



# META CENTRE



## META FOUNDATION 2018 Annual Report



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



**Warren Harvey**  
**Board President**  
**Meta Centre**

## A Message From the Meta Centre Board President

Having served as a member of Meta Centre's Board of Directors since 2004, I was pleased to assume the position of President, Board of Directors effective October 2017. Reflecting upon my 15 year association with Meta Centre, it strikes me that there have been two important characteristics that have remained consistent throughout this period and have greatly influenced the growth and development of our organization.

The first is the *unwavering commitment to the highest quality of care* that our entire staff body provides each and every day. It is inherently understood that any business or organization is only as good as its people but when we take into account the clients we serve, there could not be a more important component to what we do, and who we are, than our people. It is the care and skilled dedication toward helping our clients that allows Meta to realize our Mission, **'To provide quality services and supports for the social inclusion of people with special needs'**. This unparalleled commitment to putting our clients first allows Meta to remain an outstanding service provider in the Developmental Services Sector.

The second characteristic is the *consistency of change* that confronts and challenges our business every single day. The sector that Meta operates within is continuously evolving, and that pace of change has perhaps accelerated over recent years as governing parties and associated policies and funding models shift, the charitable landscape changes, and the dynamics around client care evolve. As important perhaps has been Meta Centre's ability to effectively navigate and adapt to these shifts, while remaining tightly tethered to the highest quality of service. The measured capacity increases that Meta has undertaken over the years has enabled us to address the continuous and critical need for the services we provide, as well as the development of new programs and care models necessary to serve our evolving client requirements are but a couple of examples where the organization has demonstrated the value of its detailed strategic planning, which has provided the foundation to effectively operate and improve.

This current reporting period marks the fourth year of following our 2015-2019 Strategic Plan towards continued improvements across the business, and the leadership team and staff have done an outstanding job of effectively working the plan; you will learn about some of those developments and improvements herein. Over the past six months, the Board of Directors, management, staff, and others have embarked on updating and redefining our Strategic Plan which I have no doubt will serve to effectively guide all aspects of our organization for the next 3 year period and beyond.

In closing, I thank our staff and supporters for their continued commitment to Meta.

### Our Core Values

**Commitment**  
**Compassion**  
**Inclusiveness**  
**Professionalism**  
**Respect & Dignity**  
**Perserverance & Accountability**





**Antonet Orlando**  
**Executive Director**  
**Meta Centre**

## A Road Map to the Future

I am pleased to present Meta Centre's 2017-2018 Annual Report, a comprehensive overview of our achievements and key metrics from the preceding fiscal year. It is meant to give our supporters, business partners, staff, and families a general rundown of our overall performance, financial status, and importantly – our strategic direction. Our road map since 2015 has been grounded in strategic planning, consisting of Meta Centre's commitment to deliver high-quality responsive services; ongoing organizational design and processes; continuous planning for sustainable growth, and the facilitation of clients' empowerment as we support them to exercise their rights.

For the past four years, we have worked diligently at accomplishing the goals set out in our 2015-2019 Strategic Plan and have included employees from all departments empowering them to understand how their duties and responsibilities contribute to the larger organizational picture. This iteration of our Annual Report will reflect on what has been accomplished and what the framework will be for future service excellence.

## Building on a Foundation of Commitment to Deliver High-Quality Responsive Services – Complex Care and In-home Access

As care providers, Meta Centre is committed to delivering high-quality, responsive services to all the individuals we serve, especially those who have or are at risk of developing life-limiting illnesses. At Meta Centre, we strengthened our relationship with the Ministry of Health Long Term Care services and we have engaged Palliative Pain and Symptom Management and Consultation services to be able to continue to support the individuals we serve residentially when faced with complex medical issues. Complex Care and In Home Access guidelines have been developed to ensure our clientele receive overall comfort and the highest level of in-home care. The guidelines are followed to ensure consistently open communication between Meta Centre staff, families, and medical teams. It also involves implementing services through the Local Health Integration Networks so nurses, physiotherapists and other medical supports can come into the home to provide the medical care Meta staff cannot provide.

Our clinical team is also engaged to ensure a holistic approach is used to identify the changes in the individual's needs. The team creates a proactive plan to meet those needs and to connect to their circle of care. We are cognizant of the strong meaningful relationships our clientele have with their families and our staff.



# Improving Organizational Design and Processes to Support Best Practices- From Team work to Success



We continue to improve organizational design and processes to support best practices. We value our employees as our main and most important resource for service delivery. We are committed to meeting the current and future needs of the agency, recognizing that how we support and engage staff and the individuals in our care, is critical to our success. To enhance work-team environments and group dynamics and so that all may contribute to organizational success, we have initiated the following:

- Conducted employee engagement surveys and responded accordingly to the feedback
- Developed rewards and recognition programs for staff
- Maintained communication with staff regarding agency information via town halls, newsletters and one on one conversations
- Provided computer training for staff
- Updated and converted all of our forms electronically
- Improved HR responsiveness
- Enhanced our formal orientation for new hires
- Implemented more efficient scheduling software to improve our processes, and
- Updated client and family satisfaction surveys demonstrating how important it is for us to hear from all stakeholders



## Planning for Sustained Growth-Here we Grow Again

Meta Centre services have experienced steady and sustainable growth during the past few years. This has enabled us to create service capacity for individuals in need of supports. In May 2017, we introduced Meta KNEX (connects) services for individuals currently supported by Meta and for community clientele in need of services. Meta KNEX offers various fee-for-service activities in community settings like community centres, retail establishments, sports facilities, and more. These are offered throughout the Greater Toronto Area several days a week in sessions running six to eight weeks and/or sometimes for months at a time throughout the year. The support services vary from exploring different artistic mediums to life skill classes such as cooking, transit training, sports, along with recreational and leisure activities.

In August 2017, Meta Centre opened a new home in Scarborough. The new home provides residential services to six adult men. We will continue to scale up our operations with responsiveness and efficacy to create the capacity required to meet the urgent needs brought to our attention.



# Rights Committee – The Right to be Heard

The Meta Centre Rights Committee meets quarterly to help members become familiar with human rights and societal obligations. The committee consists of 13 Meta Centre participants from various services throughout the agency and are involved in decision-making and making suggestions to management on services, policies and procedures, and other matters directly affecting people supported by Meta Centre. This year, the committee created a Complaint Resolution Strategy, with clear steps that can easily be followed if there is feedback or complaints about the services and supports Meta Centre provides.



**Meta Centre  
Rights Committee**

The committee wanted to ensure all people supported by Meta Centre are aware of the process and they asked that it be included in the annual Individual Support Plans (ISPs).

The ISPs are reviewed and signed by families, staff, other supports and the participants themselves. By complementing the ISP documentation, the Complaint Resolution Strategy encourages all Meta Centre participants to be self-advocates and to exercise their rights to be heard...we are listening.



## Financial Summary Meta Centre

### Meta Centre Source of Revenue and Expenses for the Year Ended March 31st, 2018

	<u>2018</u>		<u>2017</u>
	REVENUE (\$)	EXPENSES (\$)	REVENUE (\$)
<b>MCSS-TORONTO</b>	16,692,257	16,749,280	16,176,325
<b>MCSS-CENTRAL EAST</b>	2,056,971	2,207,782	2,034,945
<b>DONATIONS</b>	1,988		17,354
<b>OTHER</b>	2,256,775	2,129,897	2,234,569
	<b>21,007,991</b>	<b>21,086,959</b>	<b>20,463,193</b>

Note: Audited Financial Statements are available upon request



**Lu Galasso**  
**Board President**  
**Meta Foundation**

## A Message from the Meta Foundation Board President

On behalf of the board, I am pleased to report another successful and rewarding fundraising year for Meta Foundation. The Board organized and supported a diverse roster of fundraisers with individual event committees working tirelessly to improve each fundraiser event on an annual basis, which has in turn created a following of loyal supporters. Great fun was had by those in attendance, whether it was taking a picture with a firefighter at Ladies' Martini Night, receiving Adidas swag at the Walk, Relay and Grand Fondo, or dancing the night away at the annual Gala.

This year we were also blessed with a successful capital campaign providing the necessary funds to open the new James De Zen Centre of Abilities; a long awaited and crowning achievement for Meta Foundation. We are truly blessed to have a great group of supporters and donors who continue to believe in our goals and the good work of Meta Centre. We thank them for their generosity and continued support of Meta Centre's efforts to help our Special People with Special Abilities achieve a better quality of life.

Lastly, thank you to the small army of volunteers with such wonderful hearts who organize and operate the fundraising events.



## Financial Summary Meta Foundation

### Meta Foundation Source of Revenue and Expenses for the Year Ended March 31st, 2018

	<u>2018</u>		<u>2017</u>	
	REVENUE (\$)	EXPENSES (\$)	REVENUE(\$)	EXPENSES (\$)
<b>FUNDRAISING ACTIVITIES</b>	433,812	236,615	391,514	251,908
<b>GENERAL DONATIONS</b>	260,712		148,500	
<b>INVESTMENT INCOME &amp; OTHER</b>	13,374		8,823	
<b>META PROGRAM / CENTRE COSTS</b>		39,904		218,589
	<b>707,898</b>	<b>276,519</b>	<b>548,837</b>	<b>470,497</b>

Note: Audited Financial Statements are available upon request



**Meta Foundation**  
**Save the Date!**  
**Ladies Martini Night**  
**Thursday April 25th, 2019**



