



VITA

ANNUAL REPORT

2021/2022

WE ARE VITA.

PROVIDING SAFETY | PRACTICING RESPECT | PROMOTING COMMUNITY

WE ARE MENS SANA.

TOGETHER WE ARE VITA.

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Thank you +
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Thank you to
our Donors

Thank you + Our Language

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

WHY?

Because they asked us to.

All our Members bring something to VITA to make us who we are – a community. We see VITA as a community that includes staff Members, board Members and the Members who receive the services we offer.

VITA strives to uphold our ideals of providing safety, practicing respect, and promoting community, which is why we are constantly evolving and shifting needs. This past year has brought challenges to us all, and we want to thank our staff, Members, and families for their ongoing support as we continue to adapt and change as an organization.

Part of that change is continuing to learn and grow. Throughout this Annual Report you will see terminology such as “Residential.” VITA acknowledges our Canadian history and troubled past with Residential Schools and Aboriginal relations. Part of our mission is to practice respect, which is why we have created the Cultural Awareness Committee that is in the works of changing the titles and terminology of a lot of our programs and services to reflect a society that embraces our past and learns for the future.

We respectfully acknowledge that our homes and programs are on Petun and Haudenosaunee land.

Thank you.

Joint Letter from Board President and Executive Director



It is hard to put into words what a year it has been.

As we write this letter, we are heartened by VITA staff, our funders, donors, supporters, and everyone across the community who have stood with us over the past year and a half. Although we have faced immense difficulties, we managed to provide critical, innovative, and inspired support to our Members.

When 2021 began, the vaccine rollout ushered us to hope and renewal. VITA collaborated with public health units and government authorities to ensure that our staff were consistently kept aware and had access to essential healthcare and vaccines.

COVID-19 has highlighted more than ever that the best sense of life comes with the connections we build with people; the smiles we have with our Members, the patience we have from staff and the love we share as a community. We have experienced loss, anxiety, and triumph together, all while learning and adapting how to advance as industry leaders.

For VITA, 2021 was the year of resiliency. This year we witnessed our teams continuously adapting to challenges, public health guidelines, educating and continuing to provide service in excellence to our Members - a goal that runs from top to bottom in the organization.

Virtual by VITA, a true reflection of our innovation, creativity, resilience, and drive to adapt to the changing circumstances, advanced to a new high when we were asked to present the initiative to numerous conferences and presentations.

This year has highlighted that we are hard workers; we are a community that knows how to adapt and how to care for our Members, staff, and community... [WE ARE VITA].

As we look to the next few months, we prepare ourselves to rebuild, and begin to move away from unprecedented uncertainty to an era of endless possibilities. We are inspired to work ever more closely with our partners, funders, supporters, and the community to ensure that each of our Members feels respected, is safe, and gets a sense of community nourished in a new way.

Together, we move away from a year of uncertainties and unprecedented experiences of reality to a year of recovery, renewal, and rebuilding.

Brian Naraine
President, Board of Governors

Adam Smith
Executive Director

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.



Our Mission

- Vita Community Living Services and Mens Sana Families for Mental Health (VITA) provide safety, respect and community through services for individuals with intellectual disabilities and/or mental health needs.

Our Vision

- Create a safe place for individuals to live and work.
- Develop an atmosphere of trust for all.
- Respect cultural heritage.
- Practice positive management for staff.
- Follow direction from Members regarding personal goals and dreams.
- Aspire to provide open access to all with mental health and/or intellectual disabilities regardless of their need.
- Encourage Members, families, and staff to provide insight, oversight and feedback.
- Promote the idea of voice for all, Members, family, and staff.
- Provide opportunity to access all the community has to offer.
- Educate the larger community about the value of those with disabilities.
- Challenge ourselves to stay current, stay fresh and stay committed.

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

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) provide 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 to keep pace with evolving best practices and to better serve a variety of specialized populations.

Community Participation Services

CPS offers educational and individualized 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.

Semi Independent Living (SIL)

Transition from frequent staffing need to a more independent solution with smaller staffing assistance requirement.

Treatment & Transitional Programs

Treatment programs provide services by professionals specially trained to support people with developmental disabilities frequently accompanied by mental health issues. These individuals need high support to assist them living in a community in a safe way considering their complex behavioural needs. We provide specialized treatment that might be long term or transitional for up to 3 years at which point the individuals transition to other supporting housing models in community.

Supported Living

Supported 24hrs living accommodations are calibrated to address individual Member needs, interests, and behaviours, which can change over time. 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, or are in a homeless situation. 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.

Respite

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



VITA CLS SERVICES

Services offered by Mens Sana

Supported Living Accommodations

We offer 24/7/365 support to promote healthy living, socializing and the development of strategies that individuals can use to better manage their mental health experiences.

Family Support

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

Mental Health Drop-In Center

Program activities are offered both to Members, 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 Mental Health services sector to ensure that individuals and their families receive appropriate support.



MENS SANA SERVICES

Advocacy

We champion the rights of those we serve, actively encouraging and equipping our Members to be their own best advocates in all aspects of their lives through initiative such as:



THE RIGHTS GROUP of VITA, Members that advocate, both internally and externally, for the rights of people with disabilities



ADVOCATES AGAINST ABUSE, an educational program that teaches Members how to teach other Members about different types of abuse and how to prevent it.



ADVOCATES FOR BETTER FUTURE, a group of adults with developmental disabilities that address various current issues through advocacy in hopes of a better future.



SPROUT TORONTO, a support group for LGBTQ adults who also have intellectual disabilities.



Where to find Vita/Men Sana's programs and services

31

full support homes

05

full-support apartments
in a residential building

28

supported independent living apartments

18

enhanced supported living apartments

07

community participation sites

Surveillance Cameras for VITA

We are proud of the work our team has done to uphold our mission of providing safety.

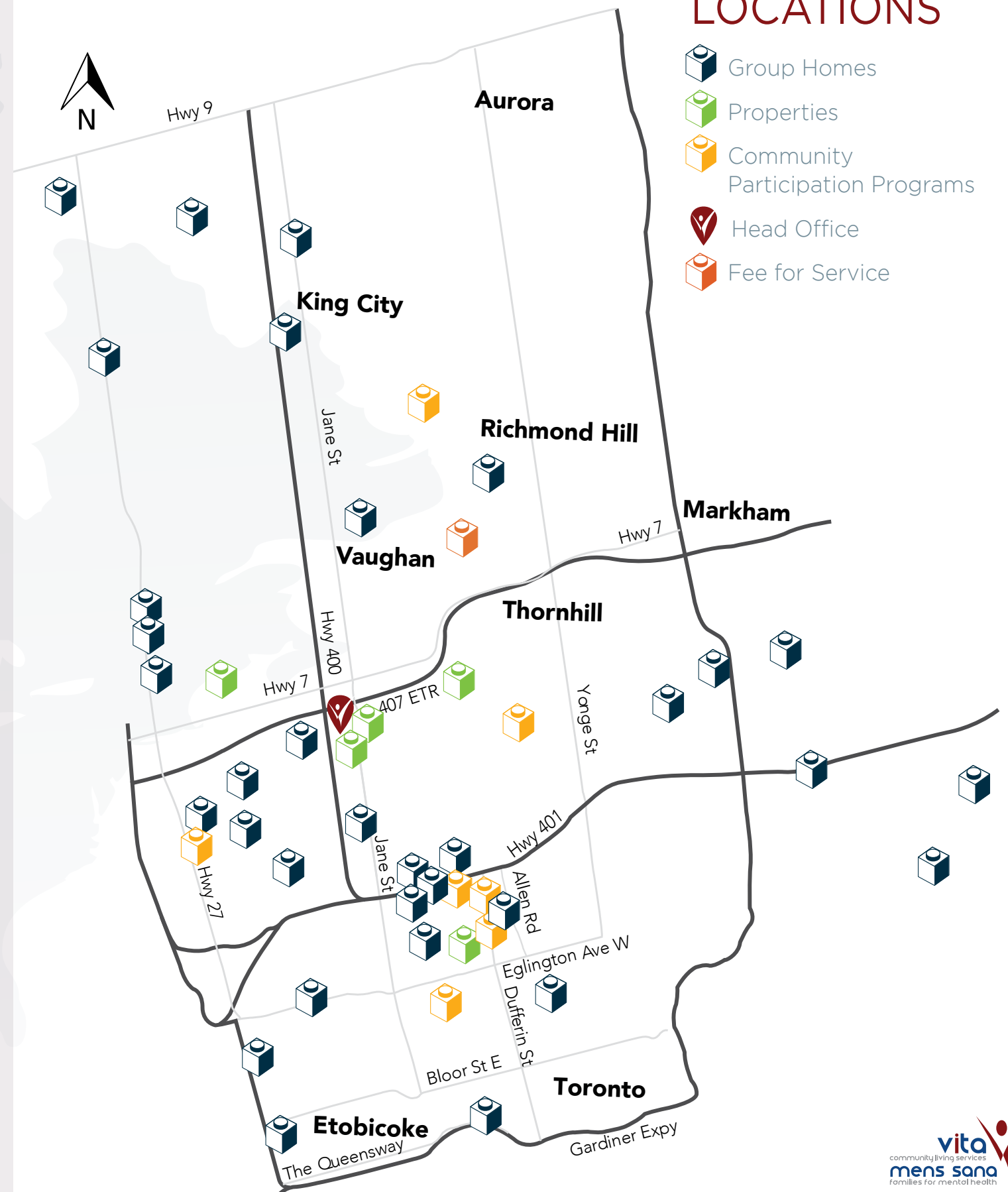
VITA is pleased to announce that this year we received funding from MCCSS dedicated to upgrading the properties; the funding was used to improve the security and safety of our programs.

These security systems include installation of interior and exterior cameras, this includes monitoring system and remote access by approved VITA management personnel. Our team worked hard to ensure that all surveillance policies complied with provincial and federal privacy regulation. This team also reviewed the guidelines for video monitoring by the Federal Privacy Commission of Canada.

Prior to activating the system, management met with the teams to review how the system works and outline the measures we have put in place to meet policy requirements.

LOCATIONS

-  Group Homes
-  Properties
-  Community Participation Programs
-  Head Office
-  Fee for Service



Rally for VITA Drive-In

Rally Together for VITA!

VITA's annual Rally for VITA was back on Saturday, July 10, 2021, as a Drive-in Event for an evening of fun at the Vaughan Mills Parking lot. The space was transformed into a drive-in movie experience and the retro movie 'GREASE' was our feature film. We ensured all safety precautions were implemented while celebrating being active in the community and enjoying our time with friends and family. All proceeds raised at the Rally went towards Mens Sana Programs. Thank you to everyone who participated and for your generosity.



December for a Member

This year we wanted to have a campaign dedicated to serving our Members. We know that for many people the holiday season can be a challenging time.

For our Vita Mens Sana Members without family or friends to visit, it can increase feelings of loneliness and isolation.

That is why we created "December for a Member." This new campaign ensured that every Vita Mens Sana Member received at least one gift during the holiday season. Our team worked with many businesses in the area, like Tim Hortons, to receive donations for our Members. We are proud to say that we were able to get 87 of our Members gifts this year. What a success!



Mens Sana Online Gala: Rooted in Hope

Friends of Mens Sana Families for Mental Health: Rooted in Hope

Once again, due to pandemic restrictions and an abundance of caution for the well-being and safety of everyone, our signature fundraising event for Mens Sana was held as an online awareness campaign in 2021.

Our theme was called 'Rooted in Hope' which symbolizes our continued commitment of firmly being rooted in our dedication and responsibility to building a better, more inclusive world for individuals with mental health challenges.

Despite the duration of the pandemic and its effects on mental health, Mens Sana continues to be innovative and creative in its approach to serving our Members and vulnerable sectors of our communities.

We continued to offer and host virtual drop-in programs and on-site activities in the spirit of collaboration with the goal of driving enrichment and impactful experiences to our Members.

Our personalized approach to secure funding was to create thoughtful and impactful messaging, encouraging support for our vulnerable populations who have thrived because of their generosity and commitment to their well-being. In addition, our online campaigning engaged audiences through targeted messaging on all our social channels focusing on raising awareness and a call to action to support Mens Sana services financially.

Proceeds are used to support Mens Sana Programs and Operations for the coming year. We are sincerely grateful to the people involved in organizing this event, our supporters, and donors for their commitment to making this experience not only successful, but an impactful moment in time for our community and those we serve.



Board of Directors

As of March 2021



 **Brian Naraine**
President



 **Frank DeCesare**
Vice President



 **Paul Bottos**
Secretary



 **Adam Smith**
Executive Director

Board of Governors

Leadership through strong governance



 **Larry Andrade**



 **Marcellina Galvan**



 **Robert Caruso**



 **Frank Petti**



 **Lou Cairo**



 **Jessica Diritto**

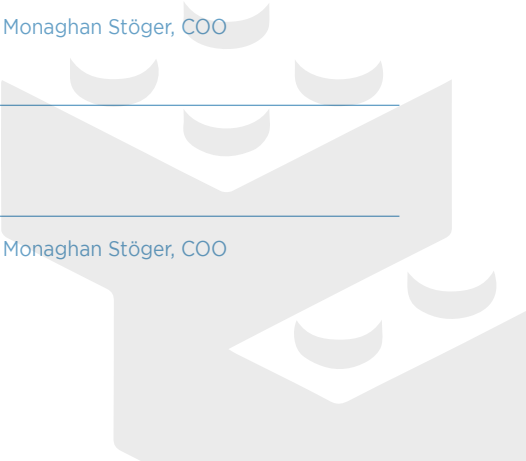


 **Rudy Iaccino**

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

To deliver on its mission.

| COMMITTEES | MEMBERS | Mandate |
|-----------------------------|---|---|
| Executive Board | Brian Naraine–Chair Frank DeCesare, Paul Bottos | 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 new and existing Board members; and review the organization’s risk management plans. |
| Vita/Villa Separation | Brian Naraine–Chair Paul Bottos, Larry Andrade, Adam Smith, Ken Cancellara | |
| Audit and Finance | Larry Andrade, Brian Naraine, Jessica Diritto, Adam Smith, Katie Chiragdin, Chris Pickard | 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.</small> |
| HR Committee | Marcellina Galvan–Chair, Brian Naraine, Rob Caruso, Adam Smith, Silvana Rosa, Dunja Monaghan Stöger | 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, CHRO Director, Dunja Monaghan Stöger, COO</small> |
| Ministry Advocacy | Brian Naraine–Chair, Adam Smith | |
| Fundraising | Frank Decesare–Chair Adam Smith | Organize and oversee fundraising events for Mens Sana and VITA CLS. |
| Advocacy | Frank DeCesare–Chair Adam Smith, Faisal Ikram | Ensure that branding and marketing strategies are in line with the strategic plan, vision, mission, and value statements of each organization. <small>*This committee is also supported by VITA operative employees: Silvana Rosa, CHRO Director, Dunja Monaghan Stöger, COO</small> |
| Board Recruitment | Brian Naraine–Chair Larry Andrade <small>*3 board member vacancies*</small> | Ensure that Board members represent the community with an appropriate balance in diversity and expertise of the Members by recruiting new members. |
| Accreditation | Brian Naraine–Chair Paul Bottos, Adam Smith, Emily Romita | <small>*This committee is also supported by VITA operative employees: Silvana Rosa, CHRO Director, Dunja Monaghan Stöger, COO</small> |
| Union Negotiating Advisory | Brian Naraine–Chair Larry Andrade, Paul Bottos | |
| Strategic Planning Steering | Brian Naraine–Chair Larry Andrade, Adam Smith, Silvana Rosa, Dunja Monaghan Stöger, Osbourne Group | <small>*This committee is also supported by VITA operative employees: Silvana Rosa, CHRO Director, Dunja Monaghan Stöger, COO</small> |








The Pandemic

Thinking back to June 2021, halfway through the year, we saw a containment of COVID-19 with fewer than 200 cases a day in Ontario. It felt like with the change in season came an avenue of normalcy. Shortly after, the Delta variant started to grow exponentially and continued throughout the next couple of months. The year ended with a new variant, Omicron, peaking at 15,000 cases a day in Ontario. Even now, a new surge is beginning, the SARS-CoV-2 virus is still with us and finding new ways to infect.

But with the rise in variants came the rise of vaccines, and the adaptability of our organization. Vaccines became a beacon of light around the world and in our communities. VITA was quick to act with help from our community partnerships. We were able to participate in numerous clinics for our staff and Members to get vaccinated.

These continue to be particularly challenging times. We continue to look at the overarching issues concerning VITA during this crisis, and collaborate with sector partners, government bodies and Public Health. We are committed to following public health policies and directives as put forward by our provincial and federal governments.

VITA's key priorities continue to remain:

-  Safety, comfort and quality of care for our Members
-  Improving staff support and morale
-  Addressing potential impacts on families and caregivers
-  Providing up-to-date resources to our internal and external stakeholders; and
-  Creating and sustaining clear channels of communication with all stakeholders

Our top priority continues to be the health and safety of our Members, visitors, families, and loved ones. We have a robust action plan in place, and we have implemented specific precautions to minimize the spread of the virus.

Since January 2021, we have sent over 100 strategic communications to our community, Members, families and staff. These communications contained information regarding updated health and safety, testing, vaccines and reported outbreaks. An overarching support was our Infection Prevention and Control Committee (IPAC), which was a strong advocate for our organization. Testing and vaccine information included resources to assist in the understanding of the vaccine, frequently asked questions and areas in the Greater Toronto Area (GTA) that hosted vaccine clinics/pop ups. Family and staff updates highlighted outbreaks; this transparency allowed for a safe space within VITA and our teams were quick to support and implement IPAC protocols as needed.

As an agency, we have adapted to the changing environment of COVID-19 very quickly, and the services that we provide to our Members and communities continue to be relevant and accessible without interruption. Despite the shift to an online world, we have been able to create programming to assist our Members in their day-to-day lives while creating a sense of community. In August 2020 we launched Virtual by Vita, which provides daily activities for our Members on Zoom. In March 2022, two years since the declared pandemic, we launched Virtual Fieldtrips, taking it a step further by bringing popular Toronto trips to the online world.

By being innovative and adapting, we have been able to enhance the VITA experience. Having a hybrid approach to our programming ensures that the comfort level and time of our Members and staff are considered – creating an environment that can easily be added to their routine. COVID-19 is something that will need to be top of mind in all our programs, but we are so proud of our community for sticking together and continuing to lead by example.

Making Clinical – Virtual Services Vital and Accessible Through COVID -19

Continuing clinical services:

The clinical department was developed in 2008 with a larger focus of the clinic offering in-person Applied Behavioural Analysis and other therapeutic services to individuals with intellectual and developmental disabilities (IDD).

The organization had to act immediately with the rise of COVID-19 to ensure services were still being provided and the needs of the Members were being met.

Access to technology became a necessity during the pandemic as it not only became the main way to access information and services, but also one of the only remaining channels for clinical, educational, and leisure activities as well as social interactions for our Members and staff.

We knew that there were large inequalities in terms of access to technology and the internet, especially within the IDD population, or even when it comes to the skills required to navigate computerized spaces. So, our team worked hard to ensure that our community had appropriate access and training to access offered services.

Virtual modality closely mimics traditional in-person models but allows Members to access their behavioural therapist or psychotherapists from virtually anywhere with an internet connection. This is something we were able to implement in 2021; our plan for the coming year is to continue collecting data on the services provided and adjust to the needs of the Members with a focus on social and psychological impacts.

Some major themes our clinical team focused on throughout the year:

- 📦 Virtual activities and classes created (increase in activity level = mood improvement)
- 📦 Reinforcing the good mood and focusing on anti-burnout for staff
- 📦 Importance of bridging technological gaps for people with IDD and increase accessibility training for staff and Members
- 📦 Collaboration with other departments to develop and build new initiatives to improve the needs of the Members through individualized service models

2021 – 2022 Day Program Stats

Virtual by Vita - Community Activities

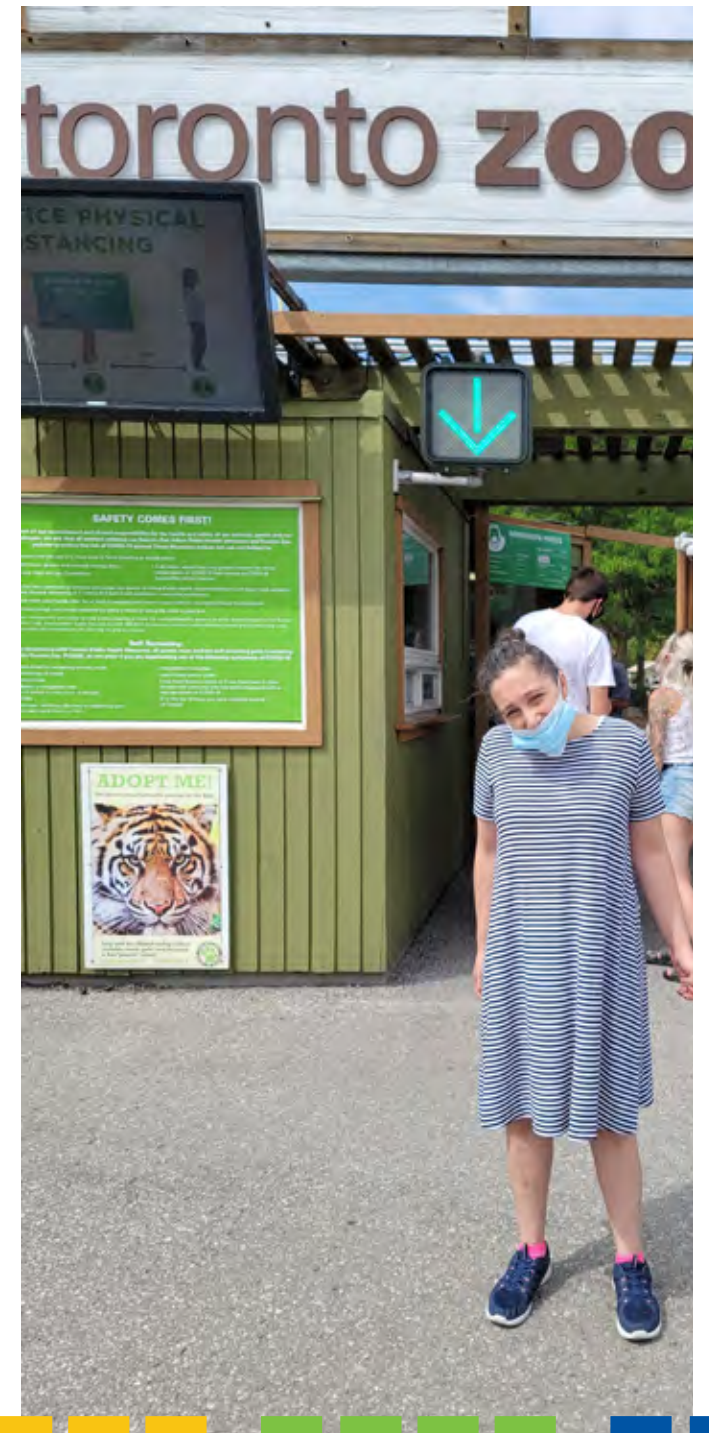
| | |
|------|------------------------------------|
| 988 | Total Sessions |
| 9491 | Total Interactions per month |
| 71 | Total Number of Members Registered |

Temporary In Person Transitional Activities (TTA)

| | |
|----|--------------------|
| 2 | Total Locations |
| 33 | Total Participants |

Virtual by Vita – No Bus, No Fuss!

| | |
|----|--------------------------------------|
| 45 | First Pilot – March 2022 Toronto Zoo |
|----|--------------------------------------|



Giving Back and Employee Engagement

During these difficult times, recognizing and thanking the efforts of our frontline staff has been a constant, achieved through:

- 📦 Eblasts in our internal newsletter
- 📦 Social media posts
- 📦 Compiling “thank you” gift bags, which included VITA branded water bottles and hats
- 📦 Organizing several draws in which staff could win donated gift cards in value of \$100 or \$150 for various popular retailers. These were done live and online and allowed for our staff to tune in and cheer everyone on



Human Resources, Employee Engagement

Performance Management/KPIs/Leadership Training

Over the past year, our Human Resource Department has focused our energies and motivation on retaining staff by implementing programs and initiatives to enhance the employee experience. Part of this strategy is to focus on building and a Performance driven culture for the long-term.

We are currently building a Performance Evaluation Process focusing on measurable goals which were created from our Key Performance Indicator initiative that involved our staff and Members from across the company. Our ultimate objective is to provide meaningful, ongoing feedback to our employees, to continue to encourage teamwork, collaboration, growth and provide continuous support to our staff.

In addition, to complement our strategy, we have created and implemented a Leadership Program focused on Coaching to equip our leaders with the knowledge, tools, and methods to positively influence our staff toward growth, accountability, connection and celebrating wins.

The purpose behind these strategies is to engage and motivate our dedicated staff who are working hard every day to provide a high quality of care for our Members.



Career Fairs

VITA has actively participated in several career fairs over the past year, focusing on attracting talent from local Colleges who are recent graduates and potential candidates from the Developmental Service Worker and Social Service Worker programs. Our goal is to brand VITA as an employer of choice in our sector by focusing on our rich history, depth of programming, community outreach and growth opportunities within our Agency. As a result, we have strengthened our candidate pipeline and made critical connections with our graduates and candidates.

Communications

This year our communication department opted to reVITALize our communication efforts by interviewing, holding focus groups and surveys to determine the needs of our organization, this is what we produced:

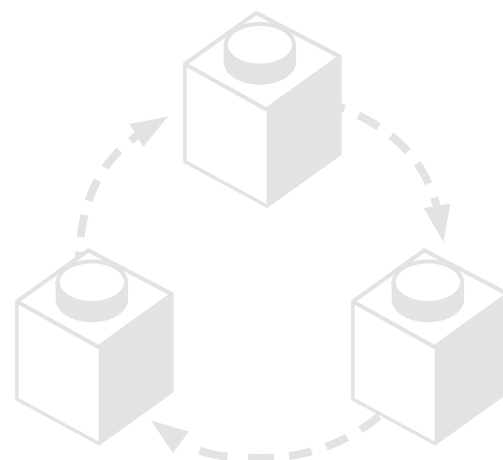
Staff Portal

A staff portal is one of the ways we like to keep our employees engaged and in the know, which is why this year we decided to revamp it! After multiple interviews, surveys and focus groups a new portal is in the works to increase the user experience... stay tuned!

Internal Communications

Ever since the onset of the pandemic, VITA's focus has been to be consistent in sharing information with our staff. To build a community that provides safety and practices respect for all, it is imperative that we are as transparent as possible.









Since March 2021 we have sent out over 100 email campaigns containing information for our staff about outbreaks, resolved cases, vaccine information and health and safety policies. Communication blasts during the pandemic were incredibly important, and we are proud of the knowledge we were able to share with our community.



V-News

The first V-News newsletter was sent in November 2021 with the goal of engaging our staff by updating them on important policies while adding in content that would speak to the culture at VITA. We wanted to create something that was consistent and that would summarize the week... and that is exactly what we did!

To date, we have published 24 weekly editions of V-News with glowing reviews from the VITA community. It is no secret that we are busy here at VITA so creating something that people can skim on-the-go to get valuable information was our number one focus. We did not stop there, and added more engaging content like:

-  Vita-Vibes: highlighting our Members and staff, both new and old. Vita-vibes allows us to share the stories of VITA to our community and put a face to those we work with!
-  Vita-mins: sharing recipes with our community
-  Mindfulness Monday: giving weekly exercises to focus on what is important
-  Health and Safety features
-  "Vita this week" which highlights our upcoming events
-  COVID-19 Tracker: a quick way to know the status of our programs.
-  Word from our Leaders
-  Highlighting the Journal for Direct Support Professionals

And of course, highlighting our ongoing community efforts like fundraising, new VITA programming like Virtual by Vita and more!



External Communications

Social Media Stats

1,700 connections of **LinkedIn**



773,564

Facebook page reach
974.7%



Top Performer



Facebook post reach
1,428



240,389

Instagram reach
11.9%



Top Performer



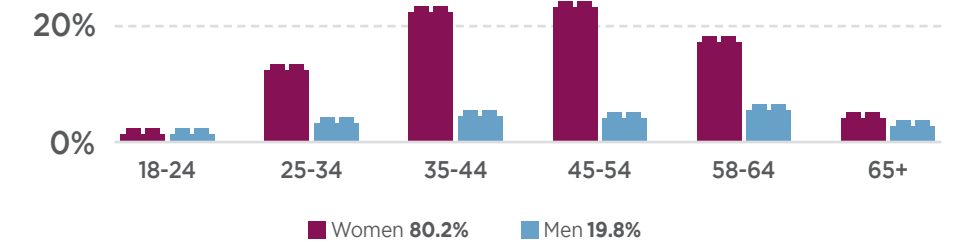
Instagram post reach **296**
Profile visits **2,565** **146.9%** ↑

Audience - Age & Gender

Facebook likes



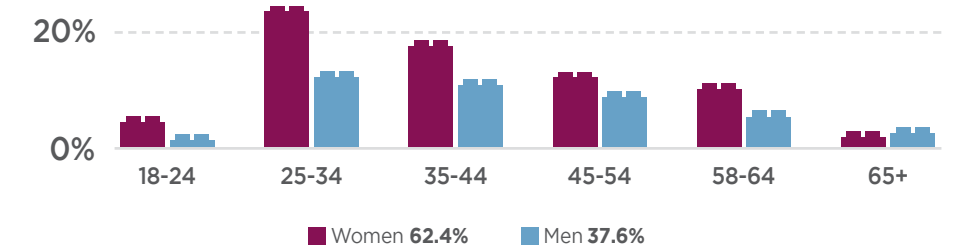
436



Instagram followers



481



Website Stats

1:40

Average Session Duration in Minutes

13,093

Number of Users

1.22

Number of Sessions per User

30,991

Number of Page Views

15,960

Number of Sessions

1.94

Number Pages per Session

Human Resources Report

April 01, 2021 – March 31, 2022

Renewal of the collective agreement for the annual report.

SEIU union and VITA management successfully re-negotiated the renewal of the collective agreement on October 14, 2021, for all unionized staff. The current Collective Agreement is in force from January 1, 2020, to December 31, 2022.

Number of COVID policies in place:

- 📦 1.36 COVID-19 Protection Program
- 📦 1.37 Vaccination
- 📦 1.38 COVID-19 Safety Plan
- 📦 1.39 Rapid Antigen Detection Testing (RADT)

Stats of Mandatory Training – How many employees were expected to complete mandatory training and how many completed trainings:

- 📦 Total employees completed mandatory training - **267**
- 📦 Mandatory Trainings required to be completed - **7**

Leadership Training – Eagles Flight: (Performance Management)

- 📦 Change Management
- 📦 Coaching for Results
- 📦 Performance Management Training
- 📦 Training & Performance

Promotions

| | |
|----|------------------|
| 15 | Total promotions |
| 10 | Non-Union |
| 5 | Union |
| 4 | Senior leaders |

Statistics - WSIB Claims and Accidents

| | |
|----|----------------------------|
| 31 | Total accidents |
| 11 | Non-work-related accidents |
| 20 | WSIB claims |

Recruitment (New hires)

| | |
|----|-----------------|
| 16 | Non-Union |
| 21 | Union |
| 37 | Total new hires |

Job Fairs Conducted

| | |
|---|------------------|
| 2 | Seneca job fairs |
|---|------------------|

New Committees Formed

| | |
|----|---|
| 15 | Sub-IPAC committee |
| 10 | Service Awards Committee (honoring retirees and long-service employees) |

Operations

CLINICAL & EDUCATIONAL SERVICES

Members benefiting from clinical services
Target = 125 Actual = 264

Publications
Target = 2 Actual = 3

Educational Training Sessions for Staff and Members
Target = 8 Actual = 16

Issues of the International Journal for DSPs
Target = 12 Actual = 12

Webinars
Target = 8 Actual = 15

Conference Presentations
Target = 4 Actual = 6

> 01 <

Recognition

From Humber for sitting on their DSW advisory Committee

MEMBER SERVICES

Members using community participation
Target = 206 Actual = 0

(TO funded + CE funded)
*Day programs closed this year due to COVID-19

Members using residential services
Target = 222 Actual = 220

(TO/CE 8847 + 8886 + 9112 + Mens Sana)
*Actuals below target due to intakes on hold because of COVID-19

Members using fee-for-service programs
Target = 40 Actual = 2

(Day + Res) *Below target as day services were closed due to COVID-19

Safe beds programs
Target = 8 Actual = 2

(TO + CE) *Below target due to 2 blocked beds.

Members' families using respite program:
Target = 89 Actual = 0

(TO/CE combined) *Residential and day respite closed due to COVID-19

> 02 <

Virtual Day Service: Attendance Stats: from August 2020 – March 22, 2021:
3137 participants enrolled and took part in virtual services to date-440 virtual sessions offered – four time slots per day

Member Spotlight



Kosea is incredibly resilient and always moving forward. He is consistently looking for the next project to challenge himself, looking forward to what he can accomplish next! We are incredibly proud of his achievements and dedicated spirit.”

– Mark Byrne, Program Supervisor

Kosea Sikaye joined VITA in 2021 and has since moved into the Dual Possibilities program this past July. Since joining the DD program we have seen Kosea shine! Over the past six months Kosea has gotten a job at Tim Horton's, obtained his driver's license and returned to school to complete his high school diploma. Kosea continues to work hard to maintain his apartment. When he is not participating in VITA activities or at work, he continues to be a part of the community, and even joined a nearby church that he attends weekly!

We are immensely proud of Kosea's achievements. He is an excellent mentor to our VITA Members and continues to uphold our values. Kosea has worked hard these past six months, we cannot wait to see what else he will accomplish here at VITA!

2021 & 2022 Service Awards

For over 30 years, VITA has embraced those who seek a better quality of life. We have also serviced our community as leaders in our sector, providing safety, practicing respect and promoting community.

This past December we celebrated two years' worth of staff appreciation, with over 90 employees who consistently live up to our values and principles! We acknowledge and appreciate that the foundation of our success is built upon our staff's commitment to VITA.

It is no secret that these past few years have been difficult and pushed us to our limits. We applaud the determination and effort our staff have all demonstrated during their time at VITA. Your dedication and commitment to providing safety, practicing respect, and promoting community, particularly during the past year is what makes us who we are today. VITA is grateful for having all of you

We would like to give a little shout out to our employees who have been with us for over 30 years! You have been with us through it all and we thank you!



Rose Castronovo



Mark Hamilton



Janet Grant-Helwig



Frank Laoumzis



Dunja Monaghan Stöger

Retiree, Bruna Di Giuseppe-Bertoni

Bruna was hired by VITA Community Living Services and supported Mens Sana Families for mental health for over 15 years until her retirement in 2021.

Bruna has spent a lifetime supporting her community and is an advocate and champion in the mental health sector.



In 1974 she began her lengthy career with the M.S. Society as a volunteer and later was hired as the Director of Services. At the same time, she worked for the speaker of the house in parliament for five years. After 11 years and three children, she graduated from a social science program. By her retirement Bruna's family extended to six grandchildren and three great-grandchildren. Bruna has several post-graduation studies taken at the U of T, specifically in mental health.

While working, Bruna won literary awards for her poetry in Italian and has published books in both Italian and English.

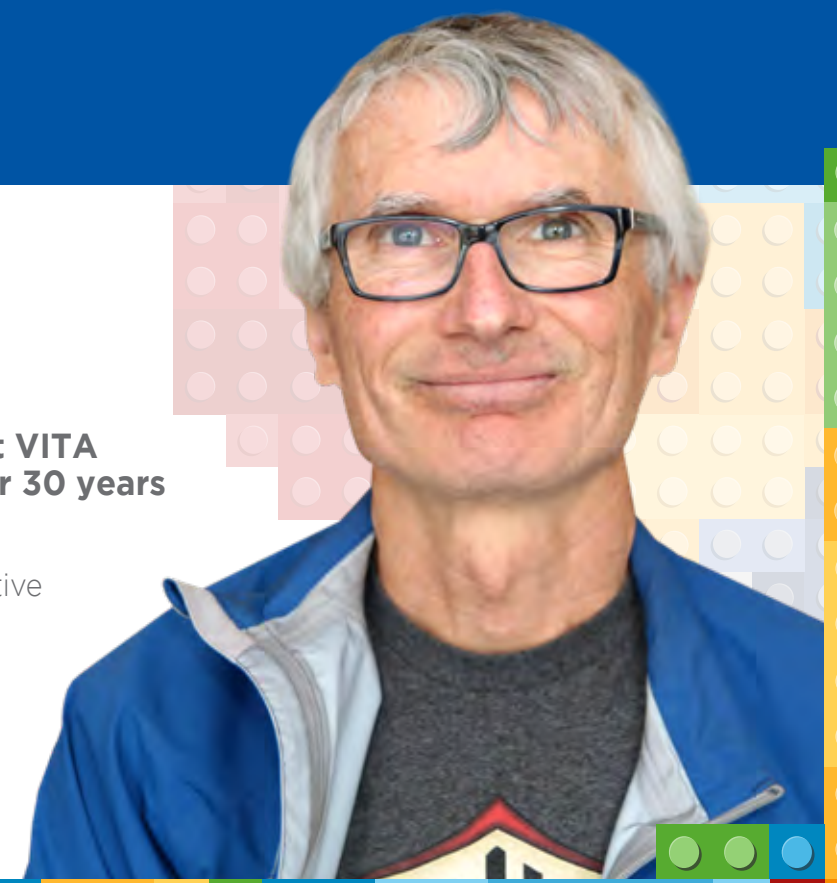
Her commitments to supporting the community are too many to mention. She will always be grateful for the many people she has served, for her friends and those who made her smile and took time to say 'hello.'

A very sincere thank you for your meaningful work and time at VITA, we are all better because of your contributions. **Thank you, Bruna.**

Retiree, Mark Hamilton

Mark was Day Program Staff at VITA Community Living Services for 30 years before he retired in 2021.

Over the years, Mark has had a positive impact on the lives of so many of our Members.



Mark always felt very privileged to do what he did for our Vita Members. He especially enjoyed helping Members go out in the world and experience new things they'd never done before. He was known for taking Members on the TTC for outings. They would go to restaurants, drink coffee in Kensington Market, go to exhibits at the AGO, and explore some of Toronto's fascinating neighbourhoods.

Mark also loves the great outdoors and enjoyed sharing that with our Members. Over the years he has taken small groups of Members to his cottage where they would go canoeing, kayaking and hiking. It encouraged them to push their limits of what they thought they could do. Their family members not only appreciated the small break, but also were so grateful for all these wonderful new opportunities.

We sincerely thank you Mark for your dedication to enhancing the quality of life for our Members. Your sense of adventure and willingness to try something new has expanded the horizons for so many of our Members over the years. **Thank you, Mark.**

In Memory of Dave Hingsburger



“It is not length of life, but depth of life.” *Ralph Waldo Emerson*

On Sunday July 18, 2021, our community lost a pillar. Dave Hingsburger passed away peacefully from natural causes. Dave dedicated his life to people with disabilities and to other minority and vulnerable populations. He was widely known for his leadership, advocacy, and teaching passion within the developmental services sector across Canada, the United States, and the United Kingdom. He was a world renown speaker for disability rights, with a significant impact on new policy development for the intellectual and developmental disability sector.

Even after his retirement, Dave had been an integral part of the VITA family.

Together at VITA, we mourn the loss of Dave, and we would like to celebrate the work of our beloved colleague, Dave Hingsburger by sharing some of the following accomplishments. His professional accomplishments and personal impact have left a profound mark on the disability community. Dave brought a deep sense of empathy and kindness to the work he did.

Dave began his career at VITA in 2006. Working on a two-year project, his goal was to create policies and procedures that would target the abuse of people with disabilities who received services from organizations like VITA. Dave and VITA's first executive director, the late Manuela Dalla Nora, worked diligently, with the goal of providing a safe home-based service to the disability community.

At the beginning of his tenure at VITA, Dave noted that clinical services needed to be better integrated into the services being provided, and as a result, the clinical services department was developed at VITA. It would be tough to list the accomplishments of the clinical department as it grew and developed, but, in time, VITA would be known for its diverse set of skills and a profound knowledge of service provision.

The International Journal for Direct Support Professionals was developed almost by accident when Dave and the present Director of Clinical Services, Channele Salonia, wrote an article about supporting people with disabilities through the holiday season. The internationally renowned journal serves as the basis of our webinars, which are done in collaboration with the National Alliance for Direct Support Professionals and Hands: the Family Help Network; these, too, reach a worldwide audience, and celebrated eleven years of monthly publication in 2020.

The list of Dave's accomplishments is endless; he was the winner of several sector awards, and the author of countless books, articles, and blogs. While at VITA, Dave received a spot on the Canadian Disability Hall of Fame (for his work on abuse prevention) and the Inspire award, which is the lifetime achievement award given out by the gay community of Toronto (for his work on sexuality and disability), as well as the lifetime achievement award from the National Association for Dual Diagnosis (given out for groundbreaking work in service provision).

We at VITA are honoured to have had an accomplished sector leader as part of our team, and so, as a gesture of appreciation for his contribution, the clinic he helped to develop was renamed as “The Dave Hingsburger from Trauma to Trust Center for Education and Healing”. Together, we mourn the loss of an advocate, teacher, friend, and colleague.

Financial Statements

Statement of Financial Position

Year ended March 31, 2022, with comparative information for 2021

| ASSETS | 2022 | 2021 |
|--|---------------|---------------|
| Current assets: | | |
| Cash (note 2) | \$ 7,781,796 | \$ 7,679,967 |
| Accounts receivable (note 3) | 138,325 | 232,744 |
| Due from Mens Sana Families for Mental Health (note 8) | - | 1,386 |
| Sales taxes recoverable | 732,499 | 699,483 |
| Prepaid expenses | 65,997 | 99,489 |
| | 8,718,617 | 8,713,069 |
| Capital assets (note 4) | 4,023,820 | 4,258,227 |
| | \$ 12,742,437 | \$ 12,971,296 |
| LIABILITIES AND NET ASSETS | | |
| Current liabilities: | | |
| Accounts payable and accrued liabilities (note 5) | \$ 5,136,916 | \$ 5,828,874 |
| Due to Mens Sana Families for Mental Health (note 8) | 8,671 | - |
| | 5,145,587 | 5,828,874 |
| Advances from Villa Charities Inc. (note 6) | 548,071 | 548,071 |
| Deferred government grants related to capital assets | 1,725,447 | 1,947,020 |
| | 2,273,518 | 2,495,091 |
| Net assets: | | |
| Net assets invested in capital assets (note 7(a)) | 2,298,373 | 2,311,207 |
| Unrestricted net assets | 3,024,959 | 2,336,124 |
| | 5,323,332 | 4,647,331 |
| Economic dependence (note 11) | | |
| Contingencies (note 12) | | |
| | \$ 12,742,437 | \$ 12,971,296 |

Statement of Earnings

Year ended March 31, 2022, with comparative information for 2021

| Revenue | 2021 | 2020 |
|--|---------------|---------------|
| Ministry of Community and Social Services ("MCSS") | \$ 30,640,935 | \$ 30,494,254 |
| Fees for service and other client fees | 2,545,191 | 2,736,142 |
| Other (note 13) | 1,562,497 | 2,012,213 |
| | 35,242,609 | 32,658,483 |

| Expenses | | |
|-----------------------------------|------------|------------|
| Salaries and benefits | 26,579,095 | 26,359,691 |
| Purchased services (note 8) | 2,098,542 | 2,882,598 |
| Maintenance | 1,578,217 | 1,427,852 |
| Office and general | 825,527 | 1,349,833 |
| Rent | 1,200,410 | 1,136,311 |
| Food | 638,268 | 630,967 |
| Vehicle operation and maintenance | 331,678 | 293,705 |
| Insurance | 211,572 | 184,382 |
| Supplies | 120,069 | 160,272 |
| Program expenses | 202,933 | 128,203 |
| Residents personal needs | 201,969 | 66,206 |
| Transportation and travel | 41,958 | 43,007 |
| Professional fees | 20,520 | 31,325 |
| Bank and interest charges | 9,030 | 9,373 |
| Bad debts | - | (38,887) |
| | 34,059,788 | 34,664,838 |

| | | |
|---|------------|------------|
| Excess of revenue over expenses before the undernoted item | 688,835 | 577,772 |
| Amortization of capital assets (net of deferred capital grants related to capital assets) | 12,834 | 13,061 |
| Excess of revenue over expenses | \$ 676,001 | \$ 564,711 |

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

 Director
  Director

Thank you to Our Donors

Mens Sana Donation/Annual

1555091 Ontario Ltd.
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City Park Homes Management Inc.
Phyllis & Sam Cuzzolino
Dolvin Mechanical Contractors LTD
IC Savings Italian Canadian Savings & Credit Union
LiUNA Local 183
Mariani Metal Fabricators Limited
Promotion Fund Account Market Lane Property Management Ltd.
Phase II Contruccion Ltd - Di Amante Diana Fianza
Premform Construction Ltd.
Trim Association of Ontario
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Local 183 Members Benefits Funds - Building Fund
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Mr. Fred Ouimet
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Denny Terrigno
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IC Savings Italian Canadian Savings & Credit Union

Rally for Vita - Mens Sana

Carla Ridolfo
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Phyllis & Sam Cuzzolino
Dolvin Mechanical Contractors LTD
IC Savings Italian Canadian Savings & Credit Union
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Premform Construction Ltd.
Trim Association of Ontario
UniversalCare
Scott McMaster
Cash Donation
RBC PayEdge (unkwown online donation)
Market Lane Property Mgmt Ltd

Vita Donation/Annual

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INNOVATION

RESILIENCY

POSSIBILITY

CREATIVITY

DRIVE



ANNUAL REPORT 2021/2022

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