

2023



meta

ANNUAL
REPORT



Message from Meta Centre's Board President

On behalf of the Board of Directors, I am pleased that our 2022/2023 reporting period was marked by a return to pre-pandemic stability, which has allowed for a continued and deepened focus on our strategic objectives and organizational evolution. The pandemic was an incredibly difficult period for our clients and our staff however; in a positive context, it also challenged us to examine every aspect of our business that has made us a more resilient and efficient provider. Our agility and flexibility as an organization was tested, as we were forced to assess and adjust various processes throughout the pandemic. However, this has also had a positive effect in helping us identify opportunities for process-change and cost-efficiencies which META and the clients we serve will continue to benefit from moving forward.

To support and guide our organization throughout the next 3 years, we launched our new Strategic Plan, which continues to be centered around our client-care and the services we provide. While a range of new delivery models were conceived and implemented throughout the pandemic, our new Strategic Plan brings a re-invigorated focus on co-designing inclusive and engaging supports to provide increased reach and integration opportunities for people with developmental disabilities. This will include expanding high quality programs and services, many of which will leverage our expanding use, and integration of technology across program delivery and supporting other areas including the health and safety of our clients. I want to extend my deepest gratitude to the broad range of stakeholders including our clients and families, who contributed immensely to the development and roll-out of this new plan. If you are interested in further details around the Strategic Plan, please take a moment to visit the 'HOME' section of our website (metacentre.ca) to see a summary view of the key objectives associated with our Strategic Plan 2023-2026.

As our organization continues to evolve, so too does the sector within which we operate and, effective Oct 2021, the Province of Ontario implemented a new corporate statute under the Ontario Not-for-Profit Corporations Act (ONCA) which, gave all corporations governed by this Act 3 years to comply with this revised legal framework. Thanks to the significant efforts of our Board members, we accomplished a revision of our related-articles and have achieved alignment with the new Act well ahead of the allowable compliance timetable.

We know there are a lot more changes to come and in the milestones that have shaped META over the last 37+ years, we witness an organization that has a tremendous legacy of continuous improvement and quality of care for those we serve. This backdrop, further supported by a continued focus on recruiting, developing and retaining the best staff in our communities, provides a deep confidence that Meta will continue to navigate towards a position of leadership in the types and quality of services we provide and the sector at large.

I look forward to working along-side my fellow Board members as we continue to strive towards bringing positive, impactful change and building upon our successful history.



Warren Harvey
Board President
Meta Centre

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

Message from the Executive Director

Embracing the Future with Hope

It is with immense gratitude and unwavering commitment that we present Meta Centre's Annual Report for the year 2022-2023. As we reflect on our past achievements and look toward the future, we find ourselves brimming with hope, determination, and a renewed sense of purpose.

The year has been a testament to the resilience and adaptability of our organization, as well as the support of individuals who continue to champion our cause. Despite the global challenges posed by the pandemic we have continued to make a meaningful impact on the lives of those we support.

Expanding Our Reach

We expanded our reach and intensified our efforts to make a difference in the lives of those we support through our various services. Our commitment to inclusivity and diversity is a cornerstone of our work, and we are dedicated to providing support to individuals from all walks of life.

Innovation and Adaptation

In the face of evolving challenges, we have embraced innovation and adaptability. We want to be at the forefront of leveraging technology and data to enhance our programs and services. As you will read in this report, this approach has allowed us to reduce barriers, improve communication, measure our impact more accurately, and identify areas for improvement.

Collaboration and Partnerships

We recognize that our impact is magnified through collaboration. We continue to seek and augment partnerships to amplify our mission. These partnerships have enabled us to combine our strengths and resources to tackle complex issues, creating a more significant and lasting impact.

Looking to the Future

As we look ahead to the future, our vision is clear, and our resolve is unwavering. The challenges of the past have taught us valuable lessons, and we will use these lessons to chart a path forward that is even more effective, sustainable, and impactful.

We aim to broaden our impact by expanding our reach, ensuring that no one is left behind. We will seek new partnerships and collaborations to multiply our efforts and achieve even greater outcomes. We will stay at the forefront of innovation, adapting to the evolving needs of the communities we support. We will build a network of hope that spans the developmental services sector, uniting like-minded individuals, organizations, and communities to make a positive difference.

We are optimistic about the future and excited about the possibilities that lie ahead. Together, we can create a world where compassion, acceptance, and support prevail.

We extend our deepest gratitude to all our supporters, volunteers, partners, and staff who have made Meta Centre's ongoing journey possible. Your unwavering support gives us the strength and inspiration to continue our vital work.

Thank you for joining us in our mission to create a brighter, more hopeful future for all.



Antonet Orlando
Executive Director
Meta Centre

Reshaping the Future of Meta

A wide variety of technology has been created to eliminate barriers faced by people with disabilities, especially barriers related to computers and technology. Over the years Meta has increased its hardware and software tools (as assistive technology) for the people we support. Assistive technology at Meta such as iPads and SMART boards aid in tasks such as reading and writing documents, communicating with others, and searching for information online.



In 2022, Meta was in a partnership with Awake Labs to assist them in the development of new technology that could detect strong emotions in real time. Permission was obtained from the user and/or their guardian before the technology was implemented. With the use of a smart watch

components such as heart rate, motion, and physiological excitement were recorded on an app. The technology gave biofeedback to staff so that when the user had increasing anxiety (detected through the smart watch that they're wearing), the support staff was made aware and knew when to use strategies to prevent escalation, and in some cases, self-harm. The technology was used as a trial for some of the people supported at Meta, and we were able to get exceptional feedback that enabled staff to understand the users daily stress and anxiety to know when to use strategies to help them self-regulate and improve their lives.



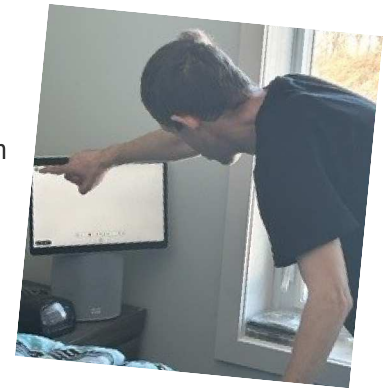
Meta is currently in partnership with CISCO, a world-wide leader in technology. Meta is trialing CISCO's Autonomous Living Platform at some of our group living sites. The platform is customized to offer a wide range of connection, tracking, and guidance, tailoring the experience directly to each person's needs.



➤ The web application provides users with connections to family members and caregivers via easy-to-use, high-quality, and secure integrated video call. Users are able to view and track their tasks and routines, set alerts and reminders, track their daily moods, manage their grocery lists and access emergency support and welfare checks, among other capabilities.

➤ The mobile app provides users the ability to view and track their tasks and routines, set push notifications and reminders, access emergency support and welfare checks, and call friends and families anywhere, anytime.

➤ Meraki sensors built into units alert users or caregivers when doors open or close, when water is left running, when the fridge door is left open, fluctuations in temperature/humidity and movement in the space to support overnight care.



This technology will empower the people we support to live more independently and be more inclusive.



During COVID, Meta turned to digital technology as it enabled programs to run virtually so that people supported could continue to engage in daily activities and stay connected with their peers. Meta started a partnership with the York Region Police where they provide virtual trainings once per month on various issues (i.e., abuse reporting, cyber bullying, etc.) and we also had the officers come in person for a meet and greet.

Today, virtual classes continue to be successful and in demand. As such, Meta has moved registration to My Community Hub, a service created to help people with developmental disabilities, their families, and caregivers, register for programs and services in their community.



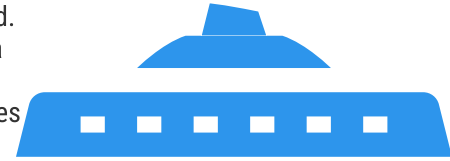
Meta has also advanced to a new software system, AIMS, for all documents, files, etc. AIMS is a comprehensive web-based case management, person-centered information system for organizational support staff. It has enabled us to provide a consistent and positive experience for staff, by providing them with the ability to see and share information on the people we support, ensuring continuity of supports across our organization providing complete clarity of service for everyone.

Words from our Virtual Families

Thanks to the instructors for their enthusiasm, dedication and support to the students!

The fitness class gave my son a lot of attention and encouragement. So greatly appreciated!!!

AMAZING VIRTUAL TEAM!




Technology at Meta has been reshaping our future. The use of assistive devices has given us a better understanding of what the people we support need. It has also empowered them to be more independent and inclusive; it has enabled us to provide services and supports beyond bricks and mortar and it has allowed us to streamline internal data and processes for staff to have the information they need at their fingertips.

At Meta we embrace technology and innovation for a brighter future!

Our Vision

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

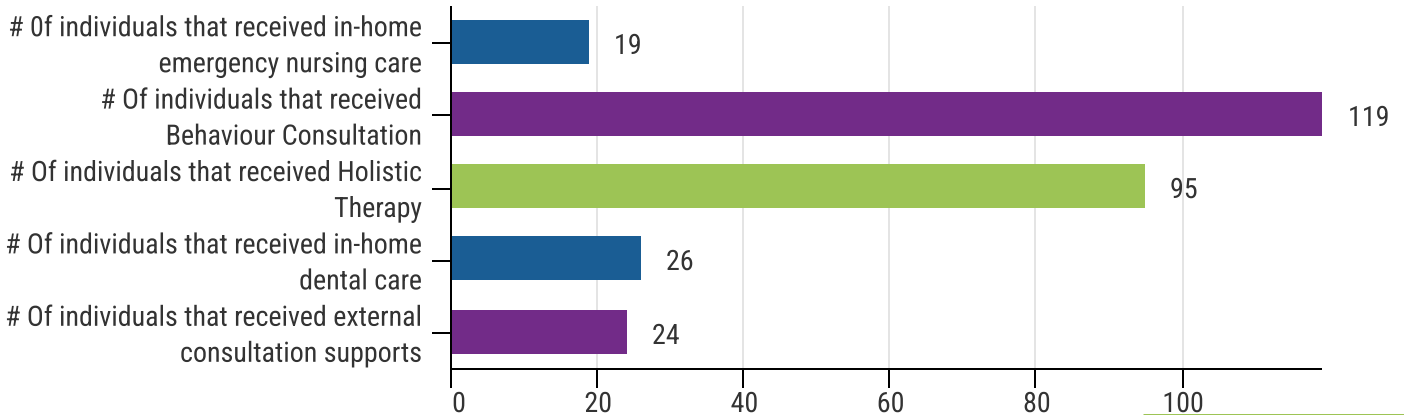
Happiness is making dreams come true...



From planes, trains, and boat tours to overnight stays, travelling and events, with the help of donors, we've made dreams come true - here are just a few!



Meta's Clinical Team 2202-2023



Message from Meta Foundation's Board President

The Meta Foundation Board wishes to acknowledge the unwavering support of our donor community, who are imperative for our success. We are eternally grateful for our donors, who step up to ensure we can support inclusive, engaged and enriched lives in the community.

On behalf of the Board, I am pleased to report another rewarding Meta Foundation fundraising and friend-raising year. The Board organized a diverse roster of events, and our committees worked tirelessly to execute enjoyable fundraiser experiences that, thankfully, continue to increase our following of loyal supporters and friends.

Of the funds raised, expenditures were made on educational tools, technology training, enhancing the clinical team, social enrichment, and person-centered support.

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



Lu Galasso
President
Meta Foundation



Meta Centre Financials

META FOUNDATION REVENUE AND EXPENSES BY ACTIVITY FOR THE YEAR ENDED MARCH 31, 2023

ACTIVITY	2023		2022	
	REVENUE (\$)	EXPENSES (\$)	REVENUE (\$)	EXPENSES (\$)
FUNDRAISING ACTIVITIES	351,707	183,460	212,035	55,298
GENERAL DONATIONS	155,015		91,361	
INVESTMENT INCOME & OTHER	6,802		3,486	
META PROGRAM / CENTRE COSTS		354,604		292,305
Note: Audited Financial Statements are available upon request	513,524	538,064	306,882	347,603

META CENTRE SOURCE OF REVENUE AND EXPENSES FOR THE YEAR ENDED MARCH 31, 2023

	2023		2022
	REVENUE (\$)	EXPENSES (\$)	REVENUE (\$)
MCCSS-TORONTO	23,670,697	23,673,654	21,943,271
MCCSS-CENTRAL EAST	2,470,935	2,473,577	2,033,139
OTHER	2,797,040	2,781,752	1,921,964
Note: Audited Financial Statements are available upon request	28,938,672	28,928,983	25,898,374



For more information
or to make a donation, visit



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