

2024



CAH'S IMPACT REPORT

We're planning our future today!

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OUR MISSION

Provide French-language support to seniors and their caregivers to promote their quality of life, independence and participation in community life.

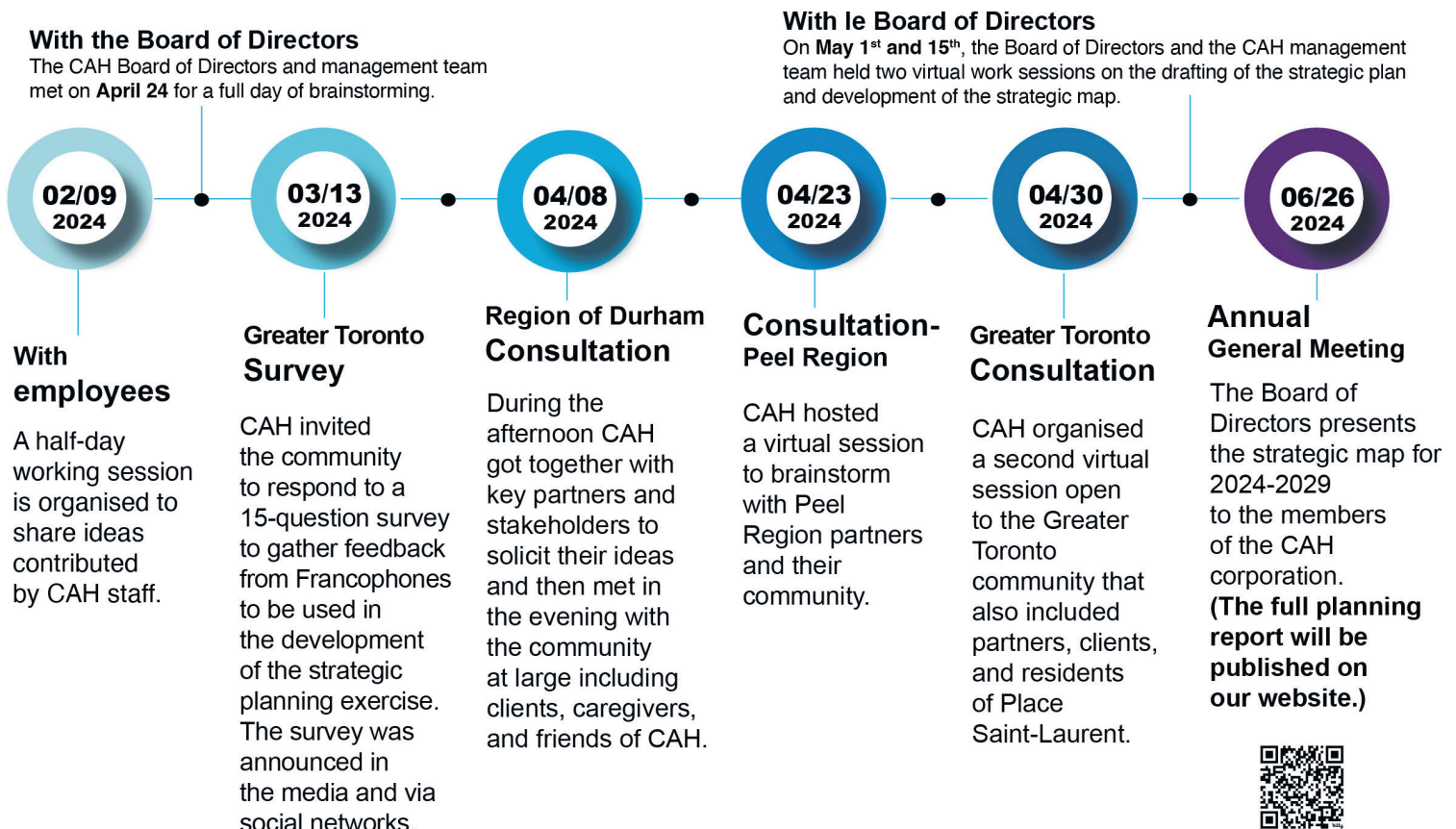
OUR VISION

A living environment and community support services in French that are inclusive and on the cutting edge of best practices for aging well.

OUR VALUES

Caring
Collaboration
Creativity
Inclusion
Responsibility

THE STRATEGIC PLANNING PROCESS



JOINT MESSAGE FROM THE CHAIR OF THE BOARD



Denis Frawley
DIRECTOR/CHAIR



Barbara Ceccarelli
EXECUTIVE DIRECTOR



Fabien Schneider
DEPUTY DIRECTOR

This year we celebrated an important milestone: our 45th anniversary. It's an opportunity to look back at our beginnings and how far we've come. This 45-year journey has shaped the unique model of assisted living that enables us today to offer French-speaking seniors the chance to age in place, providing an alternative to premature institutionalisation.

Our model, based on inclusive and caring practices, promotes the quality of life and well-being of clients, their caregivers and care partners.

We are proud of our accomplishments, but we are also aware that there is still much to be done to ensure that more aging Francophones in the Toronto area have the opportunity to access our services.

All those who joined us to celebrate our 45th anniversary, either at **Place Saint-Laurent** or at the **Université de l'Ontario français**, showed unfailing support and encouragement. We were able to feel your appreciation for the work we have accomplished and also to register your expectations for the future.

AGING WITH DIGNITY AND IN FRENCH

Since our last AGM, we have had the privilege of welcoming the Lieutenant Governor of Ontario, the Honorable Edith Dumont, who, for the first days of her appointment, chose to visit us at CAH. We had a very interesting conversation with her about aging with dignity in French.

The population is aging and demand is expected to grow for services and housing in conjunction with care adapted to more complex needs. The message is clear: people want to age at home, close to their loved ones and their community. We believe that our expertise is essential to address this need and to mobilise the resources required to remain effective and efficient in our community support.

The CAH team has been called upon to present our innovative assisted living model on numerous

occasions during the year. Along with an offer of affordable housing with integrated services, it includes our Homemaking program to assist Francophone seniors in the Toronto area with their daily activities and our Adult Day program to support Francophones living in the community with dementia and provide some respite for their care partners. In line with Health Ontario's new policies, this model is increasingly seen as a viable, quality option, capable of promoting well-being and autonomy.

The team continues to navigate changes in the healthcare system to ensure that our institutional partners do not lose sight of the requirements for an active offer of services in French and the importance of building a navigation system by and for Francophones.



The Board of Directors and management team have devoted considerable effort and time to make certain that CAH completed the process of complying with the requirements of the Ontario Not-for-Profit Corporations Act, 2010 and that our constitutional documents continue to reflect our identity, mandate, vision, values, and best practices in governance.

AND THE EXECUTIVE DIRECTOR

PLANNING AND INCLUSION

Within the organisation (management and governance), we were able to participate in workshops and access self-learning modules on the topic of inclusive leadership and how to ascertain our own prejudices and biases.

These trainings allowed us to take a moment to reflect on our practices, what makes them unique and how we can ensure we are more inclusive in our service delivery as well as in creating a work environment that recognises and values diversity, a place where everyone is able to participate and develop.

Within the same framework, we examined the dynamics of micro-aggressions in the workplace and came to the realisation that we all have a responsibility to respond to these events by identifying and reporting them for what they are - acts of violence.

This year has been particularly busy as we were engaged in reviewing and updating our strategic plan by revisiting our goals and priorities. The new plan will guide us through the upcoming next five years, ensuring that all our practices continue to value the vibrant diversity of our community.

We dedicated this year to engaging our community, our clients and our employees to better understand their expectations of CAH and how we can persist in meeting the needs of our seniors in a meaningful and holistic way. We have also chosen to reach out to those we are

currently unable to support. We were eager to find out what we do well and what we could do better. We talked about challenges, risks and opportunities. All, of course, within the framework of our mandate.

Our consultation in Oshawa took place as we prepared to celebrate 10 years of our adult day program in Durham Region. It marked an excellent occasion to analyse our impact on this community as well as to identify further possibilities and unmet needs.

PREPARING FOR THE FUTURE

CAH has continued to develop and strengthen partnerships with stakeholders and service providers across our sector.

As one of the largest Francophone employers of personal support workers in the Toronto area, we are keenly aware of the importance of access to human resources and the challenges facing the healthcare system in recent years.

Through this lens, CAH has sought to strengthen its partnerships with French-language post-secondary institutions to provide internship placements for new graduates in an environment that values professional development for employees all while ensuring client safety.

As we complete our strategic planning and define our key focal points, we look forward to pursuing our journey in our next year of commitment and action.



SUPPORTIVE HOUSING

CAH is very proud of its model of affordable housing with support services and aware of the impact it has had for over 45 years on hundreds of French-speaking seniors and their caregivers. Thanks to this model, they have access to affordable rent and support services in French in a dynamic and effervescent hub where the community of all ages chooses to meet.

THE CAH MODEL

The Place Saint-Laurent (PSL) building, owned by the CAH Corporation, contains **135 apartments, 100** of which are subsidized (**24 by Centres d'Accueil Héritage** and 76 by the City of Toronto), while the remaining 35 are available at a low market price.

SUPPORT SERVICES

CAH favours a flexible approach to independent aging. Since PSL tenants tend to live long lives, it is understandable that their needs change over time.

That is why our organisation offers tenants the opportunity to benefit from support services tailored to individual need and designed to evolve as time goes by. This model offers an alternative to early institutionalisation by encouraging clients to remain active and connected to the community.

Eligibility for the program is determined by a standardised assessment of the individual's functional autonomy, based on physical and/or cognitive capacity, formal and informal support as well as on client wishes and goals.

In 2023-2024, **62 clients** benefited from support services.

Along with personal support, clients can enjoy hot lunches and dinners in the dining room, in a convivial atmosphere that promotes socialisation and good nutrition. This year, the CAH kitchen served **4,728 meals**.

In addition, many residents request security calls and visits that can occur 24/7 to complement their needs.

27% of our clients were able to remain and age at home without being referred to long-term care due to a lack of support options. This speaks volumes about the impact of our model on the quality of life of those concerned, as well as on the healthcare system.

In addition, **26%** of our residents with a diagnosis of dementia are able to live independently at home and remain engaged in the community thanks to the support services offered by CAH.

This component also enables caregivers to recharge their batteries and continue support without becoming exhausted.

CAH is the only provider of affordable supportive housing dedicated to French-speaking seniors in the Greater Toronto Area.

TESTIMONIAL

My wife and I moved to Place Saint-Laurent a few years ago. We really needed affordable housing to continue living in Toronto.

Once we settled in, we realised that this place was more than just affordable. It's a community! We have our own space that we could decorate as we wanted. It has really made it feel like home. We can also join others for lunch and activities, and everyone helps each other out. There's a French library on site. They offer support services should we need them. There's even a person who helped us find French services in the healthcare and community support systems.

I don't understand why there aren't more places like this to age in French.

Place Saint-Laurent client



HOMEMAKING

QUALITY OF LIFE

CAH is actively improving its apartments to keep pace with tenants' changing needs.

83% of units are now equipped with automatic doors, and **38% of bathrooms** have an adapted bathtub for easier access.

This year, in fact, following the City's RentSafeTO quality assessment, we received a score of **96%!**

The building has also just celebrated its 45th anniversary, so we have several ongoing replacement and upgrade projects. CAH continues to improve the accessibility and quality of its apartments and common areas.

This year, we have applied for significant funding to initiate studies that will help us better understand what CAH can do to reduce its carbon footprint and energy consumption. What an excellent chance to identify opportunities to do better and prepare ourselves to be less vulnerable to climate change!

This investment also aims to improve the quality of life of our residents, especially when it comes to dealing with summer heatwaves.

In addition, our resident volunteers are involved in a campaign to promote recycling and waste sorting at PSL.

CAH made **18 community garden plots** available to clients and Green Thumb volunteers.

The most cherished wish of French-speaking seniors is to remain in their own homes for as long as possible with culturally appropriate support services.

CAH homemaking promotes physical and/or cognitive activation during activities of daily living, encouraging client participation for active aging and prolonged autonomy.

In 2023-2024, the CAH care team provided **4,724 hours** of French-language homemaking services in a geography spanning north-south from Lakeshore Boulevard to Steeles Avenue and east-west from Morningside to Jane/Weston.

We also worked with our partners in Peel region to better understand the role CAH could play in providing access to support services in this area.

Regular visits by our personal support workers present a perfect moment for seniors to receive a little help in maintaining their home and remaining active, always in French. In between visits, the CAH team keeps in touch with its clients through security visits in person and by telephone or video call. This year, the team made **12,235 security visits/calls**.

Our transportation service contributes to the mobility of our clients in the community. It also provides accompaniment, notably for medical appointments in the city.



SYSTEM NAVIGATION

We've heard a lot about the key role that navigation of the healthcare and community support systems play in the active offer of French-language services. Navigation helps to set up care and service pathways for Francophones in need.

CAH's navigation program, staffed by our case managers and care coordinator, helps French-speaking adults (clients and caregivers) get access to health and social

care and service plans, as well as collect information about generalised community needs.

In 2023-2024, **280 clients** benefited from our navigation support services.

Case managers and care coordination maintain relationships with healthcare providers (physicians, community health organisations, caregivers) to ensure that French-speaking seniors are referred to CAH.

CAH VISIBILITY

We continue to be the French-language voice of the **Toronto Seniors Helpline**.

We experienced a **63%** increase in the number of subscribers to our Facebook page.

The number of visitors to our website has greatly decreased (we'll take a closer look at this in 2024-25); however, visitors are staying 22% longer on our pages and our bounce rate is less than **9%**.



services and resolve important issues that could otherwise lead to stress and insecurity.

To best respond to client needs, our case managers and care coordinator complete a functional assessment for each client. The results of these assessments enable us to create personalised

SATISFACTION SURVEY

The **annual client satisfaction survey** was carried out in March 2024. The survey enables us to better understand how our services are received and what impact they have on our clients' lives. Every compliment as well as every criticism feeds our plans for continuous quality improvement.

This year, we are particularly proud to learn that our programs and services meet the needs of **95%** of respondents.

98% of respondents confirm that CAH offers a safe environment, that staff are courteous, kind and respectful, and that overall they are satisfied with the quality of services.

90% of respondents tell us that there is a sense of community at CAH.



ADULT DAY PROGRAM

An Adult Day Program (ADP) program is essential for those who choose to age at home, even following a diagnosis of dementia. It also offers respite to their caregivers.

CAH's efforts to offer personalised activation as well as social and group activities have a significant impact on our clients' quality of life. They stimulate clients' physical and cognitive abilities that help them to stay connected and engaged.

CAH is the only agency to offer this program in French in the Toronto and Durham Regions. With dementia, we gradually and almost exclusively return to our mother tongue, so having access to services in French makes all the difference to our clients, especially by allowing them to express their needs and wishes. Enabling clients to understand what's going on around them, also permits them to better participate in and enjoy the activities on offer.



TESTIMONIALS

The adult caregiver daughter of an Oshawa ADP client is very grateful for the service. *"My mother goes once a week. When she comes back, she always has lots to talk about! She's very happy to attend, and she loves the people she meets there!"*

The reaction of the relieved husband of an Oshawa ADP client when he discovered this service was: *"A weight has just been lifted..."*

As the population ages, there will be more and more people living in the community with dementia who require this kind of adapted service, offered in a culturally and linguistically appropriate way.

In 2023-2024, **55 people** benefited from our Adult Day Program in Toronto and Oshawa, a program that also had a direct and equally important impact on families' quality of life.

ADP OSHAWA TURNS 10!

This year we are celebrating 10 years of our ADP in the Durham Region. It was way back in 2014 that we opened the doors, starting with two days per week, then eventually three days.

As a result, we will be celebrating throughout 2024-25 with our partners and clients in this region.

CAH's Adult Day Program provides much-needed respite for caregivers who are looking after our community-dwelling seniors who are living with a diagnosis of dementia.



OUR CENTRE FOR ACTIVE LIVING

The mission of the Centre for Active Living (CAL) is to encourage active aging in French.

CAL ACTIVITIES

In 2023-2024, a total of **95 members**, of whom 75% are from Place Saint-Laurent (PSL) and 25% are external. Our membership has grown little since last year, but the renewal rate is 95%.

CAL ACTIVITIES

A total of **8,376 participants** took part in activities including bingo, fitness sessions (attended by **3,120 participants**), yoga, shopping outings, and of course, our popular coffee breaks (**350 of them**). We continue to celebrate our community with festive meals to mark the major holidays of the year, thanks to the unwavering support of volunteers.

The CAL team, members, and partners offered diverse and engaging activities based on official days of celebration and in line with our strategic values.

We celebrated our French language during the *Semaine de la francophonie* and came together to raise the Franco-Ontarian flag. Our commitment to equity, diversity and inclusion took shape during *February Black History Month* and again during the month of June, a time to recognise indigenous peoples and a time when we celebrate Pride and mobilised for the *Day Against Homophobia and Transphobia*.

INTERGENERATIONAL AND INCLUSIVE

Our CAL boasts being intergenerational. We hosted interns from **Glendon College** and students from the **Explore +** immersion program. The **Scouts** came to sing and decorate our lobby and dining room, and we



welcomed the little ones from **La petite École**, whom we visit regularly with CAL members.

The drama therapy (**360 participants**) and music therapy sessions were very popular with attendance on the rise.

This is the kind of activation we want to promote, led by individuals committed to the well-being of seniors. The contribution of volunteers is also essential to the operation of the CAL and the strengthening of its community involvement.

For instance, **Canada's National Ballet School** has led chair dance sessions. The **Bee Gold** group often came to sing. **Ginette Lang-D'Aigle** offered craft workshops and **Alan** (a PSL resident) taught line dancing. A group visited

the French-speaking residents of **Bendale Acres**. Finally, the vocal ensemble **Les voix du Cœur** renewed its support during the end-of-year celebrations and their summer concert.

During *Black History Month*, residents shared their life stories, presented their folk



art, and Mr. Zenon Nicayenzi gave presentations of the highest quality. This is how we consolidate our inclusive approach, by celebrating our diverse community. **FARFO**, **Fierté-FARFO** and **FrancoQueer** supported our efforts by also hosting presentations.

In 2023, we obtained funding from **OACAO** (Older Adults Centres' Association of Ontario) to organise an open house, which was held on December 6, 2023. It was a resounding success, with over **70 participants** and **16 exhibitors**, some of whom hosted sessions.

Let's build with and for seniors a dynamic and inclusive community, in which it is good to grow old.



TESTIMONIAL

"This exercise brings out the child within us all and allows the adult in us to express himself with humour and wisdom. It introduces me to others and brings me closer to them. It has enabled me to establish a group of supportive friends. These sessions lift my spirits."

One of our CAL members
Participant - Drama Therapy



BENEFITS OF AND SATISFACTION WITH CAL

CAL highlights the benefits of cognitive and physical activation for its members. We don't measure everything, but we do observe improvements in physical health (mainly mobility and balance) and mental health, as well as a reduction in isolation.

The Centre's members are solicited to inform us about their needs and aspirations. In fact, having recognised this, the Ombudsman's office has since regularly organised meetings at PSL.

The *Café du monde* sessions and informal evaluations have confirmed the need to strengthen outreach and communication with all stakeholders, and to capitalise on their expertise. During these sessions, numerous suggestions about possible activities

were brought forward and we were able to meet many of them.

The satisfaction rate among our Open House participants was very high, both for the event programming and community networking. This leads us to want to invest more in community involvement and networking. We boosted our visibility and confirmed the value of our expertise and the need for us to network to establish CVA satellites in the community.

We expanded our community footprint and secured many contributions that served CAL's objectives. However, we have not succeeded in decentralising our CAL around the Greater Toronto Area's French-speaking communities. We are capitalising on the lessons of the past year and looking at our options to better develop the community potential of our CAL.

Finally, we must mention the retirement of the CAH bus after 19 years of loyal service. We are currently seeking funding for a suitable and sustainable solution.



OUR FUNDRAISING

This year of reconnecting and celebrations has given us much visibility in the community, and once again, we have benefited from the generous donations of our friends and members. At a time of great socio-economic uncertainty, every dollar counts. Generally speaking, resources are dwindling and needs are growing.

We have seen a significant increase in requests for housing subsidies as well as for access to basic necessities and medical equipment essential to the comfort and well-being of our clients.

That is why we want to take this time to thank our donors from the bottom of our hearts. They have enabled us to meet the increasingly complex needs of our most vulnerable clients and provide them with resources that allow us to be innovative and adaptive in implementing interventions tailored to each specific situation.

A special shout-out goes to the **Club Richelieu Toronto (CRT)**, whose members donated **\$600** following their annual BBQ held at the end of the summer, all to the benefit of CAH.

We also want to extend our appreciation to all the individual donors,

friends and grateful clients, for their donations made throughout the year.

CHRISTMAS SHARING

Once again, we also want to extend our special thanks to the vocal ensemble **Les voix du cœur** for bringing us together for their Christmas show at the Paroisse du Sacré-Cœur, thereby making a significant contribution to our Christmas Sharing Campaign. Every year, over **100 people** turn out for the December show.

This year, our community donated **\$12,051** to our Christmas Sharing Campaign, including **\$500** from the **Hélène-Tremblay-Lavoie Foundation** and **\$950** from **Les Voix du cœur** choristers.

Les voix du cœur and Club Richelieu Toronto are indeed two gold star partners!

And, we are delighted to announce that CAH has received a most generous donation of **\$10,000** from an anonymous partner organisation. This invaluable support will enable us to continue and expand our mission. We would like to express our deep gratitude to this donor for their trust and commitment to our cause.

TORONTO CHALLENGE 2023

The charity event resumed in June 2023 following its long pandemic hiatus.

We took advantage of this return to create a meeting point for Franco-phone and Francophile participants, offering croissants and coffee, with the help of partners to cover



expenses, with FARFO providing **\$300** and **Entities 3 and 4** contributing **\$1,000**. Funds not used for the event were added to our general donations account.

In the end, we raised **\$4,335** in individual donations for the Toronto Challenge 2023, including **\$480** from the **Hélène Tremblay Lavoie Foundation**.



AND VOLUNTEERS

THE IMPACT OF SHARING

Thanks to the funds raised by our Christmas Sharing Campaign year after year, nearly, **75 seniors** receive assistance in the form of grocery vouchers, which go a long way to balancing a meagre budget. The donations also offset unexpected expenses for necessities such as eye glasses, hearing aids, dentures, adapted shoes, veterinary fees, and pet food.

In addition, our fundraising activities enable us to subsidise our most disadvantaged clients by giving them access to our programs and services to meet their needs. In these times of financial crisis affecting a large proportion of our clients, the ability to offer subsidies has had an enormous impact.

Over the course of 2023-24, CAH subsidised its clients to the tune of almost **\$40,000**, thanks to the generosity of our donors.

DONATIONS IN-KIND

Throughout the year, we receive in-kind donations as well from individuals and from groups of young students who collect essential goods and pass them on to our clients.

THE IMPACT OF VOLUNTEERS

Donations of time are just as important! The well-being of our clients and residents is also the result of the commitment of our volunteers, who are there to help us support the frail and isolated, boosting the quality of life of others.

We're so grateful too for all the work of CAH's volunteer board members who support us with their time and expertise.

This year, **45 volunteers** contributed **2,189 hours** to lending a helping hand to the CAH team and our community.

We thank all those who helped us maintain our gardens, host our parties and events, and serve festive meals. And then there are those who kept our clients company, by hosting our Bingo nights, driving our vehicles, organising and maintaining our library, and generally sharing their expertise with the community.

OUR FUNDERS

Thank you to the funders who renew their confidence in us every year. **Ontario Health Toronto**, the **City of Toronto (Housing and Community Support Services)**, **Catholic Charities**, **Ontario Health East**, and the **Ontario Ministry for Seniors and Accessibility**.

We also thank **CMHC** for financial support towards our building renovation and maintenance projects, the **Canadian Red Cross**, and the **Federal Government** for funding that has supported our work on diversity, inclusion, equity and reconciliation.

Every dollar donated to CAH is allocated 100% to initiatives that support the well-being and autonomy of our clients.



OUR FINANCIAL REPORT 2023-2024

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

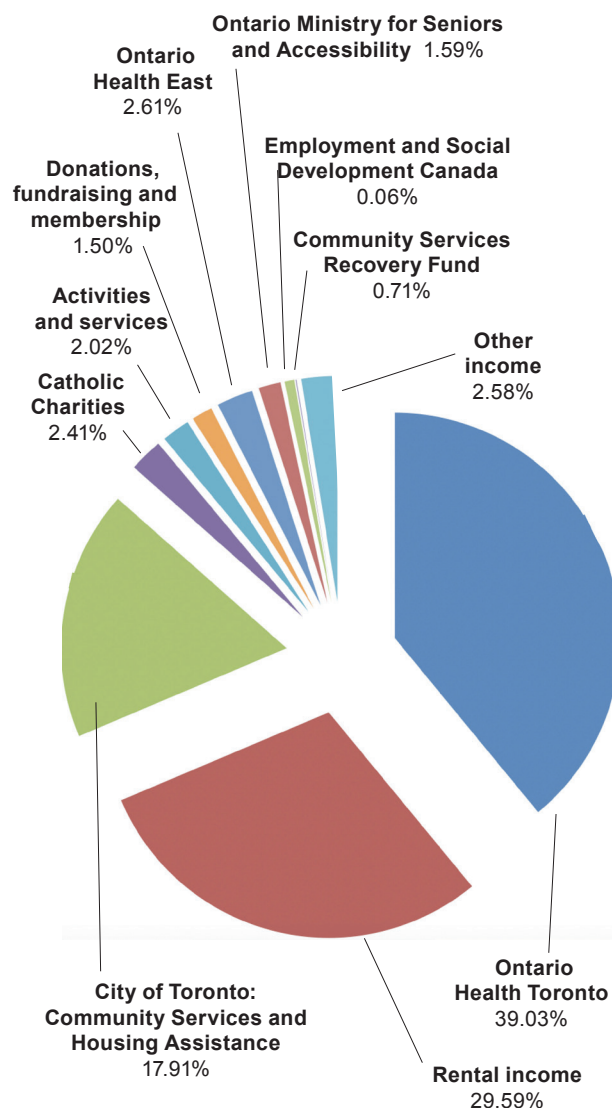
STATEMENT OF FINANCIAL POSITION

as of March 31 2024 (\$)

	2024	2023
ASSETS		
Current		
Cash	172,791	195,516
Short-term investments	0	0
Government subsidies receivable	61,918	62,542
Accounts receivable	77,385	66,832
Prepaid expenses	42,020	33,537
	354,114	358,427
Tangible Capital Assets	1,060,509	1,071,776
Long-term Investments		
Cash bonds and other replacement reserve (restricted)	1,437,226	1,179,637
	2,851,849	2,609,840
LIABILITIES and NET ASSETS		
Current		
Accounts payable and accrued liabilities	372,189	384,756
Deferred contributions	996	9,735
Rental deposits	41,157	42,360
Loan payable	0	0
	414,342	436,851
Net Assets (Deficiency)		
La Place Saint-Laurent (unrestricted)	55,624	349,260
La Place Saint-Laurent (internally restricted)	580,401	280,401
Community Support Services	0	0
Centres d'Accueil Héritage	364,256	363,691
Remplacement reserve	1,437,226	1,179,637
	2,437,507	2,172,989
	2,851,849	2,609,840

FUNDERS AND OTHER SOURCES OF REVENUE

Avril 1st, 2023 to March 31st, 2024



SUMMARY STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

For the year ending March 31, 2024 (\$)

2024

2023

REVENUE

Government Grants

Ontario Health Toronto	1,724,820	1,624,170
Ontario Health East	115,386	127,123
Ontario Ministry for Seniors and Accessibility	70,047	51,490
Community Services Recovery Fund	31,204	0
Employment and Social Development Canada	2,500	0
City of Toronto: Community Services and Housing Assistance	791,576	758,480

Other Grants

Catholic Charities	106,615	101,737
Activities and services	89,060	86,149
Rental income	1,311,640	1,253,446
Vacancy loss	(4,131)	(8,468)
Donations, fundraising and membership	66,238	29,806
Interest income	27,954	8,033
Other income	85,861	59,053

4,418,770

4,091,019

EXPENSES

Bad debts	1,351	3,161
Cable, television	33,533	30,816
Natural gas	63,071	72,023
Electricity	117,548	107,547
Water	88,895	85,752
Repairs and maintenance	487,640	486,279
Security (Garda)	217,472	218,669
Term loan interest	0	8,748
Food service and social activities	103,479	83,152
Program supplies	39,685	31,988
Rent	91,232	89,535
Salaries and benefits	2,207,178	2,021,099
Advertising and promotion	15,813	15,800
Education	39,795	18,721
Insurance	75,132	74,670
Office and general	45,182	57,791
Office equipment	129,432	110,243
Telephone	40,060	36,804
Meetings and travel	13,891	13,724
Professional fees	265,858	240,736
Bank charges	2,873	2,404
Amortisation of capital assets	11,267	22,535
Spending by the reserve	63,865	221,520

4,154,252

4,053,717

Excess of Revenue over Expenses	264,518	37,302
Allocation - Place Saint-Laurent	300,000	300,000
Affectation - Reserve	(300,000)	(300,000)

EXCESS (DEFICIENCY)

264,518

37,302



OUR BOARD OF DIRECTORS 2023-2024

The commitment of the volunteers who sit on our Board of Directors continues to be central to CAH's governance model, proudly carried out by and for Francophones.

In 2023-24, the directors exercised their fiduciary role by ensuring CAH's operational alignment as well as timely overview of the uses of our resources. This year, in particular, the Board has been busy with its responsibility during the strategic planning exercise, which will determine CAH's strategic priorities for the next five years.

The CAH team feels supported in its day-to-day efforts and encouraged in projects aimed at expanding access to and navigation of services in French, as well as increasing the supply of subsidised housing reserved for Francophones.

The directors have also been very involved throughout the year with events linked to our 45th anniversary celebrations, which have enabled them to have occasional exchanges with members and partners.

It's important to celebrate the

commitment of all these volunteers in supporting the work of the care team and management as it contributes significantly to the well-being of seniors and their caregivers.



Denis Frawley
DIRECTOR/
CHAIR



Joyce Irvine
DIRECTOR/
VICE-CHAIR



Geneviève Grenier
DIRECTOR/
TREASURER



Diane Saint-Pierre
SECRETARY/
CLIENTS & CAREGIVERS
REPRESENTATIVE



Edgard-Casimir Lalo-Sayo
DIRECTOR



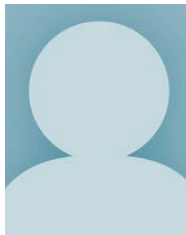
Marek Nesvadba
DIRECTOR



Raisa Pesel
DIRECTOR



Safia Fakim
DIRECTOR



Vanessa Cangé
DIRECTOR





TESTIMONIALS

Raisa Pesel is a woman of science. So why did she want to join the CAH board? Being of Romanian origin and having studied in Limoges, France, she wanted to speak French again, a rare opportunity in her working environment. So, her friend Edgard-Casimir Lalo-Sayo, a member of our Board of Directors, invited her to CAH's last Annual General Meeting.

"I spoke to several residents, whom I liked very much, and found that there was a lot to be said and done. Then, there was the curiosity of doing something diametrically opposed. I like to get out of my comfort zone."

Raisa subsequently found that the board members were people genuinely interested in the organisation's challenges.

To those who would like to get involved in a Board of Directors, Raisa advises: *"You never know where you'll end up by asking questions. It's the best way to see if you can make a difference in an organisation. Be curious! We don't know what we don't know!"*

Raisa Pesel
Board Administrator

Marek Nesdadba joined the Board of Directors as he was nearing the end of his professional career. Marek had been trained to sit on a Board of Directors, and therefore had a good idea of the role he could play.

Having worked 22 years in human resources for two large multinational organisations, he was keen to put his knowledge to good use as a volunteer.

The idea of getting involved with a non-profit organisation seemed a good one to him.

When he met Joyce Irvine and Diane Saint-Pierre (both on the Board of Directors), he knew the CAH would be a good fit. *"It just clicked! It's important to find a team you enjoy working with."*

His biggest motivation is knowing he's making a real impact on people's lives. *"I prefer to give my time. When you make a cash donation, there's often a portion that goes to fundraising administration. I know that 100% of the time I give is benefiting CAH."*

Marek Nesvadba
Board Administrator

Diane Saint-Pierre confides:

"The health and housing sectors have changed enormously in 45 years. I was reluctant to rejoin the Board, fearing I wasn't up to date enough. But the reality is that everyone's input helps. What's more, our experiences and contacts enable us to make suggestions or point in the right direction."

Having a memory of the good and bad moves made over the years is extremely useful. *"One of the great satisfactions of being involved in a Board of Directors is the opportunity to see other people adopt an idea I've contributed, and to watch it take shape... and work! It's rewarding."*

Diane has two pieces of advice for new retirees looking to get involved. *"First, you need to consider what moves you, the activity or subject that interests you most. Then make sure you don't say yes to too many things. We have to accept that our energy level isn't what it was when we were 20." Wise advice for continuing to build an inclusive society!*

Diane Saint-Pierre
Board Secretary



Equity, Diversity and Inclusion (EDI)

This year, the entire CAH team embarked on a learning project to ensure that our practices and environment reflect the values of equity, diversity and inclusion.

The Board of Directors and management team took part in the *Inclusive Leadership* and *Respect in the Workplace* training courses. The entire CAH team participated in workshops on managing microaggression and respect in the workplace. Beforehand, everyone had access to two online training modules on the fundamentals of EDI and how to recognise unintentional bias.

CAH is energised by the work accomplished this year and is committed to continuing on this path by integrating EDI principles into its strategic priorities.

CAH is the largest employer of French-speaking personal support workers in Toronto.

CAH has also adopted its own declaration of the territory and is committed to pursuing its journey of reconciliation by engaging with First Nations, Métis and Inuit communities.



OUR TEAM 2023-2024

Alain Plasse

DRIVER

Alexandre Pata

CASE MANAGER

Andréa Boni

FOOD SERVICE WORKER

Antoinette Mabilia Nyandwi

PERSONAL SUPPORT WORKER

Arlette Moumny

PERSONAL SUPPORT WORKER

Ashura Mwamikazi

PERSONAL SUPPORT WORKER

Audrey Tra

PERSONAL SUPPORT WORKER

Barbara Ceccarelli

EXECUTIVE DIRECTOR

Bella Cyubahiro

PERSONAL SUPPORT WORKER

Brigitte Auger

RECREATIONIST -
OSHAWA ADULT DAY PROGRAM

Clarisse Woungang (Nangué)

PROGRAM DIRECTOR

Danielle Tchamba

FOOD SERVICE WORKER

Davidson Pierre

CLEANER

Donatile Ishimwe

PERSONAL SUPPORT WORKER

Dushko Ristov

SUPERINTENDANT

Emmeline Bellerive

PERSONAL SUPPORT WORKER

Fabien Schneider

DEPUTY DIRECTOR

Frida Ndereyimana

PERSONAL SUPPORT WORKER

Géta Maftei

PERSONAL SUPPORT WORKER

Haley Walton

PERSONAL SUPPORT WORKER

Hassiatou Salé

MANAGER PLACE SAINT-LAURENT

Hélène Ngombe

PERSONAL SUPPORT WORKER

Isabel Kiambi

PERSONAL SUPPORT WORKER

Jacqueline Yomba

FOOD SERVICE WORKER

Jacques-André Jacquier

DRIVER

Jean Tété

ADMINISTRATIVE AND
COMMUNICATIONS ASSISTANT

Jean-Claude Legault

DRIVER

Jonathan Okoua

FOOD SERVICE WORKER

Julie Kaniki

RECREATIONIST - ADULT DAY PROGRAM

Julie Nisin

CASE MANAGER

Junie Zamor

CARE COORDINATOR

Linda Legault

DIRECTOR - QUALITY CONTROL

Madina Bah

FOOD SERVICE WORKER

Madina Oudahmane

CASE MANAGER

Marie Magaly Massenat Mondesir

PERSONAL SUPPORT WORKER

Mbelu Ndiadia

PERSONAL SUPPORT WORKER

Mia Rakotoasimbola

PERSONAL SUPPORT WORKER

Michael Dilenga

RECREATIONIST - CENTRE FOR ACTIVE LIVING

Micheline Meya

PERSONAL SUPPORT WORKER

Nathalie Binti Saidi

PERSONAL SUPPORT WORKER

Octavie Dwasma

PERSONAL SUPPORT WORKER

Sedjibo Severine Lehi

FOOD SERVICE WORKER





33 Hahn Place, Suite 104
 Toronto (Ontario) M5A 4G2
 Phone: (416) 365-3350
 info@caheritage.org

caheritage.org



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