

# eoh meta foundation meta centre

Annual Reports March 31<sup>st</sup> 2008



Visit our websites at:

[www.metacentre.ca](http://www.metacentre.ca)

[www.metafoundation.ca](http://www.metafoundation.ca)

## EOH Meta Foundation

### Board of Directors

Lu Galasso	President
Giuliana Marrone	Vice-President
Silvana Trionfo	Treasurer
Mimma Regina	Executive Director
Linda Ferraro	
Sarah Hardy	
Eddie Mattei	
Carmine Molisse	
Grazia Molisse	
Nino Perricone	
Rita Ristucci	
Lee Simone	
Walter Simone	
Happie Testa	

### Meta Board of Directors

Sarah Hardy	President
Soraya Mohamed	Vice President
Warren Harvey	Secretary/Treasurer
Mimma Regina	Executive Director
Dominic D'Urzo	
Lu Galasso	
Ken Hawkins	
Michiko Hsuen	
Jim Johnston	
Eddie Mattei	
Lorenzo Orsetto	
Rita Ristucci	
Adrienne Sordi	
Michael Tibollo	

## Our Mission

We provide individualized, flexible, innovative, and inclusive programs and services enabling children and adults with special needs to participate in and enjoy life, as they strive to reach their full potential.



*Lu Galasso,  
President  
EOH Meta Foundation  
Board of Directors*



*Sarah Hardy,  
President  
Meta Centre  
Board of Directors*



*Mimma Regina  
Executive Director*

### A Message from the Board Presidents and Executive Director

## Challenges of the Future are Opportunities for the Present

During the growth we have nurtured over the years our top priorities have been ensuring person-centered planning and support structures are maintained at a high level of responsiveness to the needs and choices of the people we help. This approach has been the mainstay of our organization and continues to be an extremely effective means of sustaining our relevance to the community. As individuals enjoy more freedom of choice and a broader range of opportunities, new challenges also come to pass. However, we are well-positioned to rise up to these challenges while learning from the prospects they represent.

The future will bring with it many diverse challenges and opportunities because the landscape of developmental services is changing in numerous ways. Transformative developments within government, the relocation of individuals to their rightful place in the community, the natural life changes associated with the aging process, increased medical and social support needs will each require attention. We will face all of these with the same innovation and ambition with which we have thrived since we opened our doors to the community.

Our organization and its committed staff of helping professionals, volunteers and board members play a critical role in assisting individuals to maximize advantages. Whatever success we achieve is dependent upon this dedicated group of people. We will rely more than ever on this unity as the complex demands of the future test our resolve to turn challenge

into opportunity for a better quality of life for people with special needs.

As an organization that embraces change and innovation, we will endeavour to better understand the changing needs and expectations of our clientele and to turn quality assurance into quality enhancement of the services we provide. At the same time, we will need to manage staffing challenges of the future such as recruitment, retention and professional development in order to provide these services.

Being well-positioned to face the future means taking advantage of any head start the present can provide. We cannot shy away from what is in store by hiding amongst our past achievements. We will need to persist in creating and implementing cost-effective, resource-wise strategies germane to our values and place as a community-based organization.

Our work demands augmenting agency capacity-building so we can help assemble an equitable social order inclusive of people with special needs in every phase of community life. This is an ambitious objective but attainable because where there is strong, unfaltering commitment there too is success.

Each of us deserves to live with respect and dignity. The Meta Foundation and Meta Centre have consistently stood for the fulfillment of this right for the individuals we serve and always will. It is a commitment to which we shall stay true in both the present and future.

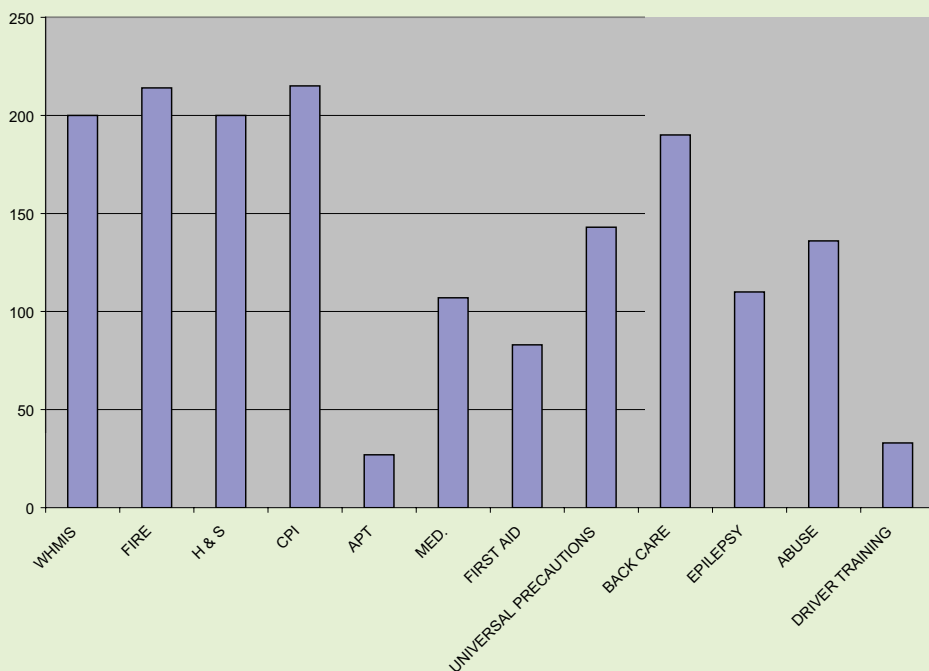
## Training and Placement

This past year has been busy in the training department. There are ten mandatory trainings that all staff have to complete and keep current. Four of these trainings are done on an annual basis, four are completed every two years, one is every three and the other is one time only.

This year also saw the introduction of driver training through CAA (Canadian Automobile Association) which covered defensive driving and CPI (Crisis Prevention and Intervention) Applied Physical Training (these two courses are in addition to the ten). In addition, plans are being made for the introduction of Prevention of Abuse from the staff's perspective as well as CPI for parents and caregivers in the near future.

With more than 300 current staff and the number of trainings that are compulsory, the total number of people completing training was 1, 658. This works out to approximately six trainings per staff member.

The Placement department also saw students from the following schools this



year: Humber College DSW program, York University BSW, York/Seneca Rehabilitation program, University of Guelph/Humber in both the Early Education and the Community and Social Services program.

## Social Work and Supported

### Independent

### Living Services

Meta Centre's Social Work Services unit consists of two full-time staff, a coordinator and director – all are social workers registered with the Ontario College of Social Workers and Social Service Workers.

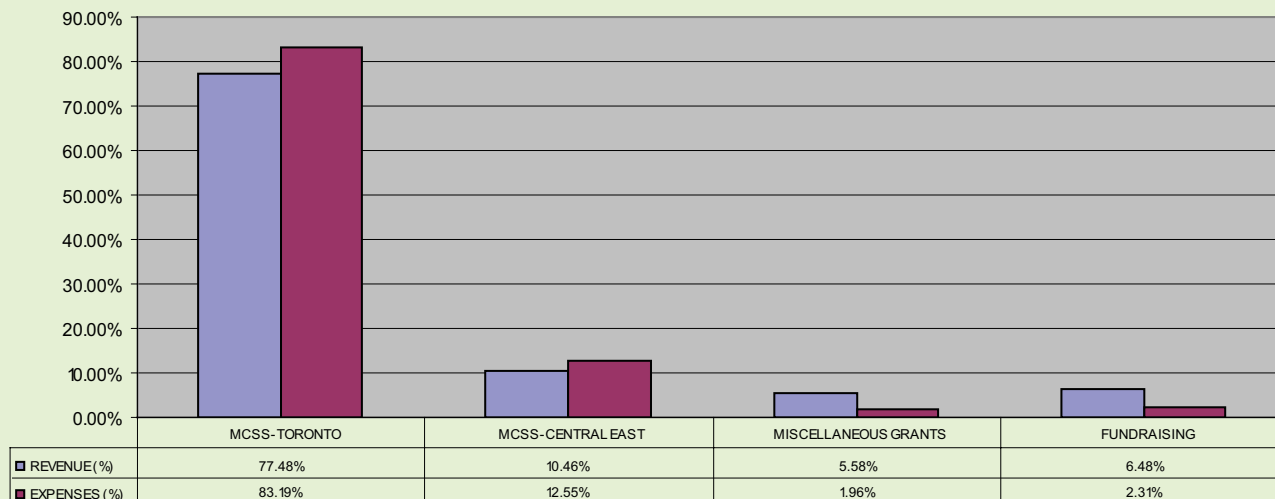
In 2007, the team facilitated 324 meetings. These meetings are broken down as follows:

- 35 - Adult Intakes
- 6 - Youth Intakes
- 14 - Children's Intakes
- 24 - Person-Centred Plans
- 203 - Person-Centred Plan Reviews
- 34 - Case Conferences
- 8 - Integrated Response Access Visits

Our Supported Independent Living (SIL) program assists individuals living on their own in an apartment setting. There are 3 full-time workers that support them up to 10 hours per week. Support includes, money management, linking people with community resources and informal on going counseling. Two clients require up to 20 hours of support per week due to health issues and ongoing, weekly medical appointments.

The Social Work Services Unit is also responsible for completing Access Visits to clients and family members in Toronto through the new Integrated Response process. Clients and families are orientated to the developmental services sector and are provided with interim support until a lead agency is chosen. Social workers completed 8 visits in 2007 and continue to complete approximately 2 visits per month with families in their homes.

# META CENTRE 2008 OPERATING REVENUE



## META CENTRE SOURCES OF REVENUE BY DOLLARS AND PERCENTAGE FOR THE YEAR ENDED MARCH 31, 2008

	2008		2008		2007	
	REVENUE (\$)	REVENUE (%)	EXPENSES (\$)	EXPENSES (%)	REVENUE (\$)	REVENUE (%)
MCSS-TORONTO	10,114,689	77.48%	10,100,943	83.19%	9,098,199	79.93%
MCSS-CENTRAL EAST	1,366,041	10.46%	1,523,444	12.55%	1,375,407	12.08%
MISCELLANEOUS GRANTS	727,85	5.58%	238,427	1.96%	578,308	5.08%
FUNDRAISING	846,165	6.48%	279,893	2.31%	331,052	2.91%
Note: Audited Financial Statements are available upon request	<b>13,054,745</b>	<b>100.00%</b>	<b>12,142,707</b>	<b>100.00%</b>	<b>11,382,966</b>	<b>100.00%</b>

## Human Resources

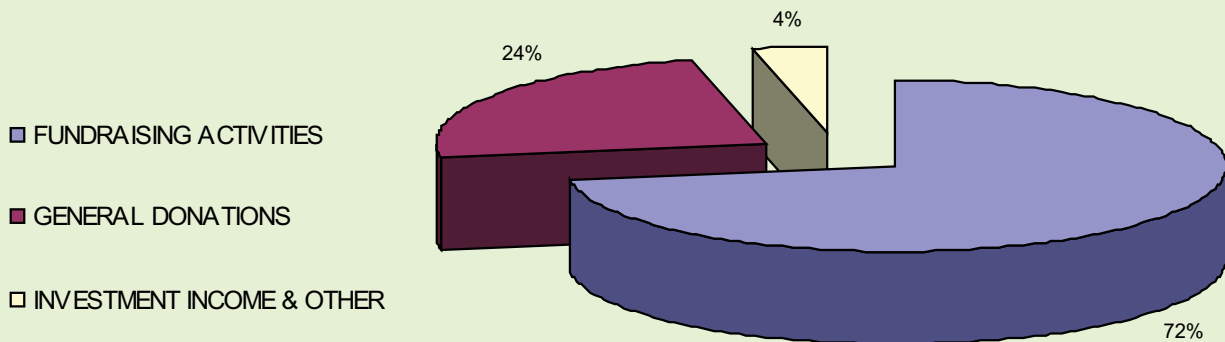
During this reporting period Meta Centre has continued to grow with the addition of new employees and new programs and locations. Residential and Day Programs have continued to expand and Human Resources have been involved in the additional hiring for all departments at Meta Centre.

Recruitment continues to be an on going focus of Human Resources. The Human Resources Assistant devotes about 85 to 90% of the time to recruitment. During this reporting period Human Resources conducted over 600 interviews for various positions including part-time and full-time Residential and Day Program as well as Social Work and Administration

and Summer Program. In the summer period Meta Centre employed 25 students for our Summer Camp Program. During this reporting period Meta Centre has hired 15 full-time, 18 Contract and 50 part-time. The turn over rate was approximately 15% primarily in the area of part-time. Meta Centre currently has approximately 325 employees consisting of full-time, part-time, contract and elect-to-work. Over the last year Human Resources has attended a number of job fairs with the purpose of making contact with newly graduated qualified candidates.

Human Resources continue to meet the challenge of compliance with new and changing legislation concerning Employment Standards, Health and Safety, Privacy and

# EOH META FOUNDATION 2008 OPERATING REVENUE



## EOH META FOUNDATION REVENUE AND EXPENSES BY ACTIVITY FOR THE YEAR ENDED MARCH 31, 2008

ACTIVITY	2008		2007	
	REVENUE	EXPENSES	REVENUE	EXPENSES
FUNDRAISING ACTIVITIES	382,963	143,479	361,662	134,246
GENERAL DONATIONS	128,435		155,993	
INVESTMENT INCOME & OTHER	19,667	238,971	14,593	40,639
Note: Audited Financial Statements are available upon request	<b>531,065</b>	<b>382,450</b>	<b>532,248</b>	<b>174,885</b>

Benefits. The fall of 2007 Human Resources focused on the legislative changes to occur as a result of an overhaul of the current Human Rights legislation. The updated Health and Safety Manual was released in December 2007. The manual is updated and released on a yearly basis. Meta Centre is a participating member of the Safety Group, this is a provincial group which is under the direction of OSACH and WSIB, the focus is to develop increased awareness of Health and Safety and decrease the risk of injury in the work place. Human Resources is also involved with the updating and revision of Meta Centre Policy and Procedures, this is an ongoing process.

Human Resources Coordinator is the chair for a Staff Representative Committee. This Committee was established to

give Staff an opportunity to express any concerns or ideas that will improve the work environment. The committee is comprised of front-line as well as Management and meets on a regular basis. The committee continues to work towards developing and maintaining a strong and positive relationship between Meta Centre employees and Meta Centre Management.

In the coming year, Human Resources will be responsible to meet the compliance standard for new legislation such Human Rights as well as continuing to keep management informed of new updates and meeting the challenge of everyday issues and the changing needs of the Agency.

## Residential Services

The Meta Centre has been providing residential services since 1993. Since then Meta has expanded their Residential Services to 16 homes with the possibility of more on the way. The homes are designed and staffed to support variable resident's needs. In doing so, the Meta Centre has three (3) wheelchair accessible homes (Etobicoke, North York, Richmond Hill) and one (1) senior's home located in Richmond Hill. Meta staff provide 24 hour support, seven days a week all year. All the homes are located within the GTA area.

The staff ensure that all Meta home's are conducive to healthy living by ensuring that meals follow the Canadian Food Guide, all homes are clean and tidy and ALL residents participate in some sort of physical activity such as: swimming, baseball games, picnics, amusement parks, etc. Outings for residents are planned and carried through on a regular basis to ensure residents take advantage of community resources, such as: libraries, community centres.

Annual "open houses" are planned in the summer and winter on a rotating basis to allow invited guests and families to come together with the residents and staff. These type of "informal" gatherings help sustain residents' ties with their support networks in an enjoyable and relaxed atmosphere. All residents are encouraged to participate in the "upkeep" of their individual homes to enhance their living skills and offer them a sense of responsibility and ownership.

2007 proved to be another active year for the Residential Services. On February 27th, Meta welcomed a new client to their Appletree home. Edward previously lived at Huronia Regional Centre in Orillia. Edward attends the Meta Centre Day Program 5 days a week. Edward to date appears happy and healthy, so we consider his move to be a success. The decision to renovate our Bond St., home to a 10 bedroom retirement home came to fruition late in 2007. Three new clients from Huronia Regional Centre were introduced to the Bond St. lifestyle and are doing extremely well. They participate in both the Richmond Hill Day Services and the Day Service program at the home. The decision to have another retirement type setting in Scarborough also came late in 2007. Our Choiceland home in Scarborough will under go renovations in 2008 to make the home accessible for those clients who require more medical attention. An elevator will be added to the home to allow non-ambulatory clients to have access to all levels of the home, while still enjoying all resources available to them in the Scarborough area and throughout the Meta Centre. All clients continue to thrive and thoroughly enjoy participating in ALL aspects of the Meta Centre Day Programs.

To date the Meta Centre's Residential Services are located in:

Markham  
Richmond Hill  
Scarborough  
Toronto

## Special Olympics Celebrity

### Bowling Tournament

Former Maple Leaf Doug Gilmour and Blue Rodeo's Jim Cuddy hosted the 5th annual Dougy, Cuddy and friends Celebrity Bowling Competition at Playtime Bowl to raise funds for Special Olympics athletes.

A group of Meta Centre Special Olympians from the Toronto Day Program were invited to the event. Participants were placed into teams and each team had a celebrity captain. The event included a luncheon, a gift pack for each participant, celebrity photos and autographs and a bowling t-shirt. The participants got to meet and bowl with various celebrities such as Kyle Quincy of Detroit Red Wings, Tom Cochrane (singer), Kirk Muller (assistant coach to the Montreal Canadians) and many more superstars.



*Emilio, Doug Gilmore, Richard, and Chris*

Participant Rhonda's team led by celebrity Kyle Quincy won second place. She was very proud. Participants had a great time at the tournament and each received a photo with their favorite celebrity.

## Complementary Holistic Therapies

With new worldwide research and development in the field of Natural Health Care and Complementary Holistic Therapies, Meta Centre continues to be one of the leading centres providing Complementary Holistic Activities and Therapies to their clientele.

Complementary Holistic Activities and Therapies involve the use of a structured conducive environment, a holistic therapeutic approach and different Holistic Health Care Modalities to facilitate and enhance the physical, mental, ethereal and spiritual development of the individual.

At the Meta Centre Toronto Day Program we offer in-house sensory activities in, art and craft, ceramics, music, movement, fitness, yoga, computers, life skills, cafeteria skills, beauty basics, communication, sensory relaxation, Snoezelen, and greenhouse activities.

In our Complementary Holistic Health Program clients receives a one to one session in different Health modalities such as Reflexology, Aromatherapy, Reiki, Cranial therapy, Thai therapy, Chakra balancing, Myofascial release, Trigger point therapy, Yoga and Meridian psychotherapy.

Our structured conducive environment, sensory activities and Holistic Health Therapies at the Toronto Day Program has been successful in assisting our clients in adjusting to their disabilities, developing new coping skills and acquiring a contented sense of well being.

Individuals are more relaxed and less anxious. Their mobility and coordination has improved. People with cerebral palsy have shown improvement in locomotion, coordination, speech and general health. Others who are tactile or touch defensive have been better in their social interaction and relationship. An individual whose vestibular/proprioceptive mechanism has been impaired has shown improvement in their balance, movement, coordination and general neurological function.

The use of essential oils in aromatherapy has assisted clients in fighting viruses, bacteria, fungus and other microbial infections. The positive effects of essential oils on neurotransmitters have benefited many of our individuals with psychological issues.

Generally our participants with psychological issues such as autism, cerebral palsy, schizophrenia, attention deficit hyperactive disorder, obsessive compulsive disorder, dementia, manic/depressive, hallucination, aggression, phobias, post traumatic disorders, and genetic syndromes, have benefited from the Holistic Therapies and Sensory activities of the Toronto Day Program.

Parent, guardians, relatives, caregivers, and staff are pleased and happy with our program, because they have seen improvements and contentment in the child, relatives or client, and can testify to the benefits of the Toronto Day Program.

## Animal Therapy

In 2007 the Toronto Day Program started a cat cuddling group at the North York Animal Services. Each week a group visits the sheltered cats and provides them with much needed socialization and tender loving care while they wait to find a permanent home. Volunteers are also welcome to groom the cats.

Often a visit with a pet can be the high point of a day, bringing happiness and a sense of well-being. Cat cuddling provides a chance to show affection in a safe, welcoming environment. Animal therapy is designed to improve the physical, social, emotional, and/or cognitive functioning of the individual, as well as provide educational and motivational effectiveness for participants. At the end of the day it is hard to say who benefits more from this activity.

*Michael enjoying time with his cat friend*



## Children and Youth Services

In 2007, the Meta Centre responded to underserved children with special needs in York Region and Toronto with its services geared toward providing activities and outings.

In our summer camp session, most of the children who attended were diagnosed with autism. While many children without autism may engage in group activities with other children, social interaction between those with autism and those without is often challenging. The total numbers served were 32 children: 20 from York Region and 12 from Toronto.

Comments such as the following highlighted a successful summer camp session:

- My kids came home tired but happy
- My child wakes up in the morning and asks for Meta
- They experienced outings they never been to before
- The staff really cared
- I wish there were more after-school programs

Our Saturday children and youth program served a total of 43 youngsters: 32 from York Region and 11 from Toronto. Of these, 29 had autism diagnoses.

The Meta Centre also provided 12-week children's recreational evening swim sessions (April-June; October-December, January-March). There were 8 children served. Maple Community Centre was the site of the classes with registrants ranging in ages from 6 to 16. At the conclusion of each 12-week session, the child/youth was presented with a Certificate of Achievement.



*The Peer Outreach Group – (from the right) Carlo, Angela, George, Florence, and Mimmo*



### Peer Outreach Group

The Peer Outreach Group is a group of Toronto Day Program participants that reach out to aid those in need in the community. The group goes to homes and do their weekly shopping for them. Florence, who just recently turned "90", loves having the group go to her home to socialize with her. She said that she truly appreciates them

doing her shopping and helping her to put her groceries away but most of all she looks forward to their company.