



A Message from Meta Centre's Board President & Executive Director



Warren Harvey
Board President
Meta Centre



Antonet Orlando
Executive Director
Meta Centre

It is with great pride and gratitude that we present Meta's 23/24 Annual Report. This past year has been a period of perseverance and positive impact in serving individuals across the GTA. Thanks to the dedication of our staff, volunteers, partners, and supporters, we have been able to enhance and deepen our services and continue to advocate for the rights of those we support.

In the past year, we have seen firsthand the incredible resilience of the individuals and families who depend on our programs. Despite the unique challenges presented by the current environment, our community has remained strong, adaptive, and determined. We've continued to provide essential services that range from educational programs, housing support, and advocacy, ensuring that individuals with disabilities not only survive but thrive in their communities.

Both the focus of our team and their collaboration across the sector have been instrumental in helping us increase our resourcing, develop innovative programming, and expand our advocacy efforts. By working together, Meta is aimed at continuing to create a more inclusive, accessible, and effective range of services for individuals with diverse disabilities. Some of our most significant achievements this past year include, enhancing our services leading to a 28% increase in community participants in our day programs and a 40% increase in participants in our respite programs. We built partnerships with the Ministry of Health to provide palliative care as well as Alzheimer's and dementia training so that individuals in our supported group living homes can age in place and remain in our care till the end of life. Our partnerships with the Ministry of Health and others have also provided training for Meta staff to care for individuals with complex needs, including, g-tube feeding, complex seizures, trauma-informed care, specialized behavioural training and more. In March 2023 Meta launched its first 6-week workshop on Healthy Relationships and Positive Self Awareness for community members publicized on MyCommunityHub. It was well received, and we're continuing to develop more workshops for the community.

Our Mission

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

Another important achievement for Meta in May 2024 was the completion of our organizational Accreditation Program where we received a 95% score through FOCUS Accreditation, a Quality Improvement and Accreditation Program, with standards and processes that reflect sector best practices as well as Canadian expectations and values. This recognition signifies Meta's commitment to maintaining the highest standards of excellence in human services and we couldn't be prouder!



In addition, to guide our continued progress across many of these key elements of our business, Meta Centre launched its 2023-2026 Strategic Plan, marking a significant milestone for the organization and the details of this strategic plan are captured at a high level in this report. Developed through a comprehensive engagement process, the plan incorporated valuable input from Meta's Board of Directors, management team, staff, family members, people supported, and community stakeholders. The resulting framework reflects the collective vision of Meta's community, establishing three primary areas of strategic focus: co-designing inclusive and engaging supports, increasing complex care capabilities, and recruiting, developing, and retaining the best staff in the community.

Looking Ahead

Meta Centre's 2023-2026 Strategic Plan is a bold and forward-thinking blueprint for the future, ensuring that the organization continues to provide inclusive, person-centered support while enhancing its capabilities to meet the growing complexity of the individuals it serves. Through collaboration with families, ongoing staff development, and a commitment to excellence, Meta Centre is poised to lead the way in developmental services for years to come. Our mission remains steadfast. We will continue to be champions of inclusion, ensuring that every individual with a disability has the opportunity to live a life of dignity, independence, and choice. There is still much work to be done, but with your ongoing support, we are confident we can continue to break down barriers and build a future of equity for all.



With the support of our stakeholders and partners, our outstanding staff, our perfect score in the Ministry of Children, Community & Social Services' Quality Assurance Measures audit and having achieved four-year Accreditation with FOCUS, we are well on our way to achieving further milestones and success in 2025 and beyond.

In closing, we would like to thank our dedicated board members, our hardworking staff, and every supporter who has contributed to our Mission of offering a wide spectrum of services and personalized support to help people live inclusive engaged and enriched lives in the community. Together, we are creating a world where everyone belongs.



Meta Centre's New 2023-2026 Strategic Plan

In 2023 Meta Centre launched its new 2023-2026 Strategic Plan. The Board of Directors, management team, staff, family members, people supported, and community stakeholders participated in the engagement process of the strategic plan with People Minded Business, consultants, to help guide the process. The input was vital to the framework of the plan and helped us reflect upon and identify three primary areas of strategic focus. Our strategic priorities are as follows,

Co-Design Inclusive & Engaging Supports

Meta is known and respected for its commitment to the people we support. As a result of sector trends and reform, we understand we can't go back to the old way of supporting people. We are committed to providing greater choice and flexibility, support is more person-directed to meet individualized needs and people supported are included within their communities.

In the new year, Meta launched a new name for day programs, "Meta Connects You." This reform is in keeping with Journey to Belonging: Choice and Inclusion, the ministry's long-term vision for developmental services in Ontario, where people with developmental disabilities are supported to fully participate in their communities. "Meta Connects You" will ensure people supported in day activities are given choice to more opportunities to connect with and explore their community by engaging in activities, and events and by creating inclusive public spaces to nurture personal growth, build relationships, and have a sense of belonging.

In August 2023, a survey went out to families and people supported to measure the satisfaction rate of day service activities; 91% of people supported and 71% of families were satisfied with activities that took place during the day at both the day programs and in our supported group living homes. Meta will continue to work on developing creative, interactive, engaging activities with a focus on community inclusion.

To ensure that people supported are in the 'driver's seat' when deciding on goals that inspire them and give them a sense of purpose, training was developed for staff on how to complete high-quality Individual Support Plans. In the last fiscal year, 50% of staff were trained to assist people in creating 'meaningful' goals, to live their dreams, and to achieve their potential; at the end of this fiscal year, 100% of staff will be trained. In 2023, 77% of people supported's Individual Support Plan goals were met; we aim to increase this every year.

Meta recognizes the need to strengthen relationships with families to create a supportive and collaborative environment to help their children thrive.

In December 2023, a survey was conducted and results showed that 71% of families were content with their overall relationship with Meta staff. Based on survey results we will be working on areas in need of improvement and investigating training for staff on how to build relationships and collaborate with families.



Increase our Complex Care Capabilities

As the population of people with intellectual disabilities age and face challenges such as mental health, living with homelessness and complex medical care, Meta will explore and implement new models of complex support to ensure we are best able to serve people's evolving needs.

Last fiscal year, Meta made connections with the Palliative Care and Symptom Management Team and the Alzheimer's/Dementia Team. Palliative Care training took place for staff working with individuals who were deemed palliative and they supported them till the end of life. This training continues as people supported are aging in place.

Alzheimer's/Dementia education sessions are ongoing and have been taking place for staff at various locations where our senior individuals reside. WMNA (Williams, Marjan and Associates) training has also been made available to various teams of staff in need of enhanced crisis training for individuals with complex behaviours to ensure that staff are well-equipped to deliver specialized services to support the best outcome for people-supported. Other training made available to staff to increase our complex care capabilities are enhanced G-Tube Feeding/Care, Complex Seizures, Trauma Informed Care, Colostomy Bag training, mental health training, and more. We will continue to look at training around complex care, as people-supported's needs evolve.



Meta has also been investigating ways to improve housing and accessibility for people requiring complex support. We identified that 46% of Meta's locations are accessible, 46% of our sites can accommodate medical complex care and 57% of our sites can accommodate complex behaviour needs.

This fiscal we will work on enhancing our accessibility plan to help identify the barriers and measures to overcome.



Our Vision

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

Meta Centre's New 2023-2026 Strategic Plan

Recruit, Develop, and Retain the Best Staff in our Communities

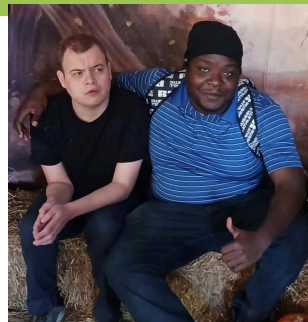
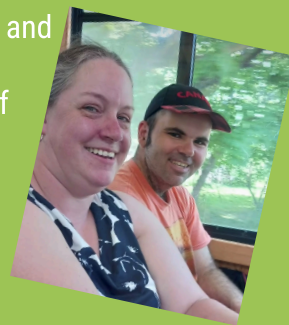
Meta will continue to find, attract, recruit, and retain the right team member's long term.

In 2023/24 a new performance management plan was created essential to the growth of Meta and our staff, management was trained on the plan and the plan was implemented.

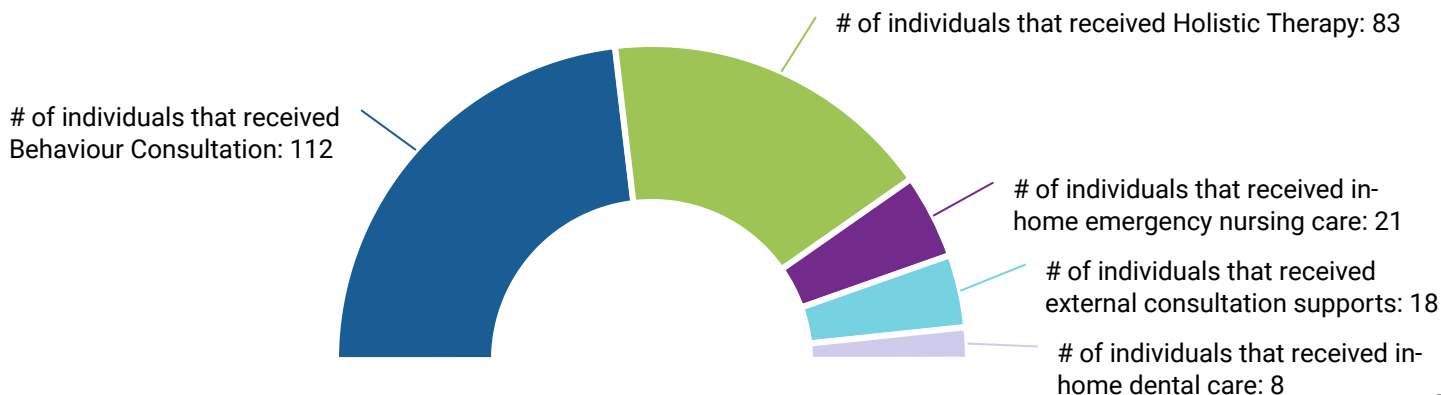


Development plans are also included within the management plan for staff wanting to succeed or to be a specialist in a specific area (i.e., autism specialist, developmental disabilities and aging specialist, etc.).

A committee, comprising of management and staff, was created to evaluate training requirements needed for staff to succeed and/or to specialize in an area.



Meta's Clinical Team 2023-2024



A Message from Meta Foundation's Board President



Luciano Galasso
President
Meta Foundation

I am honoured to present to you the Foundation's annual and financial report for the fiscal 2024. I am proud to report that Meta Foundation continues to make significant strides in achieving our mission of supporting the Meta Centre's needs. Through our collective efforts and unwavering dedication, Meta Centre has been able to make a positive impact in the lives of those we serve by providing the clinical team, day programs for social enrichment, and person-centred support.



I want to express my deepest gratitude to each and every one of our donors for their continued support and belief in our work; your contributions have been instrumental in helping us reach our goals and make a difference in our community. I also want to thank the Foundation Board and the small army of volunteers who organize and operate the fundraising events. It takes a team to deliver the dream.

As we look toward the future, I am confident that together, we can make a lasting impact on the community we serve. Thank you for your ongoing support, and I look forward to our continued partnership in the years to come.



Meta Centre Financials

**META FOUNDATION REVENUE AND EXPENSES BY ACTIVITY
FOR THE YEAR ENDED MARCH 31, 2024**

ACTIVITY	2024		2023	
	REVENUE (\$)	EXPENSES (\$)	REVENUE (\$)	EXPENSES (\$)
FUNDRAISING ACTIVITIES	\$ 421,100	\$ 264,154	\$ 351,707	\$ 183,460
GENERAL DONATIONS	\$ 174,109		\$ 155,015	
INVESTMENT INCOME & OTHER	\$ 20,768		\$ 6,802	
META PROGRAM/CENTRE COSTS		\$ 352,752		\$ 354,604
Note: Audited Financial Statements are available upon request	\$ 615,977	\$ 616,906	\$ 513,524	\$ 538,064

**META CENTRE REVENUE AND EXPENSES BY ACTIVITY
FOR THE YEAR ENDED MARCH 31, 2024**

ACTIVITY	2024		2023	
	REVENUE (\$)	EXPENSES (\$)	REVENUE (\$)	EXPENSES (\$)
MCCSS-TORONTO	\$ 23,290,083	\$ 23,358,891	\$ 23,670,697	\$ 23,673,654
MCCSS-CENTRAL EAST	\$ 2,674,771	\$ 2,799,726	\$ 2,470,935	\$ 2,473,577
OTHER	\$ 3,303,658	\$ 3,663,579	\$ 2,797,040	\$ 2,781,752
Note: Audited Financial Statements are available upon request	\$ 29,268,512	\$ 29,822,196	\$ 28,938,672	\$ 28,928,983

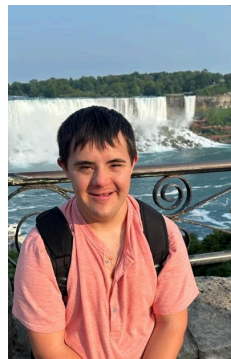
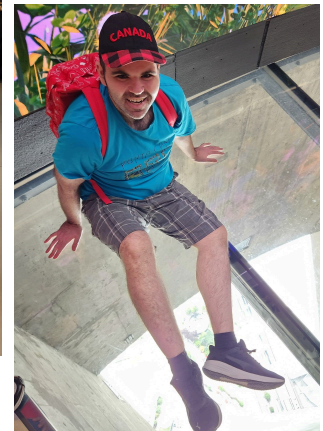


At Meta we are
transforming goals,
dreams & aspirations
into reality!



For more information or
to make a donation, visit

www.metacentre.ca



@meta_centre



@MetaCentre1986



Meta Centre



Meta Centre