



2019/2020

ANNUAL REPORT

WE ARE VITA

PROVIDING SAFETY | PRACTICING RESPECT | PROMOTING COMMUNITY

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ABOUT US

WHO WE ARE

We are a not-for-profit charitable agency encompassing two organizations - Vita Community Living Services (CLS) and Mens Sana Families for Mental Health. Together, we are known as VITA.

Founded in 1986, Vita CLS is funded primarily by the Government of Ontario's Ministry of Children, Community and Social Services (MCCSS). Our objective is to provide a range of community-based, person-directed services for adults with intellectual disabilities and/or a dual diagnosis of developmental disability and mental illness. Vita CLS strives to foster independence, enhance quality of life and provide community inclusion for those it serves.

Mens Sana Families for Mental Health (Mens Sana) was created in 1991 by families in the Greater Toronto Area who came together to support one another, and to provide the services and support their family members needed. Funded almost exclusively by the generosity of donors, Mens Sana offers residential supports, clinical and referral services, and day services for adults with chronic mental illness.

At VITA, we refer to the people we serve as “members” rather than clients.

WHY?

Because they asked us to, and because we see VITA as one community that includes staff members, Board members and the members who receive the services we offer.

OUR VISION

Providing Safety, Practicing Respect, Promoting Community

OUR MISSION

To provide safety, respect and community through services for individuals with intellectual disabilities and/or mental health needs.

OUR VALUES

- Understanding that safety is a basic human right.
- Treating everyone with dignity, honesty, respect and compassion.
- Being a caring and professional organization.
- Having progressive, innovative and adaptive personnel.
- Promoting the achievement of individual choices, dreams and aspirations.
- Respecting individual rights.
- Fostering the Italian Canadian heritage of VITA's origins.

OUR SERVICES AND PROGRAMS

Support Services

The front door to all that VITA offers

Our Support Services staff are VITA's ambassadors. They are typically the first point of contact for families looking for help and support. They connect and collaborate with families, members, and the developmental services sector to ensure appropriate services and supports are put in place to enable individuals to live fulsome lives in the community.

SERVICES OFFERED BY VITA CLS

CLINICAL AND EDUCATIONAL SERVICES

Clinical and Educational Services (CES) provides **therapeutic interventions** and **learning opportunities** for members to help them acquire the skills and abilities they need to live with a sense of well-being, safety, and support to achieve their life goals. Training is also offered to direct-support professionals and sector-related agencies in order to keep pace with evolving best practices and to better serve a variety of specialized populations.

RESPIRE SERVICES

Pre-planned, short-term breaks for family members who provide daily support for family members eighteen years of age or older.

TREATMENT PROGRAMS

These programs are individually designed to enable adults with complex behavioural needs to live as safely and productively as possible, in their communities.

Our programs offer services that support individuals whose needs are changing either due to reaching different stages in life (aging) or changing circumstances: they may be transitioning from the family home, are in a homeless situation, or they have completed a medical or psychiatric treatment and are moving to life in the community.

RESIDENTIAL SERVICES

Residential supports are calibrated to address individual member needs, interests and behaviours, which can change over time. Homes are staffed with specialized and skilled talent to best support our members. Our direct-support professionals work closely with Clinical and Educational Services to expand existing skills and to identify and deliver new skill-building opportunities.

COMMUNITY PARTICIPATION SERVICES (CPS)

CPS offers educational and experiential learning opportunities aimed at empowering people to create meaningful connections and friendships while developing life, leisure and independent living skills.

Services are member-driven and staff work with members to create activities that are meaningful to each specific group. Supports are designed to encourage independence and promote self-advocacy and community inclusion.



SERVICES OFFERED BY MENS SANA

RESIDENTIAL MENTAL HEALTH SERVICES

We offer 24/7/365 support to promote healthy living, socializing and the development of strategies that individuals can use when they feel a loss of control.

FAMILY SUPPORT

Services such as a weekly family support group are offered to families and people who live with a loved one with mental health and/or intellectual disabilities (dual diagnosis).

MENTAL HEALTH DAY SERVICE: DROP-IN CENTER

Program activities are offered to both members, and their families and support networks. Activities vary based on individual needs and goals. While some may want to work towards future goals (employment, independent living, furthering education, etc.), others may choose to participate in activities offered (mental health management classes, social and recreational opportunities, meal preparation classes, art therapy group, computer class, etc.).

MENTAL HEALTH REFERRAL SERVICES

Services are offered both to people with mental health needs and their family and support networks.

We work in coordination with VITA's Support Services Team to connect and collaborate with families, members and the developmental services sector to ensure that individuals and their families receive appropriate supports.

MEMBER SPOTLIGHT

Chaid McFarlane

Chaid and his willingness to help both staff and members never ceases to amaze me. If you want to know something about Tycos, Chaid is your man! His positive spirit echoes through the halls at Tycos. Thank you, Chaid, for always trying to be there for everyone; we at Tycos appreciate you!

By Christine Ayala

Program Supervisor

Chaid McFarlane joined the Tycos family as soon as he graduated from Downsview Secondary. An inspiration to everyone, Chaid is always looking to help staff or his peers and make their day better! Over a period of time, Chaid has become the liaison for everyone who is new at Tycos; he loves to facilitate a tour for anyone who is new at VITA. In his spare time, Chaid enjoys watching cooking shows and sharing new recipes with staff when he is assisting them in the kitchen. Communication is key at Tycos and Chaid ensures that each room receives its walkie-talkie and stays connected!



JOINT MESSAGE

FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

We have seen unprecedented times in the past few months.
The world, as we know it, has changed.

What has not changed is our commitment to our mission, and to focus on providing safety, practicing respect, and promoting a sense of community among our members, funders, donors, employees and other community champions.



This was reflected in the way we conducted ourselves and supported our members.

The way each one of you, the VITA family, responded to and rose to the challenge by demonstrating your commitment to VITA is unmatched. Times like these test our resolve, and we are proud to say that the true of essence of [WE ARE VITA] was demonstrated by the professionalism and dedication of VITA's staff.

Looking back, 2019-2020 marked the conclusion of our 2015-2019 strategic plan. It is gratifying to reflect on all that has been accomplished since we set this plan in motion 5 years ago.

In the past year, we have strengthened our financial policies, processes and practices, and diversified our revenue streams to put us as a stand-alone agency on solid financial footing for the future.

Every year, VITA is represented by its staff at different conferences, seminars and other speaking engagements. This year was unique as our Organizational Improvement Committee (which represents a cross-section of VITA's entire workforce) presented at the NADSP conference in Ohio.

To make sure that VITA's reputation is consolidated on all fronts, we launched VITA's redesigned website and initiated conversations with a diverse audience on all major social media channels. A first for VITA.

The results are here, and they testify to the fact that VITA is a sector leader that inspires and motivates our entire community.

In the past year, we have opened the doors to new programs, while renovating and revamping existing ones to be in line with the evolving needs of our members.

Our collaborative partnerships with other agencies, sector partners and networks have resulted in academic scholarships and knowledge-sharing that has continued to help us in the ending the discrimination and stigma surrounding mental health and disability services.

We are forming new relationships with academic institutions, which will help us in the advancement of shared knowledge.

In closing, as we move into a new year, we are immensely and forever grateful to our funders, donors, staff, members, volunteers and sponsors for their continuous support and amazing achievements each year.

The coming year will see the initiation and implementation of a new strategic plan to build on the successes of the past, and guide us even further on the path to perfection.

Brian Naraine
President, Board
of Governors

Adam Smith
Executive Director

STRATEGIC PLAN AND IMPLEMENTATION

We concluded our 2015-2019 strategic plan on March 31, 2020, and as we move into a new strategic plan, we want to look back and reflect on the accomplishments of the past five years.

These successes, the challenges and the achievements have helped to define the path of VITA in the foreseeable future. We are confident that a new strategic plan will help us build on past successes as we work towards our mission.

In this report, we want to focus on some of the successes of the strategic directions that were implemented in the past year.

STRATEGIC DIRECTION 1: PUTTING MEMBER NEEDS FIRST

Meet the needs of our members -
innovatively and cost-effectively

When following our mission, vision and values, it is easy to put our members' needs first. Perhaps the most exciting thing about VITA's work is our commitment to listening to the voices of our members. Many of the following initiatives were begun after meetings with our Rights Group, who brought issues and member perspectives forward.

Having a working and effective self-advocate group allows agencies like VITA to 'course correct' by ensuring that we are working towards goals identified by our members. We take the idea of 'service' to people with disabilities seriously, so listening to our members is an integral part of how we desire to do business.

Consultations and discussions with the Rights Group helped VITA identify many unique initiatives. They fall into several broad categories: Opportunities to learn and grow; Connectivity - both virtual and real life; and Living in nice homes with staffing who demonstrate our core values.

Opportunities to learn and grow

Learning You Training showcases a unique and needed service: it provides specific and measurable training, complete with learning objectives geared to individuals with developmental disabilities. All facilitators are trained by the Clinical and Educational Director on best practices of how to teach adults with developmental disabilities.

Revamp Members' Personal Support Plan and Re-train VITA Employees

While it is important for VITA to listen to the concerns and desires of the Rights Group, when working with individual members, it is equally important that the voice of the individuals that VITA supports is heard to serve their needs appropriately.

As such, on an annual basis, Direct Care staff work alongside VITA members to develop their personal goals following the TRAMS systems; they are discussed and reviewed on a quarterly basis to update the status of each goal. In the last 4 MCCSS Compliance Reviews, this was an area that was identified for improvement.

As a result of the MCCSS feedback, a committee was established to develop a template that would be user-friendly and assist our staff and members to develop goals and plans specific to the individual. Our MCCSS Program Advisor reviewed the new PSP form and approved changes. The new template was then introduced to our staff and members, and training was undertaken on the use of the template and the philosophy behind it.



MEMBER SPOTLIGHT

Lisa Raven

Lisa had a goal of visiting the set of the television show “The Social”. There was a lot that Lisa had to do in order to achieve her dream, but Lisa overcame the obstacles, thanks to her sheer commitment and dedication.

One of the challenges that she faced was to talk to people who were outside of her support circle. She has a set routine and did not like changes to her schedule without prior notice. However, with the support of her family, peers and VITA staff, Lisa overcame this barrier by singing one of her favourite songs in front of a cheering audience that included her near and dear ones.

This was a first for Lisa, but she did not stop after this achievement.

When Lisa found out she was going to “The Social”, she was very excited, but nervous too. Staff discussed getting her a costume. Lisa liked the idea and settled on “Michelle” as a baby from her favourite television show, “Full House”. Lisa not only went to the show as part of the audience, but also interacted with the cast. The icing on the cake was when she spoke with one of the cast members and requested a picture with the entire cast.

Everyone at VITA is proud of Lisa and everything that she has been able to achieve just by believing in herself.



MEMBERS' SUPPORT NEEDS ASSESSMENT

The needs we all have at sixteen are much different than the ones we have at sixty. Support needs therefore are in a constant flux, sometimes individuals need more support, sometimes less. VITA has been providing support to members for over thirty-four years and has modified service models to meet changing needs.

Connectivity - virtual and 'in real life'

Our members clearly told us that they want to live a 'connected' life. This meant that they want access to the Internet, and that they desire opportunities to interact with the community and with their families. Many of these goals were set and achieved through the Personal Support Plans that were developed, others needed more work.

Internet accessible: the whole agency

VITA is a large organization with many locations, some of which are quite rural and have therefore been 'off the grid.' We found that three programs had poor Internet access due to lack of service in the areas where these programs are situated. A proposed solution was to install a private tower. Beyond our members' desire for Internet connectivity, the importance of having an appropriate Internet access in all our programs increased as VITA began the implementation of paperless systems for its operations. Consequently, proper connectivity was needed to ensure that staff complete documentation as their work duties demanded. Work on one of the locations has finished, on the second the work has begun, and on the third, strategies for installation are ongoing.



Kevin Harvey



“Nothing feels better at work than seeing the transition of a member. Everyone at the Program was impressed by Kevin’s hard-working nature. Today, I feel proud to say that Kevin will be discharged from the Program, and will go back to his family.”

- Sharicka Reid-Scaletta,
Program Supervisor

Thirty-year-old Kevin is a movie buff from Timmins, Ontario, he came to VITA in the Summer of 2016 from the Northern Ontario region, as we offered the specialized service that he needed for his treatment.

New to the city, and new to VITA, Kevin was a little apprehensive about the transition. However, it was his mission to work hard and get everything that was expected of him at the program done in time. Kevin’s love for music, sports and news helped him to adapt to his new temporary residence. Staff were quick to understand Kevin’s interests, and engaged with him by playing two of his favourite games – Skipbo and Uno. Shortly, Kevin developed a supportive relationship with his treatment team, and soon they were on shopping trips to nearby malls and stores.

Kevin has nothing but words of praise for the support that he received at VITA. Talking about their contribution to his transition, he says, “VITA’s staff is always there to help, they supported me when I needed it, and helped me stay on the right track and stay safe”. Today, Kevin is ready to be discharged, and leaves with his advice for everyone to always be a good example for others, a philosophy that VITA champions throughout the organization. It is a bittersweet moment for everyone: while everyone is proud of his achievement, they are also a little sad of letting such an exemplary member leave.

Thank you, Kevin,
for everything that you taught us.

Residential Staffing Model

VITA's Residential programs continue to be challenged with consistent staffing, specifically for weekend shifts, which are predominantly staffed by part-time staff and/or third party agency staff; in some programs, primary staff work from Monday to Friday.

In the last several years, VITA's Human Resource department has had difficulty recruiting part-time staff. Operational Rep and Union Rep met in early 2019 to make a strategic change from an 8-hour rotation to a 12-hour rotation. It was also decided to have full-time staff working weekends.

We have applied that model to several of VITA residential homes to make sure that programming is consistent.

STRATEGIC DIRECTION 2: PROVIDING THE BEST HOUSING OPTIONS FOR MEMBERS

Respond to the complex and diverse housing needs of members.

Relocate all Day Service into Community Settings

Over the past two (2) years, VITA has been accessing different community locations to best meet the needs of its members.

In 2019, VITA opened its new Maplewood Adult Learning Centre. This move increased member community integration and reduced residential disruptions.

The grand opening celebration was held July 30, 2019, and showcased the collaboration between the Families and the Clinical, Maintenance and Operational departments to ensure the space and service met the unique needs of its members.

VITA's senior leadership, distinguished members of the community and many others, including Ward 1 Counsellor, Marilyn Iafrate, attended the event.

Guests at the open house learned about the Programs and Services offered by this Adult Learning Centre. They also witnessed how staff at VITA provide and empower our members through meaningful engagement and life-enriching experiences.

Madison Collaborative Program

VITA was successful in obtaining new housing units at Madison Avenue for young adults who were crown wards and were blocking the beds in the children's services.

The ambitious Madison project is an 82-unit, high-quality, purpose-built, community-friendly and supportive housing project that promotes safe, healthy, social and active living. Within this complex, a number of community agencies have come together to establish an onsite integrated service delivery model. The expertise of multiple community agencies has created a unique model of integrated service delivery for the underhoused, homeless, and other marginalized populations.

VITA supports eight (8) members in this program and is part of the shared Accountability Agreement and governance model, as well as a shared operational service model that will include some shared staff and some service delivery protocols. The Madison project is one of the many initiatives that VITA has been involved with in order to build camaraderie within the sector. This will be a win-win situation for everyone and help organizations to deliver better services economically.



STRATEGIC DIRECTION 3: SUSTAINABILITY

Ensure financial sustainability of the organization

Operational Excellence

VITA had been using an outdated version of Great Plains, our Financial System. This meant that we were unable to leverage many of the great features and enhancements that came with the latest version of Great Plains. While it was important and nice to take advantage of the new bells and whistles available in a newer version, software support ended on December 31, 2019. This meant that we no longer had a choice in the matter. Upgrading became mission-critical.

These undertakings are significant, disruptive, and costly at best.

Preparation for the upgrade began in the middle of 2019. A number of initiatives were introduced in preparation for the upgrade. We reviewed and assessed resources needed on all ends, Broader Public Sector compliance, impact on our business and competing priorities. With an already stretched staffing complement, our small budget meant that we needed to appeal to our vendors to support a nobler cause in their pricing. Many of the actual tasks required work around our financial year-end, annual audit, vacations and concurrent initiatives requiring financial resources (detailed recording of transactions, automation of passport invoices, EFT, ODSP, recurring transactions and electronic attachment of documents in Great Plains, to name a few).

The upgrade was successfully completed on September 25, 2019, ahead of schedule and on budget!

Improved Business Models

Finance has worked with different departments at VITA to ensure relevant business models are put in place. Finance reworked the cost and pricing structure to improve VITA's financial performance. In the past year, VITA has improved controls & compliance by working with Operations to ensure the effective use of resources that maximizes program impact. It developed effective pricing of services and developed robust budget models needed for funding. VITA has consolidated procurement where applicable for groceries, supplies, etc.

Pricing for several services remained static for several years. Finance, along with Operations, developed a new pricing model, which was implemented for fee-for-service for day program, respite and clinical. VITA has started competitive procurement for VITA and new contracts are being posted publicly where applicable.



STRATEGIC DIRECTION 4: COLLABORATION

Partner and collaborate for sector leadership and growth

FOCUS Accreditation

The Director of Program Services & Compliance led the organization through extensive preparations for the final phase of the Accreditation process. A team of peer validators visited VITA to examine our operations against industry performance standards and best practices.

Our goal was to achieve the full four-year Accreditation standing with standards and processes that reflect sector best practices for people who use and work in community-based human services.

On-site visits from the accreditation committee commenced in November 2019 and lasted for four (4) days. This included nine (9) residential, four (4) day programs, twenty-seven personal support plans, six (6) employee files, two (2) students and one volunteer file.

Six (6) validators came to VITA from external agencies that are affiliated with FOCUS, and the committee reaccredited both VITA and Mens Sana till 2022.



University of Ontario Institute of Technology (UOIT)

VITA collaborated with UOIT to gather data on adapted spaces for individuals who are hard to serve.

The study called: "From multiple vantage points exploring inclusive homes spaces for adults with intellectual and developmental disabilities in Ontario", aims to provide insights into what makes housing and home environments inclusive for adults with IDD.

This joint research project investigated the elements that constitute an inclusive home, and what they see as "enablers" or "disablers" in their current environment. The team involved in this research visited VITA to see some of our homes and interview some of our members.



Training: Internal and External

VITA's Clinical and Educational department is a frequent presenter at conferences such as those held by ATSA, NADD and NADSP, but this year, our reach of influence has grown significantly. We have expanded our presence at conferences held by AAID, CAMH, CATA, U of T, OADD and Seneca College. All our conference sessions were extremely highly rated, and we were pleased to see and present to professionals across the sector.

Five (5) of our staff won awards this year that were presented either at conferences or at the annual retreat. Virginia Jahyu won the Manuela Dalla Nora Award, presented to her at our staff retreat, Heather Hermans was presented an award for her work by American Association on Intellectual and Developmental Disabilities, Katie Miller won the Program Excellence Award for Behaviour Science from Humber College, Chanelle Salonia won the Dr. Bruce McCreary Memorial Scholarship by OADD and Dave Hingsburger won an award for his ongoing work and collaboration with the NADSP.

Internally, we continue to firm up training - we have developed eight (8) different trainings for our staff that were provided on site to staff to help them provide excellent service.

Additionally, to further raise the profile of the agency, the Clinical department, in collaboration with the Communications department, has developed a vodcast, "Just A Couple of Bytes: Ideas for DSPs To Chew On". This will allow us to demonstrate the range and depth of VITA's academic scholarship and wealth of knowledge. It will also be a tool that can be used by Supervisors in training staff during staff meetings and will raise the profile of VITA's Online presence. The first of the series premiered on February 14, 2020.



Research Opportunities

Research can lead to change provincially, nationally, or internationally, depending on the reach of the project. VITA's clinical team worked with Human Resources to create a policy that all research done in the agency must include, in some way or another, participation by our members.

VITA members' voices are the only ones that can speak to the lived experience of having intellectual disabilities and we need to facilitate more ways for their voices to be heard.

"Nothing about me without me," is a popular demand made by self-advocate groups around the world. This aims at reclaiming both a voice and 'a place at the table'. The new policy, called "Participation in Research", was rolled out in June 2019 and demonstrates our continued work to ensure that we are a member-driven agency.

Housing Research Partnership

"Developmental disabilities in Ontario's Criminal Justice System: using data to tell the story" - the project will help to identify characteristics (including physical space design adaptations) of successful community housing placements for individuals with developmental disabilities and exceptional behaviour needs. This important research addresses a gap in research identified by the Ontario Ombudsman recent report, "Nowhere to turn". If funded, VITA will participate in this initiative by in-kind contributions by staff and agency administrators, who will participate as key informants. We are also committed to supporting the collection of outcome data as described in the proposal.



STAFF SPOTLIGHT

John Osei

John joined the VITA family five (5) years back. It was not too long before his professionalism, sensitivity and kindness became a “gold standard” in the program. John feels blessed to be working as a support worker and help make a difference in someone’s life. Working for an organization like VITA, which helps to create a better, and safer world has been one of the most satisfying experiences in his life, “it feels so satisfying when I see the smile on a member’s face, I will not exchange that moment with anything else”, says John. The role that VITA plays in the lives of so many, and how John has come to be such an important part in a world where people truly care for each other is an inspiration to many.

John is grateful to his supervisors, peers, members, and everyone he works with at VITA. The experience has been so gratifying and powerful that he feels like the “most satisfied person on Earth”...and the journey he says, has just started.

John Osei is a very diligent VITA employee who is consistent, loyal and never misses a beat. John excels at being member-focused and at building strong rapport with members to whom he provides supports. John’s energy is warm and welcoming, which makes Apted a great place to work and live. John is a great team player and his laid-back personality makes you feel like you can conquer anything! Thank you for all your dedication and support, John!

By Kaitlin Horne

Program Supervisor



STRATEGIC DIRECTION 5: LEADERSHIP

Leadership through strong governance

VITA'S BOARD OF DIRECTORS

AS OF MARCH 2020



BRIAN NARAIN
PRESIDENT



FRANK DECESARE
VICE PRESIDENT



SUSAN MIKULICIC
TREASURER



PAUL BOTTOS
SECRETARY



ADAM SMITH
EXECUTIVE DIRECTOR

GOVERNORS



LARRY ANDRADE



ROBERT CARUSO



MARCELLINA GALVAN



FRANK PETTI



LOU CAIRO



JESSICA DIRITO

The following structures are in place to ensure VITA is using its resources and capacity to deliver on its Mission.

| Board Sub-Committees | Membership | Mandate |
|--|---|---|
| Executive Committee | Brian Naraine, Chair Frank DeCesare Larry Andrade Paul Bottos Sue Mikulicic | Evaluate the Executive Director's performance; conduct pre-planning for strategic planning sessions that occur every three years; develop policies pertaining to governance, orientation and training opportunities for the new and existing Board members; and review the organization's risk management plans. |
| Advocacy Committee | Frank DeCesare, Chair Adam Smith | Ensure that branding and marketing strategies are in line with the strategic plan, vision, mission and value statements of each organization. |
| Board Recruitment Committee | Brian Naraine, Chair Larry Andrade Frank DeCesare | Ensure that Board members represent the community with an appropriate balance in diversity and expertise of the members. Recruit new members. |
| Union Negotiating Advisory Committee | Brian Naraine, Chair Larry Andrade Paul Bottos | Provide advice to the senior leadership team for the initial and ongoing negotiation of a collective agreement with unionized staff. |
| Fundraising Committee | Brian Naraine, Chair, sits on Rally for VITA Committee. VITA Board and management team have become more directly involved in the MEN SANA Fundraising Dinner. | Organize and oversee fundraising events for Mens Sana and VITA CLS. |
| Executive Director Recruitment Committee | Brian Naraine, Chair Frank DeCesare Larry Andrade | Guide the process for the recruitment of a new Executive Director in consultation with a search firm. |
| Human Resources Committee | Marcellina Galvan, Chair Brian Naraine, Chair Robert Caruso, and Adam Smith | Oversee the implementation of the Human Resources strategy, policies and practices to achieve VITA's operational goals and objectives. <small>*This committee is also supported by VITA operative employees: Silvana Rosa, HR Director, and HR Manager, Ellen Brocklebank.</small> |
| Finance and Audit Committee (F&A) | Sue Mikulicic, Chair Brian Naraine Larry Andrade Adam Smith | The Audit and Finance Committee assists the Board in fulfilling its oversight responsibilities relating to corporate auditing and reporting, financial policies and financial risk management as identified in the Strategic Plan. This responsibility is carried out in accordance with approved policies that comply with generally accepted accounting principles (GAAP). <small>*This committee is also supported by VITA operative employees: Katie Chiragdin, Finance Director and Dee Baldeo, Sr. Financial Controller.</small> |

STRATEGIC DIRECTION 6: EMPOWERMENT

Develop robust skills to support growth

Professional Development

VITA's Organizational Improvement Committee (OIC) presented at the two-day NADSP conference in Cleveland, Ohio in September 2019. The presentation, which was very well-received at the conference, talked about staff morale and engagement in the sector.

Ever since its creation, OIC has played a key role in maintaining staff engagement. The committee is a cross-section of VITA's workforce. By involving staff in decisions and communicating clearly with them the goals and objectives of the organization, VITA can seek to maintain and improve staff morale and have a more productive and satisfied workforce. With the introduction of the Organizational Improvement Committee (OIC) and with the results obtained by our recent employee engagement survey, it is evident that VITA is moving towards a more positive and engaged workforce.

Building Leadership

A new professional development program for Program Supervisors, with a focus on strategic thinking, operational planning, and change management was introduced at VITA.

Skilled leadership is critical to key to program delivery, service excellence, employee engagement, satisfaction, and retention, as well as long-term planning and stability.

Learning sessions included;

- Leading Ourselves and Leading Others
- Managing Change
- Managing Conflict
- Effective Feedback
- Problem Solving and Quality Communication



To build expert teams by promoting knowledge and growth through internal and external training opportunities

VITA supports individuals with complex behavioural needs. Providing such support requires a high level of staff commitment and expertise. A number of internal trainings were either developed or updated, and have been made available for internal use:

- Autism training
- The importance of data collection training
- Good lives/risk needs responsivity model training
- Understanding Treatment for Sexual Offenders with IDD
- Borderline Personality Training
- Incident Report Writing
- Medication Refresher Training
- SOR training
- Dual-diagnosis training



Diversity and Inclusion

VITA launched a Diversity and Inclusion Strategy to reinforce our organization's commitment to providing an inclusive and welcoming environment. The main objective of the committee is to engage employees, enhance employee satisfaction and make everyone feel respected, included, and equal.

Scheduling and Payroll

To easily handle our scheduling and payroll functions, VITA moved its key HR functions to ADP workforce. This investment will provide VITA employees greater flexibility, relieve our front-line staff of documentation and paperwork and help them spend more time with our members.

The other benefits of ADP Workforce, including but not limited to:

■ Elimination of Paystubs. You will be able to view and print paystubs and T4 Slips

■ New Comprehensive HRIS/Payroll system

■ View training information such as expiry dates

■ View accruals for vacation, sick and lieu time etc.

■ Ability to modify and update home address and contact phone number

Physical Demands Analysis (PDAs)

A Physical Demands Analysis (PDA) is a document that describes the physical and environmental exposures required by employees in order to complete job tasks. PDAs describe the force, frequency, and duration of manual tasks such as lifting, lowering, pushing, pulling, and carrying, as well as environmental conditions such as temperature, noise, and chemical exposures.

For VITA, PDAs are essential for Return-to-work job placement - to ensure that previously injured/ill employees are able to return to positions that comply with any physical restrictions that may have been determined by their physician.

Seven (7) VITA positions have been identified to have Physical Demands Analysis (PDA's) completed. Positions identified are: DC11 at Mill Street, SIL, Dufferin and Rollingwood. Overnight Awake at Dufferin, Overnight Asleep at Lloydtown and DCA at Alamosa.



VITA as an Employer of Choice and Centre for Workplace Excellence

While aligning the business strategy to the mission, vision and values of the organization, it is crucial for the HR department to position itself as an employer of choice in order to attract and retain the best qualified candidates to provide superior supports & services to our members, families and the community.

To achieve this goal, the HR department participated in several job fairs at local community colleges. Some of the career fairs that had VITA presence are below;

■ February 11, 2019 - Centennial College

■ February 25, 2019 - Humber College

■ June 6, 2019 - HR participated in a Mega Job Fair at the Red Rose Convention Centre

■ June 27, 2019 - HR participated at a Job Fair at Humber College

To identify service gaps and develop a plan to address them (for Mens Sana)

DEVELOP ROBUST PROCESSES AND SKILLS TO SUPPORT GROWTH

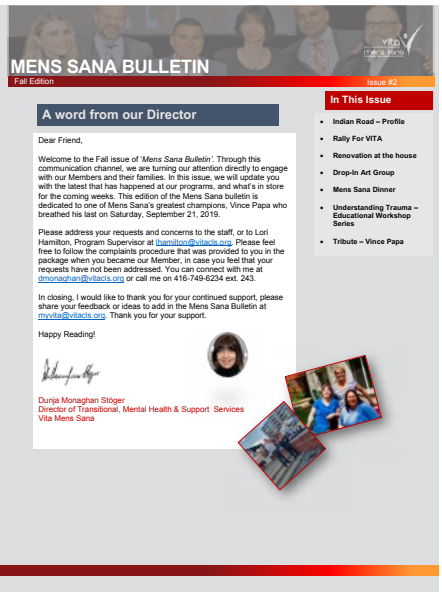
A comprehensive review of the service through individualized interviews with the members/users of our services and their family members was organized. The goal was to understand the strengths and weaknesses of our programs, and to formulate an individualized as well as an organizational plan to address identified needs.

Meetings with the members and families, as the members agreed to, were completed. No gaps were identified in these consultations.

We proceeded with encouraging members to participate in development of the personal plans and the goal implementation as a tool to address their needs.

Additionally, Mens Sana Bulletin – an exclusive newsletter for Mens Sana - was developed. Two (2) issues of the newsletters were shared with Mens Sana families, staff, management, and other stakeholders. The newsletters were also translated into Italian as part of VITA's value of celebrating its Italian heritage.

The Mens Sana bulletin was also posted on VITA's website.



Increase frontline staff’s awareness and knowledge of Regulation 299/10 so they can uphold/safeguard member rights.

On an annual basis MCCSS conducts compliance inspection of all Ministry funded agencies under the Service and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA). The primary purpose of an inspection is to assess the service agency compliance with legislation and policy directives and seek to ensure agencies are fully aware of their responsibilities.

The specific standards of care and safety requirements that agencies are required to comply with are set out in Ontario Regulation 299/10 Quality Assurance Measures (QAM) and/or in policy directives. Operational has created Helpful Hints Packages along with a “plain language version” of the 280 Quality Assurance Measures.

In 2019, Director of Program Services & Compliance hosted eight MCCSS Compliance Information Sessions. MCCSS completed Compliance Review from April 29 - May 17. The ministry visited twelve programs and we were found to be in “In Compliance”.



Implement New Member Management System (Agency-Wide)

To increase efficiencies and move from a paper and pencil service model to a fully digital one, VITA embarked on a search for a new paperless management system. Several systems were reviewed and tested. Following our RFP process, Point Click Care (PCC) was selected as our vendor of choice.

The launch of PCC has greatly helped the organization in optimizing its resources. Program Supervisor, Casa Day Program, took the lead on it under the guidance of Director, Strategic Initiatives and Community Services. The team worked with PCC implementors to configure a database specific to VITA. Training was reviewed and reorganized to meet VITA’s specific needs.



COMMUNICATION AND OUTREACH

Relaunch of website

VITA’s website was redesigned and updated to reflect the agency that VITA is today. The redesign was part of our strategic goals, and ensured compliance with legislated accessibility and French-language requirements.

The website has been translated into French, Spanish, and Italian, and was launched in August 2019, ahead of its schedule.

A look at the new website’s performance in the past eight months from August 1, 2019 to March 31, 2020:

| | | | |
|------------------|--------|-----------------------------|----------|
| TOTAL PAGE VIEWS | 28,164 | NUMBER OF SESSIONS PER USER | 1.37 |
| TOTAL VISITS | 7,491 | AVERAGE SESSION DURATION | 2:27 min |
| TOTAL SESSIONS | 10,205 | PAGES PER SESSION | 2.76 |

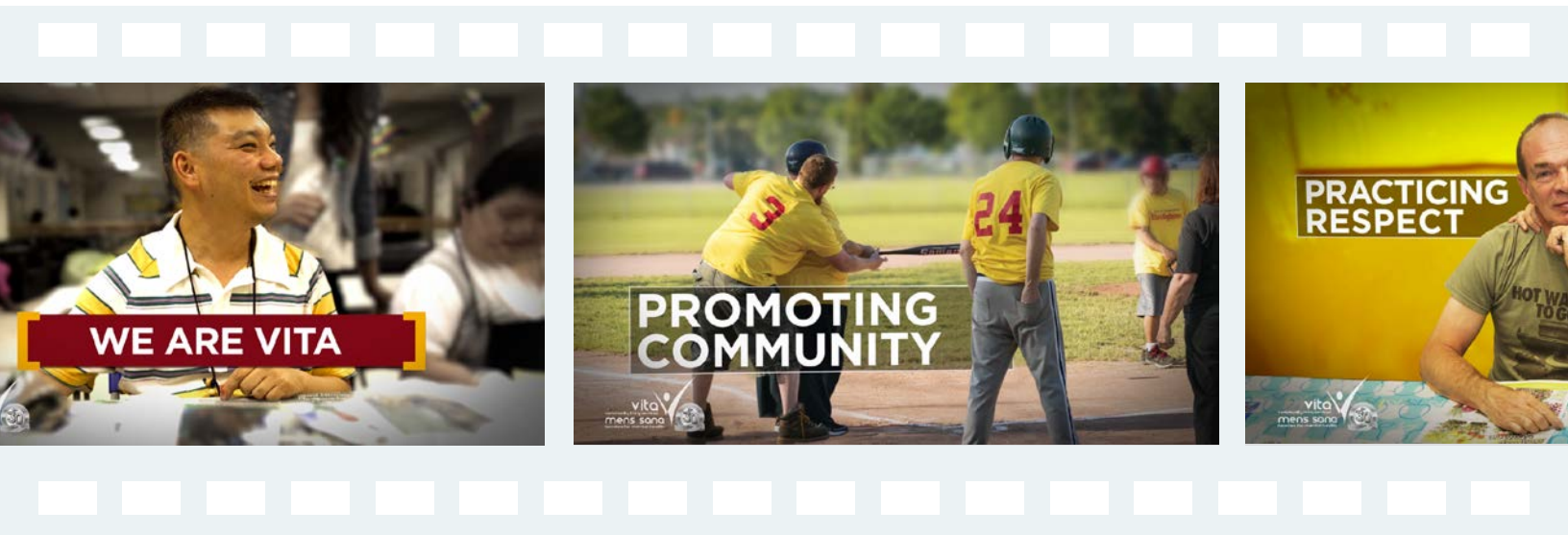


New Corporate Video

The corporate video will tell VITA's compelling story in a concise way. The main objective of this video is to bring a human touch to VITA's marketing and communications efforts. This video will combine visuals with audio, simulating a real-life experience. The video will help to bring VITA's brand to life by associating it with images that stick in the audience's memory.

As VITA goes on to develop its next strategic plan, the corporate video will be a great tool to initiate VITA's content strategy. This will also initiate the consolidation of an overall positive reputation of VITA on all digital communications platforms. Furthermore, this video will establish VITA as a leader in the developmental sector.

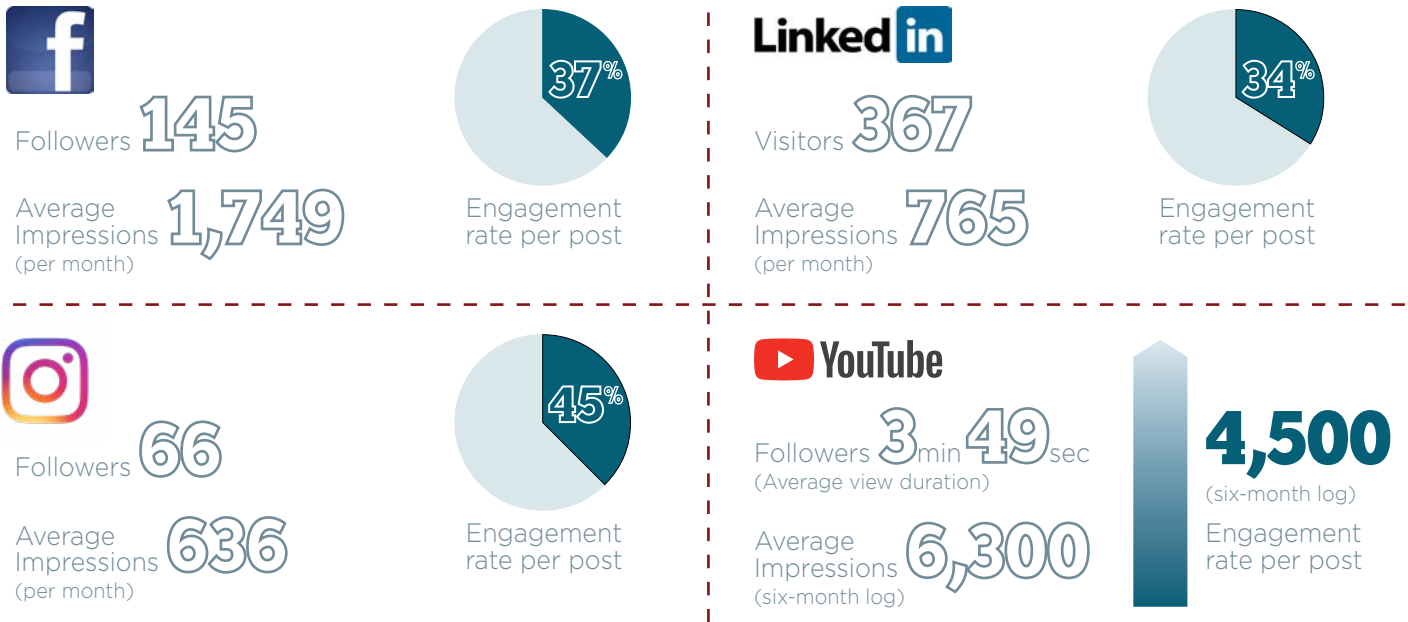
The corporate video has been created and is available on the new website. <https://www.vitacls.org/cv1/>



Launch of VITA's Social Media Channels

Develop robust processes and skills to support growth

VITA needed to expand its outreach. A positive reputation and visibility would help to create awareness about the organization and the work that it is doing in the community. Furthermore, a positive reputation and a more visible identity will help to engage possible donors and funders, and build support in the community. Therefore, it was imperative for VITA to initiate conversations with its audience on all communication channels. Accordingly, the Communication department launched VITA's social media handles in late July 2019. Here is a look at the analytics from these channels in the past few months.



Google Partnership

VITA Communications successfully applied for a partnership program with Google for Non-Profits in September 2019.

As part of this partnership, we were able to broadcast our website on VITA's YouTube Channel.

Taking advantage of this partnership, we applied for GoogleAd Grants, which gives non-profits up to \$10,000 (USD) of in-kind donation in Google Ads per month. Google accepted our application and we have been able to run GoogleAd campaigns that promote our website and a number of VITA's programs. This resource has the following advantages:

- Free advertising for VITA and its programs through the Ads Grant
- Website ranking in Google's database goes up because of the partnership
- We can create exclusive targeted campaigns to promote individual pages (HR, programming, learning tools, etc.) on the website
- Metrics can be measured, analyzed and evaluated to better understand the audience. This will enable us to create targetted messaging



OUR WORKFORCE: WE ARE PEOPLE WHO LOVE WORKING WITH PEOPLE

Staff Holiday Party

The annual staff holiday party was organized on December 6, 2019 at Paradise Banquet Hall. The feedback received from the party has been overwhelming. Here are some moments from the party.



In an environment that emphasizes teamwork and trust, we help others achieve their dreams – one person and family at a time

Staff Retreat

The primary goal of VITA's annual staff retreat is to re-energize, entertain and provide a great learning experience to all VITA staff. This event is also an opportunity to bring the entire VITA family together and network with each other. This year's event featured several activities that tried to reinforce the goals of VITA.



STAFF SPOTLIGHT

Gaetano Spizzico

As VITA continues to grow and expand its services and programs to cater to a wider population, one man's contribution to VITA has been incredible. He is the one behind the scenes, looking after all the programs and making sure that they are safe and suitable. His impeccable work ethic and attention to detail is the 'X' factor that gives VITA's Programs the distinct edge.

He is Gaetano Spizzico.

Gaetano joined VITA in September 2015 as Manager, Housing and Building Services. Throughout his five (5) years of involvement with VITA, Gaetano has worked hard in assisting to promote our vision and mission by supporting the development of several of VITA's programs and services.

"Many times, it happens with most of us that we want to contribute to society, but we get caught up in our daily routines or do not know how to get involved. When I got a chance to work at VITA, I realized that this was God's way of reaching out to me and giving me a chance to build a better world", says Gaetano. He adds, "Working at VITA has helped me become a better human being. Over a period of time, I have realized how important it is to be compassionate. I have understood the true meaning of empathy while working here, and I am forever thankful to VITA for that."

Time and again, Gaetano has gone above and beyond to help VITA's operations and other departments within VITA. Everyone at VITA is familiar with Gaetano's laughter, his energy, and his professionalism. Even though he works non-stop and is on call 24/7, he will take the time to stop, answer your questions and accommodate your request, all with a dose of typical 'Gaetano sense of humour'. Thank you, Gaetano, for all that you do for VITA!

Growing up, I was told that it is important for us to be surrounded with good people. Gaetano is a great asset to VITA's housing and building department. Not only is he excellent at work, but his presence is a calming presence in the team. He is the glue that binds the entire department and keeps us on our toes. We would like to tell you, Gaetano, that you are an embodiment of professionalism. Thank you for bringing your best to work day after day. We sincerely appreciate all your hard work and dedication.

By Frank Graziano
Director, Housing and Building Services



RECOGNIZING OUR TOP PERFORMERS

2019 John A. Gennaro Award

Established in 1990, this award is named in honour of VITA's founding President and is given to Direct Support Professionals who have demonstrated outstanding commitment to VITA, and who have been with the agency for three years or more. Recipient(s) for this award are recognized at VITA's annual Holiday Party.

| | |
|---------------------|----------------------|
| Uttam Makaju | Mae Resoso |
| Selva Rivero | Arlene Wright |



2019 Manuela Dalla-Nora Award

This award, named after our former Executive Director of 25 years who passed away in 2011, is given to staff within VITA who have helped us fulfill our mission to promote safety, practice respect and promote community.

| | |
|--------------------------|--------------------------|
| Linda Borsato | Sarah Bachle |
| Rose Castronovo | Faisal Ikram |
| Virginia Jahyu | Rosemary Moore |
| Andrea Seivwright | Gabriela Severino |



OUTSTANDING SERVICE AWARDS



| | | | |
|------------------------------|--|---|--|
| 05 YEAR RECIPIENTS | THOMAS ABRAHAM GLORIA ABROQUAH ABOSEDE AKINDELE AJIBIKE ISIJOLA JUANITA KEENE KAHLA LUCAS ADUNOLA MARCUS | SOLOMON NABULELE GLORIA ODOEMELAM OLUBUNKOL ODUBONA ADEOLA OLUBUNMI CAROLINE OMOKARO NIMOTA RAJI-GAMBARI TIKA RAM PAUDYAL | GABRIELA SEVERINO LAURETTA SULLIVAN ADAM SMITH CYNTHIA TALARICO ARLENE TAYLOR JOHANNA VASQUEZ |
| 10 YEAR RECIPIENTS | MICHAEL ADEGOKE AYODEJI AWONUGA KWADWO BAFFOUR FLORENCE KARIKARI KATHERINE LITTLE | SYLVIA MACDONALD OLUFUNKE MATHIAS DAINAIN MYLES BANANI MUNSHI LILLIAN NAMARA | NEKPEN OHENHEN KIM PARSONS ANDREA SEIVWRIGHT JESTEEN THOMAS ERICA ZAKKAK |
| 15 YEAR RECIPIENTS | CATHERINE AYODELE-AGHO CREUNICE CARVALHO LINDA IDUWE | CLARA IGHODARO LARRY KOBOS LILIANA PEREZ-RODRIGUEZ | KERRYANN PRYCE KELLE WALKER NADINE WILSON |
| 20 YEAR RECIPIENTS | LORNA ALLEN FILIPA ALMEIDA KIMBERLEY BEATTIE | LINDA GREEN LINDA LAUGHLIN LAVERN MCDONALD | SHANTA PERSAUD VALERIE SINCLAIR |
| 25 YEAR RECIPIENTS | WINSOM JAMES | | |
| 30 YEAR RECIPIENTS | GLADYS CASTRO FRANK GRAZIANO CAROLE DALEY | ROSEMARY MOORE-WILLIAMS | |



VITA ADVISORY COMMITTEES

| COMMITTEE | ABOUT THE COMMITTEE | TEAM | MEETING |
|--|---|--|--|
| VITA's Member Times Committee | This Committee produces a quarterly newsletter developed for and by VITA Members. The newsletter tackles important issues like employment and abuse prevention, and features news and entertainment. | 4 VITA members and one staff | Weekly |
| Joint Health and Safety Committee (JHSC) | The JHSC committee works as an advisory body that helps to raise awareness of health and safety issues at VITA, identifying workplace risks and developing recommendations to address these risks. | 9 members, including front-line and management staff | Quarterly |
| Accreditation Committee | Responsible for reviewing and approving continuing results for people using services, organizational excellence and community development. Committee also raises awareness about the accreditation process throughout the agency. | 7 staff | Monthly |
| Organizational Improvement Committee (O.I.C) | Works to engage VITA employees and improve morale and communications within the agency while providing an inclusive and welcoming environment for all. | 10 staff, including front-line and management staff | Monthly |
| Information and Technology (IT) Committee | Makes technology accessible for every VITA employee while evaluating new platforms and systems to enhance organizational efficiency, productivity and performance. | 8 staff and external IT professionals | Bimonthly |
| United Way Committee Workplace Campaign | Committee organizes several fundraising activities while developing a caring organizational culture and pride among employees. | 7 staff | Every two weeks during the fall campaign |
| Mentorship Review Committee | Revamping VITA's Program Supervisor Mentorship curriculum, including pre- and post-tests to reflect PS Core Competencies | 7 staff, including front-line staff, program supervisors and directors | Monthly |
| QAM Review Committee | Ensure Policies and Procedures and VITA's action is reflective of Ministry Regulation 299/10 | HR representative, Operational representatives – PD, PM and PS | Monthly |

VITA ADVISORY COMMITTEES

| COMMITTEE | ABOUT THE COMMITTEE | TEAM | MEETING |
|-------------------------|--|--|---------|
| Rights Review Committee | <p>To ensure that the rights of its members are respected and not unnecessarily restricted, VITA Community Living Services and Mens Sana Families for Mental Health (VITA) has established a third-party Rights Review Committee.</p> <p>The Committee will: Provide a third-party review, approval and monitoring of intrusive support strategies (behavioural, medical or operational), advise whether the intrusive support strategies are ethical and appropriate to the person's needs, and ensure compliance with the appropriate acts, regulations and policy directives.</p> | A Program Supervisor, the Director of Clinical & Educational Services, or designate, the Director of Program Services & Compliance, 2 members supported by VITA 3-4 front-line staff, an external community member from a partnering DSO agency, a community member who may or may not be a family member, a medical professional and/or pharmacist from the community, and The Committee Chair, Director of Programs & Compliance | Monthly |

VITA AND THE COMMUNITY

Our members work to improve the lives of others in their community. As part of our Day Services Programs, VITA works to create meaningful networking opportunities for its members with allied agencies. Members volunteer to participate in community programs to support independence, self-advocacy and community inclusion while giving back to their community. By doing so, they develop a greater sense of belonging.

Earls Court Garden

Members volunteer at this local garden every year, helping with the planting and care of plants, vegetables and fruits. They often get to take home what they grow. Members love making a difference in their community and in the natural world around them.

Physical Activity for Physical Distress

Our Day Programs collaborate with partnering agencies to access the facility for physical activity. Thanks to New Leaf, Variety Village and Columbus Centre Aerobics for offering access to their facilities for swimming or aerobics classes. In addition, our members interact with residents who live in the retirement home attached to Columbus Centre.

Pine Grove Retirement Centre

Members help at Chartwell Pine Grove Retirement Community, a local Italian-inspired program of independent supportive living suites located in Woodbridge, Ontario. Our members help fold towels with residents, which is a great way for them to work on their fine motor skills and to reinforce cognitive processes such as sorting and counting. But more than that, it enables them to develop social skills and meaningful connections with other members of the community.

Pet Smart and Toronto Animal Services

Socializing and interacting with cats and kittens enrich the lives of members and helps with their socialization skills. This is a rewarding volunteer experience, one that is crucial to the physical and mental well-being of the animals in our care and helps them get adopted.

Summer Day Trips

Members and their support staff went to African Lion Safari, Canada's Wonderland, Niagara Falls Museum (Butterfly Exhibit), Jungle Cat World, Reptilian, and St. Lawrence Market for tasty treats. Every other week, the group also went to Starbucks for coffee and Chapters to read books. Thank you to our partners for providing members with learning scenarios that allow them to live as independently as possible.

EVENTS



First Christmas Party at CASA



First Christmas Potluck at CASA



CASA Summer Apple Picking

EVENTS

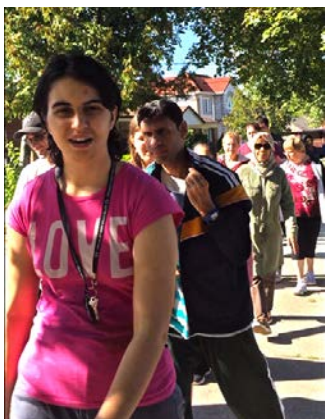


EVENTS



Health and Safety Week

The Joint Health and Safety Committee organized a Health and Safety week at VITA from September 16 to September 20. During this week, through different planned activities, the Health and Safety Committee demonstrated how to keep our workplace safe through management leadership, employee participation, and finding and fixing hazards.



EVENTS



VITA's annual Rally for VITA was back on Sunday, September 8 at Market Lane in Woodbridge. The response to this year's Rally was overwhelming. Participants from all walks of life came forward to run, roll, or walk, and show their support to the work done by VITA.

Mayor Maurizio Bevilacqua and VITA's Board President Brian Naraine inaugurated the Rally in front of a crowd of more than 150 people. The inclusive event was attended by staff, VITA Members, their families and community champions. VITA's Executive Director Adam Smith addressed the audience at the end of the event and commended them for their support and generosity.

All proceeds raised at the Rally will go towards service delivery of Mens Sana programs.



EVENTS

Vita Summer Fest

This year, our seven (7) community participation programs took the lead to host a Summerfest for VITA members, their families, and friends. A committee consisting of staff and members met to organize this outdoor accessible event.

This was the first event of its kind, a true celebration of our community. Fletcher's Fields hosted the event, and all involved expressed the event to be tremendously successful.



Member Holiday Party

VITA's member party was on Thursday, December 12, 2019, at Paradise Banquet Hall. The event was attended by VITA's Members and their guests. The event was an outing of fun, frolic, and delicious food.

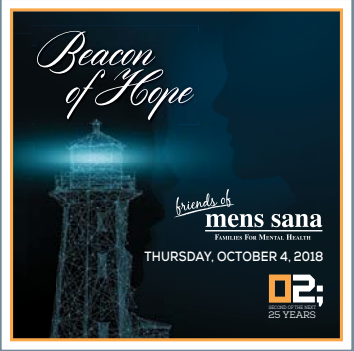
Several prizes were given out to lucky raffle winners and our members grooved to our DJ's beats. VITA's Executive Director, Adam Smith, addressed the guests at the party and wished them Happy Holidays, while the house DJ topped the day with his groovy music that got everyone on the dance floor.



EVENTS

Mens Sana 28th Annual Fundraising Dinner

Friends of Mens Sana hosted its Annual Fundraising Dinner at the Famee Furlane Club. Now in its 28th year of service, Mens Sana has become a beacon of hope within our community to members and families looking for help, support, and refuge. This year's event featured several activities that reinforce our commitment and vision for the future. Event proceeds will be used to support Mens Sana programs and operations in the year ahead. The 28th Annual Dinner was dedicated to VITA's Community Champion, Vito Bianchini, co-chair and one of the founding members of Mens Sana Families for Mental Health, who passed away on December 10, 2018.



Mr. Bianchini along with his visionary and philanthropic friend, Sam Ciccolini, created the Friends of Mens Sana Committee in 1991 to provide humanized services and support for adults with chronic mental health illness.



TO OUR GENEROUS AND LOYAL DONORS

We simply could not do what we do without you.
THANK YOU!

Our sincere thanks go to the following organizations for donating generously towards the mission of Mens Sana. Your contribution will go a long way in supporting a vulnerable section of our community.

We are also profoundly grateful to this year's fundraising committee and lead sponsors. Your passion and sense of community inspire all of us at Mens Sana to deliver innovative treatment programs and services that are more accessible, inclusive, safe, and easier for our members and families.

LiUNA! LOCAL 183
Feel the Power

LiUNA! Local 506
Working Hard for Working Families

LiUNA! Ontario Provincial District Council

CARPENTERS & ALLIED WORKERS LOCAL 27

Guelph Medical Imaging

OFA

Concrete Forming Association of Ontario

INTERNATIONAL UNION OF OPERATING ENGINEERS

The Cristina Ciccolini Memorial Fund

IC SAVINGS
Better Banking

PREMFORM

778317 Ontario Inc.

vita mens sana
community living services
families for mental health

BALANCED SCORECARD

APRIL 2019-MARCH 2020

01

| DIVERSIFIED FUNDING | TARGET \$Millions | ACTUAL \$Millions |
|-----------------------------------|----------------------|----------------------|
| Passport Funding | 0.92 | 1.30 |
| Fee-for-Services / Other Agencies | 2.76 | 2.78 |
| Residential Fees | 2.11 | 2.15 |
| TOTAL | 5.79 | 6.23 |

03

| HUMAN RESOURCES | TARGET | ACTUAL |
|---|--------|--------|
| Contract employees promoted to Permanent Full-time Status | 5 | 16 |
| Part-time Promoted to Full-time Status | 5 | 6 |
| Number of Student Placements | 8 | 11 |
| Number of Interviews per Year | 150 | 245 |

02

| CLINICAL AND EDUCATIONAL SERVICES | TARGET | ACTUAL |
|---|--------|--------|
| Members Benefiting from Clinical Services (Behavioural) | 75 | 95 |
| Members Benefiting from Clinical Services (Trauma to Trust) | 100 | 155 |
| Members Benefiting through training | 150 | 217 |
| Issues of the International Journal | 12 | 12 |
| Webinars | 12 | 12 |
| Conference presentations | 4 | 7 |

04

| MEMBER SERVICES | TARGET | ACTUAL |
|---|----------------|--------|
| Members using community participation | 206 | 206 |
| Members using residential services | 222 | 230 |
| Member families using respite program | 89 | 102 |
| Members using fee-for-service programs | 40 | 51 |
| Members using crisis (safe bed) program | 8 (TO + CE) | 6 |

FINANCIAL STATEMENTS

Statement of Financial Position

Year ended March 31, 2020, with comparative information for 2019


| ASSETS | 2020 | 2019 |
|--|---------------|---------------|
| Current assets: | | |
| Cash (note 2) | \$ 6,319,119 | \$ 5,441,416 |
| Accounts receivable (note 3) | 395,478 | 314,016 |
| Provincial grant receivable | - | 66,642 |
| Sales taxes recoverable | 512,135 | 502,388 |
| Prepaid expenses | 74,055 | 59,789 |
| | 7,300,787 | 6,384,251 |
| Capital assets (note 4) | 4,508,574 | 4,761,423 |
| | \$ 11,809,361 | \$ 11,145,674 |
| LIABILITIES AND NET ASSETS | | |
| Current liabilities: | | |
| Accounts payable and accrued liabilities (note 5) | \$ 4,994,364 | \$ 4,582,192 |
| | | |
| | | |
| | | |
| Advances from Villa Charities Inc. (note 6) | 548,071 | 548,071 |
| Deferred government grants related to capital assets | 2,184,306 | 2,423,103 |
| | 2,732,377 | 2,971,174 |
| Net assets: | | |
| Net assets invested in capital assets (note 7(a)) | 2,324,268 | 2,338,320 |
| Unrestricted net assets | 1,758,352 | 1,253,988 |
| | 4,082,620 | 3,592,308 |
| Commitments (note 9) | | |
| Economic dependence (note 11) | | |
| COVID-19 | | |
| | \$ 11,809,361 | \$ 11,145,674 |

Statement of Earnings


Year ended March 31, 2019, with comparative information for 2018

| Revenue | 2020 | 2019 |
|---|---------------|---------------|
| Ministry of Community and Social Services ("MCSS") | \$ 26,937,989 | \$ 23,295,653 |
| Fees for service and other client fees | 3,527,019 | 3,514,470 |
| Other | 2,193,475 | 2,713,024 |
| | 32,658,483 | 32,523,147 |
| Expenses | | |
| Salaries and benefits | 24,905,324 | 25,083,276 |
| Maintenance | 2,254,743 | 1,718,206 |
| Purchased services (note 8) | 1,049,168 | 1,102,226 |
| Rent | 1,191,031 | 952,020 |
| Office and general | 652,627 | 656,047 |
| Vehicle operation and maintenance | 532,261 | 618,001 |
| Food | 693,814 | 612,944 |
| Supplies | 196,597 | 240,282 |
| Program expenses | 184,100 | 214,637 |
| Transportation and travel | 188,424 | 160,959 |
| Residents personal needs | 86,470 | 148,028 |
| Insurance | 173,708 | 142,790 |
| Professional fees | 25,997 | 67,014 |
| Bank and interest charges | 15,839 | 13,149 |
| Bad debts | 4,016 | 111 |
| | 32,154,119 | 31,729,690 |
| Excess of revenue over expenses before the undernoted item | 504,364 | 793,457 |
| Amortization of capital assets (net of deferred capital grants related to capital assets) | 14,052 | 14,573 |
| Excess of revenue over expenses | \$ 490,312 | \$ 778,884 |


If you would like to view the complete audited financial statements of VITA CLS, please visit www.vitacls.org



Director



Director


vita
community living services
mens sana
families for mental health



VINCE PAPA

A CELEBRATION OF A LIFE LIVED SERVING THE COMMUNITY

Walking into head office at VITA, it is impossible to not feel the vibrance of the man who designed VITA's new lobby. With its bright lights and colours that symbolize hope and energy, you get a sense of who Vince Papa was, and how much he loved VITA.

He began working with VITA in 2005 through his company, Ancaster Pope. He worked on our annual reports, he designed logos and he assisted with the creation of new projects like the "Words Hit" campaign - an anti-bullying campaign that took off all over North America. He was the man behind the "Disability Pride" symbol and the banner that represented VITA, while we marched in the Gay Pride Parade, the Disability Pride Parade and the St. Patrick's Day parade.

Vince loved the collaborative process. Throwing ideas around, taking feedback and coming to something new and exciting was simply his way of doing business. He did this to ensure that everyone was heard, and all ideas were considered. He was a joy to work with.

With time, Vince grew to become a key figure in organizing the Rally for Vita. He contributed passionately to help VITA organize fundraisers and community events that would go a long way in helping VITA achieve its Mission. Three (3) years ago he suggested that Rally for VITA needed to become more accessible and therefore it changed from a motorcycle rally to a walk/run event in which many more of our members could participate.

Vince was concerned by the fact that some of our members had no one to give them a gift at Christmas, so, he began a tradition of donating 500 dollars every Christmas to ensure that everyone had a gift to open on a Christmas morning.

Vince walked the talk and demonstrated his respect for the members at VITA by being compassionate and understanding. The ideas that he had shared and developed have come to become synonymous with VITA's mission, vision, and values.

The legacy that he has left behind has been etched in VITA's history. His contributions to help VITA provide safety, practice respect, and promote a sense of community cannot be measured. But what resonates the most in the office corridors is his laughter, energy, and the will to make 'it' happen.

Vince, you were the embodiment of a community champion and a true friend. We will miss you.



WTA



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