who once again showed their generosity and solidarity. This vast operation helped us raise funds to provide our least fortunate clients with coupons for groceries and basic needs, not just during the holidays but throughout the year.

Délices françaises Brunch

The traditional *Délices françaises* (French delicacies) brunch organized in cooperation with the Club Richelieu Trillium was attended by some 75 people at the downtown Novotel on Sunday, January 31, 2016. As in previous years, representatives of many Francophone organizations, friends, partners, members and

residents of Place Saint-Laurent responded to the invitation. René C. Viau first introduced the two organizations and reviewed the wide range of services and activities they provide. He then invited guests to fill their plates at the impressive buffet table. After they had enjoyed the many delicacies, a draw was held for several door prizes. The highlight was two "wines of the world" baskets each containing a dozen bottles, for which many tickets had been sold. The ultimate goal of this event is to raise funds so both organizations can improve the quality of the services they provide to seniors in the Francophone community.

Thank you from the bottom of our hearts!

Above all, we wish to thank the people who provide our funding, for their valuable financial support. We take pride in relying on the

strong, steady support of our donors, sponsors, members and friends. Without you, nothing would be possible! You are definitely people with wonderful hearts. Thanks again for your support and generosity. Together we can ensure that the work of CAH continues.

With seniors, we are building our future!

FINANCIAL REPORT

For more details on the 2015 financial statements, consult the website at:

<http://caheritage.org/publications/financial%20statements/>

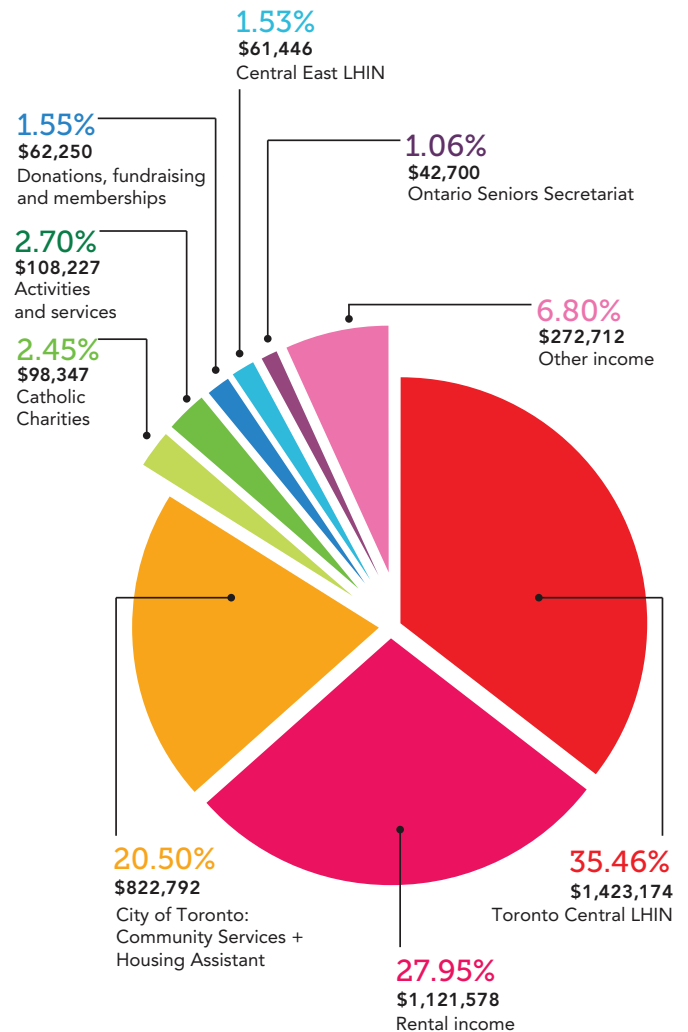
FUNDING PARTNERS & OTHERS

APRIL 1ST 2015 TO MARCH 31ST 2016

STATEMENT OF FINANCIAL POSITION

For the year ending March 31st

	2016	2015
Assets		
Current		
Cash	\$ 193,161	\$ 263,645
Short-term investments	148,218	85,251
Government subsidies receivable	66,338	66,476
Accounts receivable	81,823	51,605
Prepaid expenses	12,280	13,268
	\$ 501,820	\$ 480,245
Tangible Capital Assets	1,060,509	1,060,509
Long-term Investments	43,031	43,431
Restricted		
Cash-bonds and others - Replacement reserve	792,467	778,219
	\$ 2,397,827	\$ 2,362,404
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities	\$ 733,339	\$ 548,558
Deferred contributions	29,097	23,891
Mortgage interest payable	-	1,172
Rental deposits	41,466	40,252
Current portion of mortgage payable	399,820	429,208
	\$ 1,203,722	\$ 1,043,081
Mortgage Payable	-	399,819
	1,203,722	1,442,900
Net Assets (Deficiency)		
La Place St-Laurent	28,165	(235,960)
Community Support Services	-	-
Centres d'Accueil Héritage	373,473	377,245
Replacement reserve	792,467	778,219
	1,194,105	919,504
	\$ 2,397,827	\$ 2,362,404



STATEMENT OF OPERATIONS AND CHANGES IN NET ASSET
For the year ending March 31st

2016

2015

REVENUES

Government Grants

Toronto Central LHIN	\$1,423,174	\$ 1,311,076
Central East LHIN	61,446	\$ 65,697
Ontario Seniors Secretariat	42,700	42,700
Ministry of Health and Long-Term Care-Canada-Ontario Agreement	-	30,000
Ontario Trillium Foundation - One time	-	33,800
Social Housing Renovation and Retrofit Program (SHRRP)	6,255	6,255
City of Toronto: Community Services + Housing Assistant	822,792	828,244

Other Grants

Catholic Charities	98,347	98,347
Activities and services	108,227	90,688
Rental income	1,140,923	1,117,863
Vacancy loss	(19,345)	(17,160)
Donations, fundraising and memberships	62,250	74,032
Interest income	13,376	12,852
Other income	34,974	44,822
Allocation of Place St-Laurent to the Reserve	218,107	218,107

\$ 4,013,226 \$ 3,957,323

EXPENSES

Bad debts	\$ 951	\$ 2,322
Cable television	49,727	48,039
Natural gas	41,796	58,987
Hydro	130,761	120,971
Water	64,562	59,376
Repairs and maintenance - SHRRP	6,255	6,255
Repairs and maintenance	210,037	192,882
Security (Garda)	157,274	155,823
Property taxes	386,407	317,980
Mortgage interest	9,398	16,449
Food centre and social activities	72,521	63,482
Program supplies	28,953	21,438
Rent	60,012	66,018
Fundraising expenses	23,275	31,187
Salaries and benefits	1,689,517	1,718,545
Advertising and promotion	20,647	16,432
Education	23,848	13,134
Insurance	42,565	40,747
Office and general	30,586	36,483
Office equipment	50,025	97,526
Telephone	28,393	23,015
Meetings and travel	15,744	20,120
Professional fees	159,500	84,047
Bank charges	3,095	3,756
Spending by the Reserve	214,669	229,504

\$ 3,520,518 \$ 3,444,518

Excess of Revenues over Expenses before allocation	\$ 492,708	\$ 512,805
Allocated to the reserve	(218,107)	(218,107)
Excess (Deficiency) of Revenues over Expenses	\$ 274,601	\$ 294,698

MEMBERS OF THE BOARD OF DIRECTORS 2015 - 2016



Joyce Irvine
CHAIR



Maryse Francella
DIRECTOR



Diane Saint-Pierre
VICE CHAIR



Jamie Broad
DIRECTOR



Lucie Laplante
TREASURER



Arnaud Ludig
DIRECTOR



Marek Nesvadba
SECRETARY



Raymonde Moïse
DIRECTOR



Ishrat Abid
RESIDENT REPRESENTATIVE



Carter Cassion
DIRECTOR



Denis Frawley
DIRECTOR



Claude Mbuyi
DIRECTOR



Ayda Amar

RECREATIONIST

Alanna Fletcher

CASE MANAGER - HOUSING

Antoinette Nyandwi

PERSONAL SUPPORT WORKER

Aminata Seck

PERSONAL SUPPORT WORKER

Brigitte Auger

ADULT DAY PROGRAM
COORDINATOR - OSHAWA

Barbara Ceccarelli

ASSISTANT EXECUTIVE DIRECTOR

Bibi Kurrimboccu

PERSONAL SUPPORT WORKER

Bintou Diakité

PERSONAL SUPPORT WORKER

Christelle Lasserre

COMMUNICATIONS SPECIALIST

Céline Ntienga

PERSONAL SUPPORT WORKER

Cinthia Priscilla Tchaptchet-Yopa

PERSONAL SUPPORT WORKER

Clarisse Nangué

HEAD OF COMPLEX CARE

Dale Khelifa

RECREATIONIST

Fabrice Bareille

RECREATIONIST

Faustin Kakunze

JANITOR

Géta Maftei

PERSONAL SUPPORT WORKER

Georgette Manéna

PERSONAL SUPPORT WORKER

Hélène Ngombe

PERSONAL SUPPORT WORKER

Isabelle Girard

EXECUTIVE DIRECTOR

Isabel Kiambi

PERSONAL SUPPORT WORKER

Ishaac Filali

SUPERINTENDENT

Jean Tété

ADMINISTRATIVE AND COMMUNICATIONS
ASSISTANT

John Gelman

BUS DRIVER

Julie Nisin

CASE MANAGER

Junie Zamor

PERSONAL SUPPORT WORKER

Kadiatou Bangoura

PERSONAL SUPPORT WORKER

Léonard Desmarais

FOOD SERVICE COORDINATOR

Linda Legault

PROGRAM DIRECTOR

Madina Bah

FOOD SERVICE WORKER

Mbelu Ndiadia

PERSONAL SUPPORT WORKER

Micheline Meya

PERSONAL SUPPORT WORKER

Octavie Dwasma

PERSONAL SUPPORT WORKER

Pauline Bondo-Kinono

CLEANER

Ricky Bruce

FOOD SERVICE WORKER

Rosine Kambeu

RECREATIONIST (OSHAWA)

Sally Sy

PROGRAM ASSISTANT

Touria Aziz

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caH

CENTRES
D'ACCUEIL HÉRITAGE

