



Special People. Special Needs.

meta foundation

Our Core Values

- Commitment
- Compassion
- Inclusiveness
- Respect and Dignity
- Perseverance and Accountability
- Professionalism

ANNUAL REPORT

2016

PEOPLE • INNOVATION • QUALITY

DAY PROGRAMS • RESIDENTIAL •
SUPPORTED INDEPENDENT LIVING • RESPITE

meta centre meta foundation

Special People. Special Needs.

President Jim Johnston	President Lu Galasso
Vice President Alfonso Marino	Vice President Sarah Hardy
Past President Sarah Hardy	Secretary/Treasurer Michael Ciccolini
Secretary/Treasurer Adrienne Sordi	Gus Dal Colle
	Giulana Marrone
Warren Harvey	Nino Perricone
Ken Hawkins	Rita Ristucci
Giuliana Minardi	Massimo Rovazzi
Marie Natanson	Lee Simone
Rita Ristucci	Walter Simone

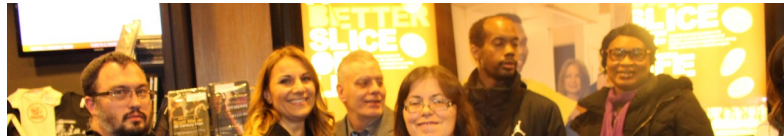


Jim Johnston, President, Meta Centre Board of Directors and Antonet Orlando, Executive Director

Between April 2014 and March 2015, Meta Centre distributed satisfaction surveys to families and individuals who use our services. We immediately got to work reviewing, collating and interpreting the information once it came back. Based on respondents’ comments, we worked throughout the year to make improvements.

Although there were high satisfaction rates in our service delivery, we made changes in how they are provided so we can attain higher levels of stakeholder satisfaction. Significant outcomes from the surveys include:

- *Enhancements in our communication with stakeholders now entail staff calling families monthly to provide updates; our quarterly newsletter provides additional news as does our regularly updated website*
- *Our day programs continue to integrate skills development in literacy, computers and cooking, to name a few; multisensory therapies like visual reasoning and learning are offered in addition to Snoezelen therapy and tactile teaching*
- *Curriculums are regularly developed and updated by staff to reflect what participants are most interested in learning*
- *Residential services encourage self-direction and involvement of the people supported in daily living routines*
- *We pay more attention to fitness and health – a Public Health Nutritionist visited Meta Centre residences to educate staff and residents about healthy eating and lifestyle habits; with the help of the nutritionist, well-balanced meal plans were developed and implemented in addition to daily physical activity like yoga, movement therapy, and sports*
- *Our Clinical Coordinator developed a multi-disciplinary team to provide a constellation of services including psychiatric, psychological, speech pathology, occupational, holistic, and behaviour therapy*



We are pleased by the consistent satisfaction outcome rates from the previous year whereby our clientele feel they have choice and self-determination while participating in Meta Centre services. This year we initiated a Rights Committee comprised of day program and residential participants from all regions. The committee meets quarterly and learns about the provisions of the Ontario Human Rights Code and self-advocacy. The committee’s priority is providing a forum for thoughts, opinions, and feedback regarding Meta Centre policies, procedures, services, and events directly impacting our clientele.

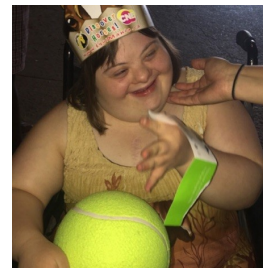


Satisfaction survey responses have given us a better understanding of service needs and expectations. The changes and improvements are intended to reflect the feedback and expectations expressed by our respondents.

We asked, you told us, and we listened!



RESPITE PROGRAM



Meta Centre’s Respite Service offers more than an opportunity for families to take time for themselves. It has consistently focused its support on creating social environments that encourage individuals to explore new experiences. With community evening weekdays and on-site weekend – Meta Centre Respite is available to families in three locations in

the GTA (York Region, Scarborough, North York) offering educational and recreational activities that include the community and encourage integration. Holiday Respite for Christmas, March Break and Summer Camp is all about learning and experiencing the landscapes of our community. Information seeking surveys administered to families and clients are conducted regularly to ensure our services address interests and abilities of the individuals who rely on our support. Carefully researched, we look to enhance experiences by expanding on interests to exceed expectations. The outcome from our strategic approach to provide the best quality care to the people we support has consistently increased the number of participants. Our ability to address and deliver our support to families is steadily increasing the popularity of our programs across the board exceeding the annual expectation. Meta Centre’s respite has consistently offered its participants opportunities that encourage personal growth, social interaction and community integration.



Meta Centre Respite Service has always been about identifying personal interests, and abilities. Developing experiences to encourage growth has included community opportunities. As we look at encouraging and promoting independence and social etiquette in the community—educating and integrating is

at the forefront of our respite program. This year, in response to stakeholders satisfaction reviews, Meta Centre has been focused on establishing partnership opportunities within the community. In partnering with businesses, organizations and schools, we have reached out to develop integrated programs with organizations/ businesses, that offer individuals a diversity for growth: 4Cats Art Studio, McMichael Art Gallery, Dufferin North Athletics, Toronto Public Health, Bliss Yoga Studio, Fortinos Community Kitchen, Michaels, Blue Willow and Yorkwoods Public Schools, and Leather Treaty. We continue to look forward to developing opportunities that educate, integrate and build life-skills. By embracing and meeting the needs of the individuals and families who depend on our support with appropriate care, we also strive to alleviate expenses and the need for crisis support.



PHYSICAL EDUCATION



Eva Chwiluk is a Common Movement Disorder Instructor and Rehabilitation Specialist. Graduating with a degree from the Academy of Physical Education, she has been educating and promoting physical fitness for a healthy lifestyle for twenty years. During the past year and a half, Eva has been working with individuals at Meta Centre and seeing positive changes in both their mental and physical well-being. Eva reports; “It is enjoyable and rewarding to see the positive changes in our clients as they begin to learn, use equipment and understand the benefits from working out.

CLINICAL

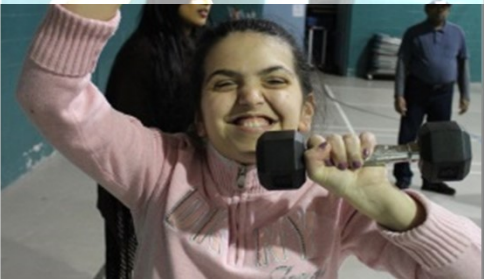


In July 2015, Meta Centre took steps to improve our ability to provide high quality support for individuals with developmental disabilities who may also be experiencing changing support needs, mental health issues, challenging behaviours, and issues related to aging, and physical health. A clinical consultation team comprised of internal Meta staff (Social Worker, Holistic

Therapist, and Behaviour Therapist) and external consultants (Psychologist Dr. Jane Summers, Psychiatrist Dr. Elspeth Bradley, and Speech Language Pathologist, Julie Reid) was put together to provide specialized services to individuals being supported by Meta Centre. With the addition of a partnership with Aptus Treatment Centres offering occupational therapy services on a consultation basis, the external team enhanced the specialized clinical supports that became available to individuals with developmental disabilities, mental health

RM: when I first met Robby he was spending most of his time in his room, not willing to socialize with others. Since introducing the use of the exercise bicycle and balance ball (to work on his core), he enjoys both the workout and social time spent in the gym. ZP came from a nursing home with a bad leg injury that caused limping and chronic pain. Now with land strength, routine and water rehabilitation, her gait is normal and she doesn’t complain about her pain anymore. Nancy and Annemarie from our Vaughan Program have lost some weight and gained muscle mass. Last summer Nancy dared herself to jump into the deep end and since then continues to challenge herself in the water. Nancy’s face lights up when she enters the pool. Regular exercise not only helps to ease

anxiety, depression, anger and emotional stress—incorporating it into your daily routine improves stamina and muscle strength and helps with various forms of disabilities. The benefits from engaging in a daily exercise routine, is that it encourages individuals to maintain a higher level of independence, a sense of freedom and quality of life.



issues, and complex needs. Working with input from families, direct-care staff, and the individuals being supported, the clinical consultation team utilizes an interdisciplinary clinical formulation approach to formulate a comprehensive understanding of each person and their specific needs. The benefits of in-house consultation is that it allows clinicians the opportunity to observe and interact with individuals in their own environments, where they live, work, and play.

I like that I can voice clients’ concerns and that they can come to me about all their concerns and I can bring it up at the committee meetings.” When asked what he has learned since becoming a member he replied, “I’ve learned that I have the same rights as everyone else. F.O. concluded with saying,” I love the meetings because we talk to each other about things that we wouldn’t always talk about one on one. For the future I’d like the committee to get bigger and to start another committee.”

RIGHTS COMMITTEE



The Meta Centre Rights Committee was developed in March 2016 to stimulate discussion and ideas to help clients understand their human rights and obligations. The committee members are encouraged to be self-advocates and to use what’s been learned at committee meetings to promote and protect their human rights and those of their peers within the agency and their community. The committee is involved in decision making and/or to give advice on Meta Centre services, policies and

procedures and any matters that directly affect or involve Meta Centre clients. The committee consists of 13 Meta Centre self-advocates involved in various services throughout the agency. They meet every three (3) months. F.O. is a client that resides in a Meta Centre group home and attends the Day Program; he is also a Rights committee member and was one of the first clients to be approached about becoming a member. When asked about his being part of the committee F.O. responded, “I think it’s a great thing and opportunity for people that can’t speak up so I can speak up for them.

META FOUNDATION REPORT



Lu Galasso, President, Meta Foundation, Board of Directors

On behalf of Meta Foundation, I am pleased to report another successful and rewarding fundraising year for the Foundation. The Board organized and supported the following roster of

fundraisers in 2015:

- Buffet and Texas Hold’Em Fun Night (winter),
- Ladies’ Martini Night (spring)
- Walk, Relay & Grand Fondo (summer) and
- Evening Under the Stars Gala (fall)

Individual event committees work tirelessly every year to improve each fundraiser, making them “must go to” events and successful **friend-raising** occasions. Whether it be taking a picture with a firefighter at Ladies’ Martini Night, receiving a pair of Adidas shoes at the Walk, Relay and Grand

Fondo, or dancing the night away at the annual Gala, great fun is had by all. We are blessed to have a committed group of supporters and donors who continue to believe in the mission and good work of Meta Centre. We thank them for their generosity and continued support of Meta Centre’s efforts to help Special People with Special Needs achieve a better quality of life. Lastly, thank-you to the small army of volunteers who organize and operate the fundraising events.



PUBLIC RELATIONS

Educating the general public with real-life stories has been a PR focus for Meta Centre. If acceptance is to be more than an empathetic smile or a pat on the back, changing public perception is part of the process. Public Relations in the past year has spiked interest in Meta Centre programs with Respite participation increasing by 30%. Interaction with social media postings has doubled since 2014. Community partner-

ships now include youth at the elementary school level. Meta Centre was honoured by being in the top three nominations out of 200 in the non profit category of the Vaughan Business Excellence Awards. A new website, a revamped INSIGHT newsletter, activities and events, profile abilities, inclusion and continue to engage readers and viewers with relative information and topics of interest.

META CENTRE SOURCE OF REVENUE AND EXPENSES				META FOUNDATION REVENUE AND EXPENSES BY ACTIVITY				
FOR THE YEAR ENDED MARCH 31, 2016				FOR THE YEAR ENDED MARCH 31, 2016				
	2016	2015		2016	2015			
	REVENUE	EXPENSES	REVENUE	REVENUE	EXPENSES	REVENUE	EXPENSES	
MCSS-TORONTO	15,983,976	16,026,652	15,415,247	FUNDRAISING ACTIVITIES	375,239	230,812	372,252	196,785
MCSS-CENTRAL EAST	2,016,790	2,161,650	1,977,343	GENERAL DONATIONS	130,088		868,518	EstateDonation
DONATIONS	39,362			INVESTMENT INCOME & OTHER	7,171		4,988	
OTHER	2,429,367	2,286,214	2,025,409	META PROGRAM /CENTRE COSTS		324.767		127,337
Note: Audited Financial Statements are available upon request	20,469,495	20.474,516	19,428,979	Note: Audited Financial Statements are available upon request	512,498	555,579	1,245,758	324,122



Our Vision: A sense of community where all people thrive, are valued, respected and lead dignified, productive lives.

Our Mission: To provide quality services and supports for the social inclusion of people with special needs.

Strategic Plan Overview 2015-2019

Strategic Direction
Purpose
Goals

Services

Build on Meta Centre's Commitment to deliver high-quality, responsive services.
...
To enhance Meta Centre's capacity to adapt and respond to the changing needs of our clients.
...
Ensure residential programs and facilities meet current and future needs of exiting clients
...
Enhance Meta Centre's capacity to support clients with behavioural challenges
...
Develop and implement an enhanced day program that appeals to participants' interests, skills, abilities.

Internal Operations

Improve organizational design and processes.
...
To ensure that Meta's internal systems and structures support best practices
...
Implement strategies that promote organizational unity, increase staff morale and enhance the engagement of Meta Centre staff.
...
Develop a culture of communication that is consistent, timely and responsive.
...
Further enhance the Board of Directors' governance practices.

Growth

Plan for mindful growth.
...
To approach opportunities to increase service capacity in a considered manner.
...
Increase awareness of Meta Centre among potential clients, families and donors.
...
Identify and act on growth opportunities for Meta Centre's Day, Residential and Respite Programs in accordance with Meta Centre's growth principles.

Client Rights

Support clients' efforts to exercise rights and meet responsibilities.
...
To provide services that facilitate, promote and respect people's dignity.
...
Adopt a rights and responsibilities strategy for clients supported by Meta Centre.

This Strategic Plan is a product of ideas and feedback of many people. Meta Centre would like to thank the staff, families, and people supported for their input and participation during the planning process.

People Innovation Quality

