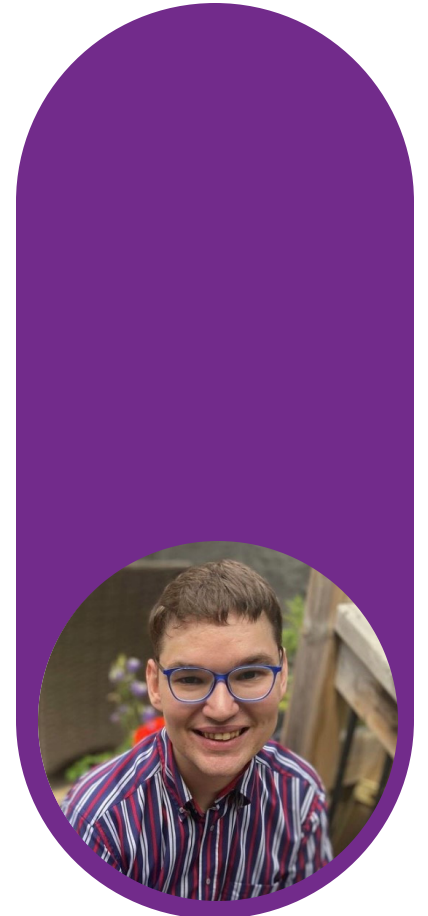
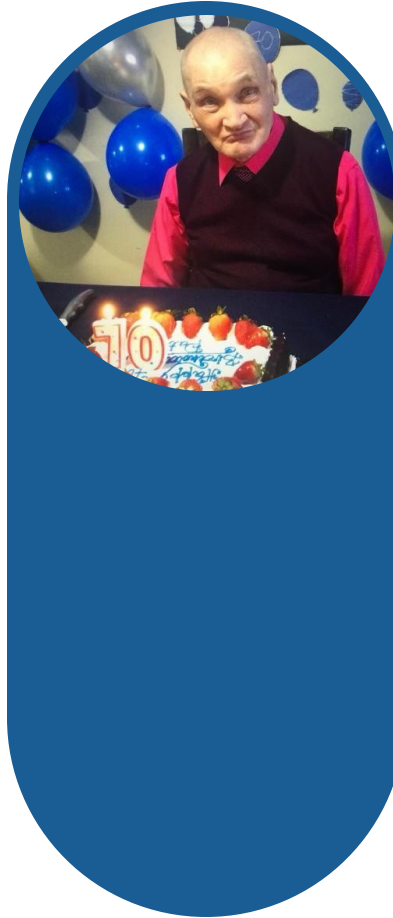




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# 2021 Annual Report



## A Message from Meta Centre's Board President

The impacts of the Covid-19 pandemic have certainly made the 20/21 reporting period feel like a very long year - a feeling that I am certain many would share. The stay-at-home orders, gathering restrictions, protocols and relentless uncertainties have impacted the lives of our clients, their families, friends, as well as all of our employees. In spite of these circumstances, our META team truly demonstrated what Person-Centered Care really means as they responded with compassion, love, hope, and determination to keep our clients healthy and safe. And while our team is at the core of everything we do, the support of our community - private and philanthropic, sector partners and of course the Ministry of Children, Community and Social Services (MCCSS) each played a critical role in enabling META throughout this period. So, on behalf of the Board of Directors, our organization and those we serve, Thank You.

The dynamics of the pandemic also tested every aspect of our operations. We were forced to suspend many of the important programs we provide; however, the agility and ingenuity of our team enabled us to continue serving our clients with new and unique forms of program and service delivery models. These continuous adjustments also had an expected impact on our ability to advance some aspects of our Strategic Plan. In response, the management team and Board have adjusted the approach and resources as necessary to ensure the desired outcomes are still achieved.

While this past year has certainly been challenging, it has also provided reason for incredible optimism as we look to the year ahead. With the vaccination programs rolling out globally, there are indications of a return to some semblance of normalcy. I am confident that META will emerge even stronger as a result of the collective focus and fortitude our staff and community have demonstrated during these difficult times.

I invite you to learn more about META and please join with us in making a positive impact on the lives of so many.



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



**Our Vision**  
**A community where all persons  
thrive as valued, respected  
citizens leading dignified,  
fulfilling lives.**



## A Message from Meta Centre's Executive Director

As readers will find in Meta Centre's 2020/2021 Annual Report, the global health crisis of COVID-19 preoccupied our hearts and minds for more than a year-and-a-half. From its initial disruption of daily routines and life, fear and uncertainty prevailed. The response to our "new normal" from our staff, board of directors, and management team was nothing short of inspirational as we double-downed, pivoted, and relied on our strength of commitment to care for the people we support through safe and considerate means.

The dangers of COVID-19 and urgency in preventing community spread became focal points and our top priorities. The primary difficulty at the onset of COVID-19 was its moving target nature. Information was ever-changing, forcing us to adapt and implement strategies quickly. Meta Centre's response to unprecedented variables was executed with forethought of the health and safety of staff and the people we support throughout the range of our operations. Difficult decisions lay ahead, and each were arrived at with due diligence. Staff responded with resounding commitment to maintaining routines as familiar as possible. Their dedication to people in our care never wavered and was brilliantly displayed during the darkest days of COVID-19. The rallying cry of "together we're better" is an unquestionable statement of determination to see our way through the other side of the pandemic. At no other time in Meta Centre's long and successful history has there been a more defining moment. I'm eternally grateful to have been witness to its resiliency and essential place in the community.



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



**Our Mission**  
**Meta offers a wide spectrum of services and personalized supports to help people live in inclusive engaged and enriched lives in the community.**





## A Recap of Our Salute to our Meta Heroes

For over a year, Meta Centre has coped and adapted to the coronavirus (COVID-19). As we learned too well during this global health crisis, COVID-19 is an airborne infectious disease that if contracted, could cause serious health complications or death. Toronto confirmed the first Canadian COVID-19 case on January 25, 2020. The virus spread swiftly and in response to the increasing number of COVID-19 cases in Ontario, the Premier declared a state of emergency on March 20, 2020. Public gatherings larger than 50 people were restricted and schools, childcare services, libraries, indoor recreation facilities, and restaurants were ordered closed. Routine life came to a standstill. For the first time ever, Meta Centre temporarily closed its Day and Respite Programs on March 18, 2020.

Deemed an essential service, Meta Centre group homes supported residents throughout the pandemic. As the contagion progressed, we experienced two province-wide shutdowns and a stay-at-home order. Currently, the province is following a “three-step roadmap” to reopen with restrictions gradually lifted. This has allowed Meta Centre to slowly resume its Day and Respite Programs.

Through it all, our “Meta Heroes” remained resilient and committed in caring for the individuals we support. They did so with risk to themselves and their families. Each day, they adapted to unprecedented challenges posed by the pandemic. Meta Centre is forever grateful to its Heroes who demonstrate courage and dedication as we work our way through this health crisis. In return, we’ve shown our thanks through various tokens of our appreciation.

We’ve learned a critical lesson from this pandemic: together we emerge stronger. Meta Heroes, your unflinching courage and compassion for the individuals we support change lives and inspire hope. We salute and applaud you...**#youarethedifference!**

### Our Values

- Person-Centered or Choice
- Compassion
- Inclusiveness
- Respect & Dignity

### Our Values

- Excellence, Quality & Innovation
- Integrity & Accountability
- Partnership & Collaboration
- Safety





## Better Together



The progress we've made in the fight against COVID-19 wouldn't have been possible without the cross-sector partnerships. At the onset of the pandemic's first wave, we worked diligently at infection prevention and control (IPAC) measures to implement in our group homes to mitigate risk to staff and people supported. Moreover, we built partnerships with health care organizations for support and guidance. Meta Centre engaged with Mackenzie Health Hospital, Markham Stouville Hospital, local Public Health Units, Sick Kids, the LHINS, and others. These health organizations shared resources, provided updated information on pandemic safety measures and completed in-person audits of our homes to assess IPAC measures in place to optimize safety. In turn, we educated them on group home living, the individuals we support, our processes, and procedures. When the COVID-19 vaccines were made public, our health partners ensured they were available to the individuals we support and, in some cases, where mobility is a challenge, they visited our homes to administer the vaccination. Formerly, we had siloed sectors; however, we now recognize that we're "better together." These partnerships have been crucial to our "together we're better" approach in coping with COVID-19.



In November 2020, Meta Centre hired a nurse practitioner, Alex Finkelberg, who has been instrumental in helping Meta address COVID-19 outbreaks in our residences. He visited our homes to check on the residents, liaised with their physicians, did blood work, wrote prescriptions, and completed referrals to the LHINS. Alex also hosted a vaccine webinar on February 18th, 2021 to answer questions from staff and families about COVID-19 and vaccinations.

### Meta's Clinical Team

### Crisis Management in Numbers 2020-2021

**85**

# of families crisis calls

**11**

# of COVID-related group home visits from Meta nurse

**1030**

# of persons counselled on COVID

**36**

# of persons supported by psychiatrist

**1077**

# of resources shared with families

**42**

# of Meta families counselled

**652**

# of persons counselled on COVID vaccines

**101**

# of persons supported by behaviour consultant

**101**

# of persons supported by holistic therapist

**6**

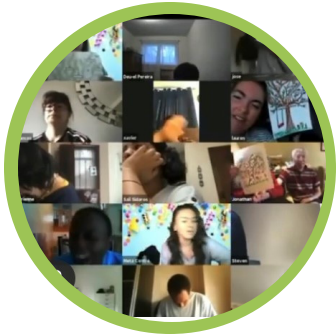
# of hospital avoidance cases due to Meta nurse

**11**

# of cross-sector relationships made

**1122**

# of persons supported that received counselling



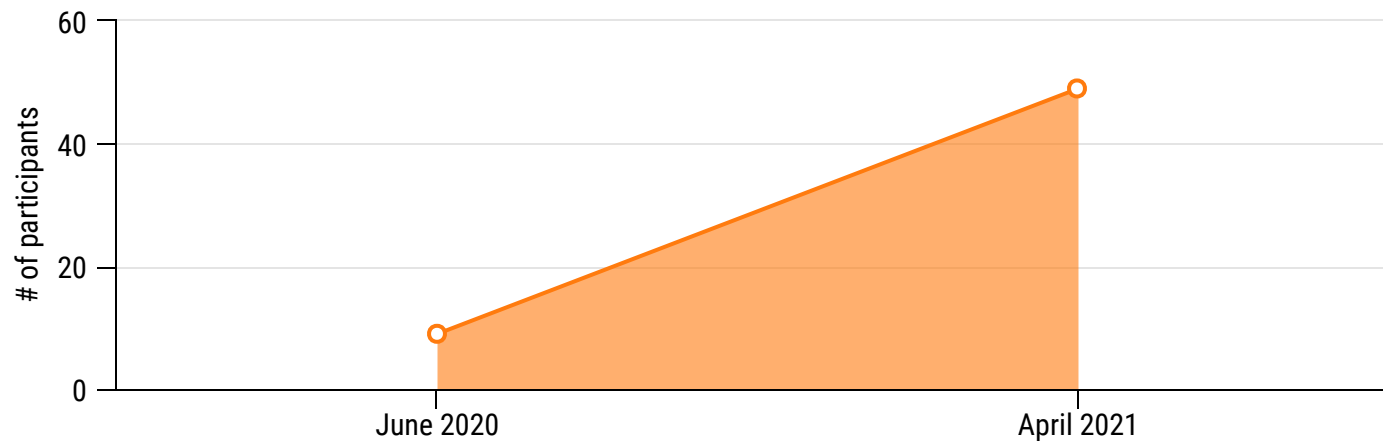
## Moving into a Virtual World

The use of cyber space was a lifeline for Meta Centre to continue operating during the pandemic. We hosted meetings, informational webinars, and fundraising events. We also used the virtual platform to communicate across the agency and with families; it has fundamentally changed the way we work and live.

In July 2020, Meta started online classes to provide services following the closure of our Day and Respite programs. The classes consist of book clubs, cooking, arts and crafts, geography, social clubs and more. Most of the classes are instructed by our enthusiastic staff; however, some of the classes are instructed by external professionals in fitness, dance, Tae kwon-do, music therapy and yoga. From June 2020 to present, there has been a 455% increase in the number of individuals actively participating in our virtual classes and we've received rave reviews from participants and their families. We plan to include additional fun and exciting classes that individuals can participate in from the comfort of their home.



### Meta Virtual Classes



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## A Message from Meta Foundation's Board President

On behalf of the Board, I am pleased to report another rewarding Meta Foundation fundraising and friend-raising year. The Board pivoted and organized a diverse roster of virtual events and our committees worked tirelessly to execute on an enjoyable virtual fundraiser experience which thankfully, despite COVID-19, continues to increase our following of loyal supporters and friends.

We are rooted in awareness as to our exceptional and loyal supporter base, who continue to believe in the goals and good work of Meta Centre. We continuously give gratitude for their generosity and support of Meta Centre's efforts to help Special People with Special Abilities achieve life's full potential.

Of the funds raised, investments were made for numerous COVID-19 safety protocols, educational tools, technology training, enhancing the clinical team and social enrichment.

Lastly, thank you to the small army of volunteers with big wonderful hearts who organized and operated the virtual fundraising events. It takes a team to complete the dream.



**Lu Galasso**  
President of Meta  
Foundation



## Meta Centre Financials

**META CENTRE SOURCE OF REVENUE AND EXPENSES  
FOR THE YEAR ENDED MARCH 31, 2021**

	2021		2020
	REVENUE (\$)	EXPENSES (\$)	REVENUE (\$)
MCCSS-TORONTO	19,769,125	19,771,045	17,933,614
MCCSS-CENTRAL EAST	2,057,999	2,059,557	2,155,034
DONATIONS	738		523
OTHER	1,714,869	1,711,835	2,796,621
Note: Audited Financial Statements are available upon request	<b>23,542,731</b>	<b>23,542,437</b>	<b>22,885,792</b>

**META FOUNDATION REVENUE AND EXPENSES BY ACTIVITY  
FOR THE YEAR ENDED MARCH 31, 2021**

ACTIVITY	2021		2020	
	REVENUE (\$)	EXPENSES (\$)	REVENUE (\$)	EXPENSES (\$)
FUNDRAISING ACTIVITIES	133,398	40,648	391,030	297,569
GENERAL DONATIONS	62,652		173,271	
INVESTMENT INCOME & OTHER	3,669		12,846	
META PROGRAM / CENTRE COSTS		36,150		48,235
Note: Audited Financial Statements are available upon request	<b>199,719</b>	<b>76,798</b>	<b>577,147</b>	<b>345,804</b>





For more information or to  
make a donation, visit  
[www.metacentre.ca](http://www.metacentre.ca)



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