

2017

ANNUAL REPORT



Helping seniors realize their full potential in French





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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

When the winds of change blow, some people build walls, while others build windmills (Chinese proverb)

In 2016, the winds of change swept across all organizations working in the health sector. Kathleen Wynne's government voted in Bill 41, Patients First Act, which focused mainly on primary and community-based health care in Ontario.

Aware that the number of seniors will double in less than 20 years and that these seniors will have increasingly longer life spans, the Ontario government knows that it has to radically shift its health care system towards one in which health care and services are provided on site, in the community; this is why health care service providers need to adopt a collaborative and integrative approach.

Having sensed the arrival of these winds of change for two years now, CAH decided to build windmills. As the only organization offering community support and affordable housing services in French in the Greater Toronto Area, we have known for a long time that only an open, flexible and innovative approach, based on partnerships and collaboration with respect to the health care system, can move us forward and position us as the French-language community health care solution in Greater Toronto.

The only way to ensure that French services are part of the work of the major health system transformation that the government is presently preparing is to be present at the decision-making tables. Therefore, we took up the challenge of investing time and energy in building a system that will be better adapted

to the needs of our residents, clients and their caregivers. However, the winds of change also have to impact our organization so that we are equipped to meet the new requirements created by the transformation of the health system. This is why this year we enthusiastically began our second phase towards accreditation. Accreditation is a process that facilitates the establishment of a continuous quality improvement approach within health establishments.

We are convinced that the quality-based philosophy inherent in the accreditation process will have a transformational effect on our organization and will support us in our quest to offer services and health care truly designed with, and for, the Francophone community.

That's why you – clients, residents, caregivers, volunteers and friends of CAH – also have a role to play to ensure the success of our accreditation. All this work must be done in a spirit of cooperation with you. We can only truly meet your needs and successfully earn our accreditation if we get your comments and ideas on our programs and services. Together, we can ensure that CAH will be even more able to help our seniors live fulfilling lives in French!

More winds of change

You probably remember that over the last two years we have been talking to you about the annual \$200,000 increase in our property taxes; this increase had the potential of jeopardizing CAH's viability. Well, we have excellent news to announce to you in this regard! In fact, after nearly four years of negotiations with the City of Toronto, the City Council passed a resolution during its meeting of April 26, granting us a tax exemption for several years.

We cannot claim victory yet, as we still have not signed the agreement that will render this exemption official; however, the signing should occur within the next few weeks. Thanks to this exemption, we have the wind in our sails. In fact, it will put us in a very favourable position with respect to being able to undertake innovative projects to address glaring needs in the Francophone community.

We cannot overlook the key commitment of two people who played a crucial role in our success, namely, attorney and Board of Directors member, Denis Frawley, and attorney, Kathleen Poole. We would never have managed without their valuable expertise, generosity and continued support. They ensured the continuity of the only affordable housing provider and community support services in French in the Greater Toronto Area; we owe a great debt of gratitude to them.

Team of staff members, volunteers, members of the Board of Directors and sponsors, without whom no change is possible

Over the years, CAH has improved its ability to recruit French-speaking employees in the Greater Toronto Area. Not only are we able to find Francophones, but we also hire those who excel in their fields. We extend heartfelt thanks to this dynamic, devoted and professional team that cares about helping seniors live fulfilling lives in French, and that strives every day to make CAH a success. There are all sorts of volunteers at CAH. There are the members of the Board of Directors, who spare neither time nor effort in working for the well-being of the Francophone community of Toronto.

There are the volunteers who come regularly to drive and accompany clients to their appointments, help out in our kitchen or just pay a friendly visit. There are the volunteers at Place St. Laurent, who, quietly but very generously, support their neighbours by alleviating their isolation and helping them with their daily activities.

All these ordinary people who do extraordinary things participate in creating the CAH community. They are its members and its soul. We want to pay tribute to them and thank them.

We would also like to acknowledge the support of our community partners and funders, who continue, year after year, to support CAH's mission, which is to offer services aimed at consolidating the functional abilities of aging people in order to help them live independently at home 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 - 2018

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 - 2018

PROGRAMS AND ACTIVE OFFERS OF SERVICE

By 2018, 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 2018, 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 2018, 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 2018, Centres d'Accueil Héritage will be accredited through Accreditation Canada.
- By 2018, Centres d'Accueil Héritage will have developed a financial diversification plan and fundraising plan.

2016-2017: a year of reflection for CAH



This year, the team at CAH embarked on a process of reflection in preparation for the changes ahead, with an eye to positioning itself strategically to meet the increasingly complex needs of our Francophone clients in the Greater Toronto Area.

The preparatory exercise prior to the accreditation visit allows us to turn our attention towards our organization's internal structure, namely, our operational mission, the goals and limits of our services, and our responsibilities towards our employees, our volunteers, our clients and our partners in the community. And even more importantly, we had to make sure that clients and family caregivers would be an integral part of our visioning process in order to ensure their participation in the design and

implementation of the new initiatives. Since we will be called upon to meet the needs of Francophone clients wherever they live, it is becoming increasingly clearer that we have to position our teams more flexibly and efficiently, taking a more definite regional approach if we want to succeed in covering the territory.

To ensure that we make the best choice possible, we invested in a search for the optimal service model for the Francophone population experiencing a loss of cognitive independence. Specifically we are wanting to target those in this population group who are no longer able to live at home safely and independently, but who are not yet ready (or for whom there is no availability) to live in a long-term care home.

The cognitive health and intervention model was also to focus on early detection and continued support in French.

A good number of our clients experience a loss of physical functionality, which significantly reduces their independence. Even though our integrated affordable housing/personal care program has allowed us to make significant progress in terms of the ability to address the complex needs of our clients, the configuration of our apartments has increasingly proven to be ill-suited in guaranteeing the safety and independence of some of our clients. Aware of our budgetary and structural constraints (due to the age of the building), we took a critical and creative look at our building:

Our vision: Working with seniors to build our future!

- How can we effectively equip ourselves so that we can facilitate our clients' return home after a hospital stay?
- What can we do to guarantee safety and an appropriate level of care for those waiting to be admitted to a long-term care home?
- How can we ensure a broad interpretation of the concept of accessibility, especially for personal care, such as the installation of a fully accessible shower, for example?

It was with these questions in mind that we initiated a request to allow us to modify and operate a unit with multipurpose beds and a wheelchair-accessible shower in our building.

- What skills do our personal support workers need in order to feel equipped when intervening in this increasingly complex context and providing ever more varied services?

Continuing education and skills upgrading are key elements, of course, but, considering the changes currently affecting the care of the elderly in the community care sector, it is our duty to work with our partners to create and implement the basic standards that all workers in the sector must meet.

Being the only organization in the GTA offering services to Francophones experiencing loss of independence, we are very aware of the importance of leveraging our existing partnerships while

investing in new projects that will allow us to create synergies in the sector. We are very proud of all our collaborative projects in the area of community support services, as well as in the affordable housing sector. The only access point for affordable housing for people living with HIV/AIDS in Toronto is an excellent example of a winning partnership for our clients.

Our visioning and thinking process is far from over; we have made progress, but there are still many elements that need to be clarified before we can start the implementation phase.

More than ever, the changes that will define the sector in general will have a very important impact on the

path we choose to take. Our vision of being able to contribute to the creation of a continuum of care for the aging Francophone population of the GTA is still valid! While we still need to determine how this commitment will develop in the coming months, but we are confident that this thinking process has gotten off to a good start, and we believe that it will prepare us to take part in the transformation of the health sector with clear objectives and the resources needed to achieve them.

Francophones experiencing loss of independence and their family caregivers rely on CAH to ensure that they can age in a French-speaking setting and we take this mission very seriously.



CAH – Serving the Durham Region

FOR MORE THAN THREE YEARS



CAH's (Centres d'Accueil Héritage) Day Program in Oshawa celebrated its three years of existence at the beginning of the year! The goal of the group is to support the seniors of the Francophone community in the Durham region and help them flourish. The job is a big one, but it's enjoyable, especially when the results are so positive!

Most of our clients live in their own homes. And, with the help of physical exercises designed to fortify falls prevention and offered by an external specialist in physical therapy, our Oshawa clients are proudly able to maintain their mobility and independence.

For them, the Day Program also represents an opportunity to socialize with other Francophones their own age, with whom they have much in common. It provides a break for their caregivers, who can rest assured that their loved ones are in good hands.

The lineup of activities at CAH is varied and interesting, not only because it strives to please everyone, but also because our clients are keen to learn. There are stimulating discussions on all types of topics, monthly presentations on health-related subjects and visits from members of the community who come to share their talents.

We also offer singing and music sessions, fun cognitive games, political debates, chances to revisit the past and share life experiences, crafts, and much more.

When the weather is nicer, there are educational field trips and other outings that focus on having fun! For example, the group visited the Darlington Nuclear Generating Station in the spring. In summer, there are picnics, fruit-picking outings, and visits to learn how various products are made.

This summer of 2017, we have planned outings to various production facilities and companies

Are you a Francophone over 55 years old?

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



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

that make familiar products, such as gum, cookies, beer, etc.

Each client has his or her needs assessed upon entering the program through the use a standardized assessment tool, which allows the facilitators to adjust the activities so that everyone can participate. There are plenty of individualized learning opportunities, and many friendships are formed among the members of the group.

It is always a pleasure to get together on Tuesdays and Thursdays in such a positive and dynamic atmosphere!

Advertisement in The Oshawa Express

TESTIMONIALS



Some friends and I discovered CAH through the Egyptian Club. Some social workers came to give a presentation about CAH's services and sometime later a Day Program annex opened for us on Eglinton. We had a lot of interesting and varied activities that I liked very much. Things have changed since then; the Eglinton branch closed, which is somewhat regrettable. Now I go once a week to the Day Program at Place Saint-Laurent.

I'm happy to meet people who speak French. It gets me out of the loneliness of my apartment. We share activities together and benefit from health workshops that help us manage our chronic conditions, and we do physical and mental exercises that give my brain a workout and help improve my health. CAH is a very nice place, and it's a change for me. Every time I go there, I meet interesting people.

I also receive home help every two weeks. This service helps me a great deal, especially in the beginning. There was so much clutter in my apartment that I didn't know where to start! I needed encouragement and the caseworkers provided that, so that I could arrange my belongings in a more orderly fashion.

In fact, a friend, by way of a compliment, told me, "now you'll be able to have visitors over again". That said, I really like CAH and the services I receive, because without them, I wouldn't be able to manage alone.

– Nahal Farid



I find the staff at CAH very kind and polite. The caseworkers and recreationists are patient and passionate in performing their work; they are very nice. This is terrific for a disabled person like me. I receive home help and am accompanied every time I have to go for a doctor's appointment (Lord knows I have quite a few!). I wouldn't be able to manage alone without this help. I want to thank them for their dedication, and above all, I want to thank the people who manage CAH; I wish them all the best for the work they do for us.

– Mme Badour

The services are really great. There is help on site 24 hours a day if anyone needs them, and the staff are discreet and always available. The food is very good, and members of the security team are always on site. It's like a little village with very pleasant neighbours for the most part. I like being able to speak French in this friendly setting.



– Mireille



“

I like it here.
I'm happy and
I feel at home.

”

– Gabrielle Klein
(1923-2017)

I'm very happy to testify to the exceptional care received by my mother, Gabrielle Robert Klein, during the seven years that she lived at Place Saint-Laurent (CAH).

Before living there, she lived alone in a large 3-bedroom condo. She was very lonely, as her social contacts were rather limited. Also, she was starting to experience memory lapses and to repeat herself without realizing it.

One day she told me that she wanted to sell her condo and go live with other Francophones at Place Saint-Laurent. She took it upon herself to contact Clarisse to get information.

From our first meeting with Clarisse, we felt her warm, positive and very kind attitude. Despite my mother's health (she was already 86), especially her memory lapses, Clarisse saw no problem with her eligibility for admission.

In less than six months, we found out that an apartment was available, and

my mother moved in. The layout of the rooms was great, and everything was clean and freshly painted. There was even new carpeting!

My mother especially liked the social aspect and the lifestyle at Place Saint-Laurent. She loved participating in the Day Program and never missed a day of going down there.

All the services offered, including the Day Program, the good meals in the dining room and the extra activities such as the choir, meant no worries for me, because I knew that my mother was busy, engaged, and well fed.

Also, the services provided by the personal support workers is worth acknowledging, as they are the ones who made sure that my mother took her medications and attended activities.

The personal support workers took her health condition into consideration, reminding her to

go to the hairdresser's once a week and taking care of making small purchases for her. When they visited my mother, the personal support workers took the time to chat with her, showing their interest and not rushing.

During my weekly visits, I realized that all the staff members that she encountered were sincere in their contacts with her. It was obvious that they knew her and liked her very much. I think that my mother's words sum it up best: "I like it here. I'm happy and I feel at home."

Sincere thanks to Georgette, Clarisse, Mbelu, Fabrice, Dale, Joanne, Jean, Dave (security), Sergio and all those whose names I don't know, but who dedicated themselves to allowing my mother to experience happiness during the last years of her life and enjoy the company of friends.

– Monique Mili, Gabrielle Klein's
daughter and family caregiver

CAH's fundraising campaigns

WE'RE BUSY YEAR-ROUND AT CAH!

As you know, budget cuts increasingly affect services provided to the general public, but those impacted most are the most vulnerable members of society, including our seniors. To deal with such a situation and successfully carry out its mission, CAH organizes several fundraising activities to collect much-needed funds to continue to offer quality services to our seniors in the community. Here are a few of these activities that had an impact on CAH during 2016-2017.

TORONTO CHALLENGE

The 25th edition of the Toronto Challenge, a fundraising activity organized by the City of Toronto and sponsored by MonsterMortgage.ca, took place on Sunday, June 12, 2017. Clients, friends and some CAH partners participated. This activity consisted of 1K and 5K walks and a 5K run.

The funds raised went towards the purchase of patio equipment, landscaping of the terrace and the organization of off-premise social outings for clients. We would like to thank our sponsors and everyone who participated in this event.

THE GILLES BARBEAU GOLF TOURNAMENT

The 7th edition of the Gilles Barbeau Golf Tournament for CAH took place on Saturday, September 10, 2016, at the Bethesda Grange Golf Course in Stouffville. Many Francophones and Francophiles were present at this friendly networking and social event. Being the organization's largest fundraiser, the tournament generated a sizeable profit, which allowed CAH to offer high-quality services and programs to Francophone seniors in our community, to help them achieve their dream of living independently

at home for as long as possible. Throughout the tournament, the activity unfolded amidst a friendly atmosphere and ended with a sumptuous dinner; many door prizes were given out and trophies were awarded to the different winners.

CHRISTMAS SHARING 2016

Many answered the call that we issued as part of our Christmas campaign for the benefit of our less fortunate seniors. Thanks to your generosity, CAH was able to raise a large sum of money, which will be used to improve the quality of life of our less fortunate clients, by giving them coupons for groceries and basic necessities, not only during the Christmas season, but throughout the year. Thanks to people like you, every year we can support more and more people in need, thus allowing them to enjoy a better quality of life.





Ultimately, your contribution to the achievement of our mission of helping seniors live fulfilled lives in French has a real, direct impact on our clients.

Regardless of its source, the money collected during our fundraising campaigns is entirely devoted to

providing quality services for our seniors and to offering them social, educational, physical and cognitive developmental activities, allowing them to acquire or maintain their independence. We can be proud of the constant support of our donors, who believe in the importance

and relevance of our mission.

This is our opportunity to offer you our sincerest thanks. Because of you, we can help our Francophone seniors fulfil their most cherished dream, which is to live at home, independently, for as long as possible.



FINANCIAL REPORT

For more details on the 2017 financial statements, consult the website at:

<http://caheritage.org/en/publications-en/financial-statements/>

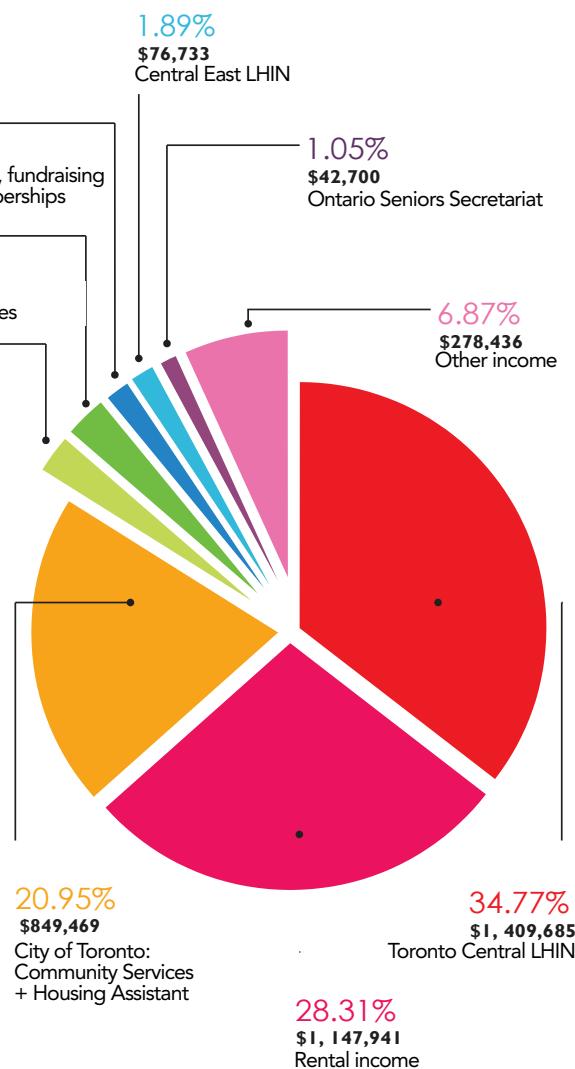
FUNDERS & OTHERS

APRIL 1ST, 2016 TO MARCH 31ST, 2017

STATEMENT OF FINANCIAL POSITION

For the year ending March 31st 2017

| | 2017 | 2016 |
|---|---------------------|---------------------|
| Assets | | |
| Current | | |
| Cash | \$ 187 017 | \$ 193 161 |
| Short-term investments | 148 575 | 148 218 |
| Government subsidies receivable | 69 354 | 66 338 |
| Accounts receivable | 43 043 | 81 823 |
| Prepaid expenses | 21 002 | 12 280 |
| | \$ 468 991 | \$ 501 820 |
| Tangible Capital Assets | 1 060 509 | 1 060 509 |
| Long-term Investments | 43,031 | 43,431 |
| Restricted | | |
| Cash-bonds and others - Replacement reserve | 866 282 | 792 467 |
| | \$ 2 441 046 | \$ 2 397 827 |
| Liabilities and Net Assets | | |
| Current | | |
| Accounts payable and accrued liabilities | \$ 929 341 | \$ 733 339 |
| Deferred contributions | 30 223 | 29 097 |
| Mortgage interest payable | - | - |
| Rental deposits | 38 971 | 41 466 |
| Current portion of mortgage payable | - | 399 820 |
| | \$ 1,203,722 | \$ 1,043,081 |
| Net Assets (Deficiency) | | |
| La Place St-Laurent | 232 665 | 28 165 |
| Community Support Services | - | - |
| Centres d'Accueil Héritage | 343 564 | 373 473 |
| Replacement reserve | 866 282 | 792 467 |
| | 1 442 511 | 1 194 105 |
| | \$ 2 441 046 | \$ 2 397 827 |



STATEMENT OF OPERATIONS AND CHANGES IN NET ASSET

For the year ending March 31st

2017

2016

REVENUES

Government Grants

| | | |
|---|--------------|--------------|
| Toronto Central LHIN | \$ 1 409 685 | \$ 1 423 174 |
| Central East LHIN | 76 733 | 61 446 |
| Ontario Seniors Secretariat | 42 700 | 42 700 |
| Social Housing Renovation and Retrofit Program (SHRRP) | 6 255 | 6 255 |
| City of Toronto: Community Services + Housing Assistant | 849 469 | 822 792 |

Other Grants

| | | |
|---|-----------|-----------|
| Catholic Charities | 98 845 | 98 347 |
| Activities and services | 98 372 | 108 227 |
| Rental income | 1 159 307 | 1 140 923 |
| Vacancy loss | (11 366) | (19 345) |
| Donations, fundraising and memberships | 52 419 | 62 250 |
| Interest income | 15 526 | 13 376 |
| Other income | 38 548 | 34 974 |
| Allocation of Place St-Laurent to the Reserve | 218 107 | 218 107 |

\$ 4 054 600 \$ 4 013 226

EXPENSES

| | | |
|-----------------------------------|-----------|-----------|
| Bad debts | \$11 008 | \$951 |
| Cable television | 51 383 | 49 727 |
| Natural gas | 43 132 | 41 796 |
| Hydro | 146 670 | 130 761 |
| Water | 64 480 | 64 562 |
| Repairs and maintenance - SHRRP | 6 255 | 6 255 |
| Repairs and maintenance | 280 028 | 210 037 |
| Security (Garda) | 156 645 | 157 274 |
| Property taxes | 374 461 | 386 407 |
| Mortgage interest | 3 572 | 9 398 |
| Food centre and social activities | 60 684 | 72 521 |
| Program supplies | 32 055 | 28 953 |
| Rent | 60 780 | 60 012 |
| Fundraising expenses | 18 897 | 23 275 |
| Salaries and benefits | 1 680 238 | 1 689 517 |
| Advertising and promotion | 16 976 | 20 647 |
| Education | 98 024 | 23 848 |
| Insurance | 35 385 | 42 565 |
| Office and general | 29 777 | 30 586 |
| Office equipment | 68 802 | 50 025 |
| Telephone | 27 881 | 28 393 |
| Meetings and travel | 18 716 | 15 744 |
| Professional fees | 141 951 | 159 500 |
| Bank charges | 3 059 | 3 095 |
| Spending by the Reserve | 157 228 | 214 669 |

\$ 3 588 087 \$ 3 520 518

| | | |
|--|-------------------|-------------------|
| Excess of Revenues over Expenses before allocation | \$ 466 513 | \$ 492 708 |
| Allocated to the reserve | (218 107) | (218 107) |
| Excess (Deficiency) of Revenues over Expenses | \$ 248 406 | \$ 274 601 |

MEMBERS OF THE BOARD OF DIRECTORS 2016 - 2017



Joyce Irvine
CHAIR



Jamie Guerra
DIRECTOR



Maryse Francella
VICE-CHAIR



Denis Frawley
DIRECTOR



Claire Prest
TREASURER



Arnaud Ludig
DIRECTOR



Marek Nesvadba
SECRETARY



Raymonde Moïse
DIRECTOR



Ishrat Abid
RESIDENT REPRÉSENTATIVE



Colette Raphael
DIRECTOR



Diane Saint-Pierre
DIRECTOR



Ayda Amar

RECREATIONIST

Antoinette Nyandwi

PERSONAL SUPPORT WORKER

Aminata Seck

PERSONAL SUPPORT WORKER

Brigitte Auger

OSHAWA ADULT DAY PROGRAM
COORDINATOR

Fatoumata Barry

RECREATIONIST - OSHAWA

Barbara Ceccarelli

ASSISTANT EXECUTIVE DIRECTOR

Hélène Mbuya

PERSONAL SUPPORT WORKER

Bintou Diakit

PERSONAL SUPPORT WORKER

Cynthia Priscilla Tchaptchet-Yopa

PERSONAL SUPPORT WORKER

Clarisse Nangué

HEAD OF COMPLEX CARE

Dale Khelifa

RECREATIONIST

Fabrice Bareille

RECREATIONIST

Faustin Kakunze

CLEANER

Géta Maftei

PERSONAL SUPPORT WORKER

Georgette Manéna

CASE MANAGER

Hélène Ngombe

PERSONAL SUPPORT WORKER

Isabelle Girard

EXECUTIVE DIRECTOR

Isabel Kiambi

PERSONAL SUPPORT WORKER

Dushko Ristov

SUPERINTENDANT

Jean Tété

ADMINISTRATIVE AND COMMUNICATIONS
ASSISTANT

John Gelmon

BUS DRIVER

Julie Nisin

CASE MANAGER

Junie Zamor

COMPLEX CARE WORKER

Vijeta Mukerjee

FOOD SERVICE ADMINISTRATOR

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

Hassiatou Salé

ADMINISTRATIVE ASSISTANT

Jacinthe Gaignard

BUS DRIVER - OSHAWA
ADULT DAY PROGRAM



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