Toronto abi Network

Community Support Services

- Community Head Injury Resource Services - *Shobha Orlando*
- Cota - *Kate Moore*
- Mackenzie Health & March of Dimes Canada - York Simcoe Brain Injury Services - *Ko Khaira & Julie Samson*
- March of Dimes Canada - *Joanne Dick*
- Mind Forward (previously PHD ABIS) – *Lisa Philips – Borges*
- PACE Independent Living - *Nikki Vinci*

Julie Osbelt, Referral Coordinator – Toronto ABI Network
Linda Ngan, Project Manager – Toronto ABI Network

Referral Process - Community Support Services

- ABI Network Referrals include the following agencies:
  - Cota
  - Community Head Injury Resource Services (CHIRS)
  - PACE Independent Living
  - The ABI Community Profile referral form can be found on our website http://www.abinetwork.ca/uploads/File/ABI_Community_Profile_Master.pdf
- Apply directly to Mackenzie Health & March of Dimes Canada- York Simcoe Brain Injury Services by calling: 905-773-3038 x 6200. The Request for Service can be sent by fax: 905-773-5176
- Apply directly to Mind Forward, the application is available on their website: http://phdabis.org/files/PHDABISApplication.pdf

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Referral Process - Community Support Services

- ABI Network Referrals require an ABI diagnosis, medical and rehab documentation.
- Tips:
  - Provide the primary reason/clients goals for your referral
  - Consider where your client lives and if they can access the services requested
  - Referrals for Community Support Services do not require a physicians signature and billing number
- Seeking advice about an appropriate referral?
  - 1) Contact Referral Coordinator to discuss 416-340-4800 x8660
  - 2) Review the following ABI Program Description online overview- http://www.abinetwork.ca/uploads/File/Program_Descriptions_Master.pdf

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Community Head Injury Resource Services (CHIRS)

ASHBY COMMUNITY SUPPORT SERVICES

Shobha Orlando

Intake Coordinator

OVERVIEW OF CHIRS COMMUNITY SUPPORT SERVICES

- Community Support Services – outreach
- Recreational groups/work alternative group, e.g.CardSharks+
- Neurobehavioural Intervention
- Clinical services – neuropsychology, social work, occupational therapy, behaviour therapy
- Specialized clinical groups

Community Head Injury Resource Services of Toronto (CHIRS)

DESCRIPTION OF CHIRS COMMUNITY SUPPORT SERVICES

- Our experienced staff work with clients and their families to build positive every day routines and tailor support to maximize the client's opportunities for success.

- Care and Service plans are developed with the client and their families based on an assessment conducted at the time of admission. Ongoing assessments are also conducted regularly to evaluate the plan for services.

- Staff support clients on a one-to-one or a group basis.

- Support is provided to clients who live independently or with family.

(continued)

DESCRIPTION OF CHIRS COMMUNITY SUPPORT SERVICES *(Continued)*

- Program staff include a senior manager, service coordinators, community facilitators, behaviour therapists, social workers and an occupational therapist.

- Community Facilitators work collaboratively with in-house clinical specialists and consultants to support the individual as they pursue personal goals related to living independently, staying productive, building social networks, and participating in their community.

- Some teams within the department have specific areas of expertise, e.g. mental health and substance use, and work with clients that may require specialized support.

CHIRS COMMUNITY SUPPORT SERVICES SPECIALIZED RESOURCES

Aging at Home Team:
Focuses on those **living with aging caregivers**. Increased focus on respite for families.

Neurobehavioural Intervention Program:
For those with **ABI and Substance Use and/or Mental Health issues.**

Intervention aims to provide:

- client education
- peer support
- prevention and harm reduction
- problem solving and coping strategies.

Alcoholics Anonymous open meeting held at CHIRS Head Office on Thursday evenings from 7:00pm to 8:00pm.

ADMISSION CRITERIA

- Have a moderate to severe acquired brain injury
- Be between the ages of 18 and 60 years old when services commence
- Live within CHIRS geographic catchment area (Toronto or York Region)

FEE STRUCTURE

- Subsidized and Fee for Service
- Fee for Service clients who live outside of catchment area can access this service

WAIT TIMES

- Vary depending on availability

Community Head Injury Resource Services of Toronto (CHIRS)

CARDSHARKS PROGRAM

Community Head Injury Resource Services of Toronto (CHIRS)

SPECIALIZED CLINICAL GROUPS

Group	Description
Assertiveness Training	• Designed for participants to deal more effectively with difficult interpersonal situations. • Participants learn how to improve their communication skills and express their thoughts and feelings more clearly, calmly and effectively.

Being Social	• Intended to address barriers to having friends or relationships after ABI.
	  • Part 1 focuses on basic social skills for making and maintaining friendships.
	  • Part 2 focuses on dating and relationships.

cTech	• Designed for clients to learn how to use smart phones for cognitive compensation and social participation
Invisibility Group	• Psychoeducational group that provides information on cognitive and behavioural changes after brain injury. Topics include: changes in attention, memory and problem-solving, how the emotional system in the brain functions and coping strategies including cognitive compensation, mindfulness and behavioural strategies for mood management.
Living well with a Brain Injury	• Supports learning about how brain injury affects their lives and how to cope effectively with the changes.
Mindfulness	• Designed for clients to help improve their overall health and wellness through principles of mindful meditation. Activities vary week-to-week and may include journaling, art, quiet contemplation and short walks.
Positive Psychology	• Two groups focusing on Positive Psychology (Your Best Self Workshop and Finding Happiness). • Uses Positive Psychology principles to assist individuals in identifying harmful thought processes and replace them with compassionate and supportive ones.

HOW TO REFER

- Subsidized clients without third party funding should refer via the Toronto ABI Network

(A completed ABI Community profile and relevant brain injury medical and consult reports must be included and submitted to the Toronto ABI Network by fax)

http://www.abinetwork.ca/uploads/File/ABI_Community_Profile_Master.pdf

- Fee-for-service clients with private or third party funding can refer directly to CHIRS

To request further information about our community support services, please contact :

CHIRS intake department at 416-240-8000 or by email at intake@chirs.com

Community Head Injury Resource Services of Toronto (CHIRS)

Toronto abi Network

Toronto abi Network

Kate Moore

Manager, Community Health Services

About Cota

Cota is an accredited community-based organization that has been supporting adults with mental health and cognitive challenges to live well within their communities for over 40 years.

We provide person-centred supports that assist individuals to find inspiration and hope in their inherent strengths and support them to pursue meaningful change in their lives, as they define it.

Toronto abi Network

Cota
Inspiring Change

ABI Case Management

Cota's ABI Case Management program provides support services to clients with acquired brain injuries in the city of Toronto (inclusive of Etobicoke, Scarborough, North York and downtown Toronto) and in South York Region.

Services offered:

- Assessment
- Collaborative development of personalized safety plan
- Collaborative development and implementation of an individualized goal/recovery plan
- Assistance to achieve. Maintain optimum health and wellness

Toronto abi Network

Cota
Inspiring Change

Cota ABI Case Management

Direct support in the areas of:

- Education about the nature of ABI
- Support and education to the caregiver
- Development of self-management strategies
- Encouragement, emotional support and motivation
- Development of personal support networks
- Development/maintenance of abilities relating to activities of daily living
- Referring to and accessing other desired/needed community and primary health care services

Cota ABI Case Management

Services available to:

Adults 16 to 64 years of age who have an acquired brain injury resulting from trauma or stroke.

To make a referral:

Any caregiver, professional or prospective client can make a referral to Cota ABI Case Management Services through the Toronto ABI Network. Please complete the Community profile located on the website at www.abinetwork.ca and submit to the Toronto ABI network.

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Cota
Inspiring Change

Toronto abi Network

Mackenzie Health & March of Dimes Canada - York Simcoe Brain Injury Services

Mackenzie Health

MARCH OF DIMES CANADA

Ko Khaira & Julie Samson

York-Simcoe Brain Injury Services

- A partnership between Mackenzie Health, Centre for Behaviour Health Sciences, and March of Dimes Canada
- We provide community based clinical services to individuals 16 years and older with a diagnosed acquired brain injury and those who support them
- Service area includes York Region, Simcoe County and Muskoka (Central and North Simcoe Muskoka LHINs)

Toronto abi Network

Mackenzie Health

MARCH OF DIMES CANADA

York-Simcoe Brain Injury Services

What We Offer

Through Mackenzie Health

Behaviour Consultants:

- Community based ABI functional assessment to support coping and adjusting to emotional and behavioural changes; utilize cognitive behavioural therapy and applied behaviour analysis
- Promote new strategies and skills to compensate for the deficits as a result of a brain injury
- Access to specialists to assist in assessment and treatment of ABI, such as neuropsychiatry, counselling and neuropsychological assessment as needed
- Education for clients, families and community about ABI
- Facilitate the Problem Solving Group

York-Simcoe Brain Injury Services

What We Offer

Through March of Dimes Canada

Rehabilitation Service Coordinators:

- Provide Case Coordination within the program as well as with other service providers
- Provide various resources and support with referrals as needed

Rehabilitation Workers:

- Provide goal focused individualized support in the community and home
- Help to integrate strategies recommended by the team and other professionals involved
- Promote independent living and re-learning essential skills for community integration and socialization

Toronto abi Network

Mackenzie Health

MARCH OF DIMES CANADA

York-Simcoe Brain Injury Services

How to make Referrals

- Referrals can be made by individuals with ABI, family members, health professionals, or community organizations with client consent
- Referral can be made by calling: 905-773-3038 x 6200
- The Request for Service can be sent by fax: 905-773-5176

The current average wait time for services is approximately 6 to 12 months based on intake assessment.

Toronto abi Network

Joanne Dick

Independent Living Resource Worker

March of Dimes Canada Acquired Brain Injury Outreach Services

- Services are provided to individuals residing within Central LHIN boundaries (North of Steeles Avenue up Alliston/Tottenham) upon determination of eligibility following internal referral from York-Simcoe Brain Injury Services

Eligibility:

- We provide community based services to individuals 16 years and older with a diagnosed acquired brain injury, not in receipt of insurance money and are able to participate in goal based services
- Our program provides daily living supports in conjunction with a Individual Rehabilitation Plan.
- Our support is guided where applicable by proven strategies incorporating coping methods provided by York-Simcoe Brain Injury Behavioural Consultant and recommendations from consulting Neuro Psychiatry.

Toronto abi Network

MARCH OF DIMES CANADA

March of Dimes Canada Acquired Brain Injury Outreach Services

Program Model:

- Through the development of a Individual Rehabilitation Plan each Consumer's receives one on one supports from a Rehabilitation worker. Services are tailored to individual needs and are based on daily living goals which include support within their home and Community.

- Service is coordinated by the Rehabilitation Service Co-ordinator and delivered by a Rehabilitation Team. This team has access to Behavioural Consultant and Neuro Psychiatrist as applicable.

- Services are provided Monday to Friday within the hours of 9 am to 4:00 pm. We provide various resources and support consumers to connect to the community.

Toronto abi Network

MARCH OF DIMES CANADA

March of Dimes Canada Acquired Brain Injury Outreach Services Referrals

- Referrals are received internally from York-Simcoe Brain Injury Services following intake assessment

Contact Information

Joanne Dick
Independent Living Resource Worker, Central Region
March of Dimes Canada
13311 Yonge St., Ste. 203 Richmond Hill, Ontario L4E 3L6
Phone: 905.773.7758 x 6216 | Fax: 905.773.3746

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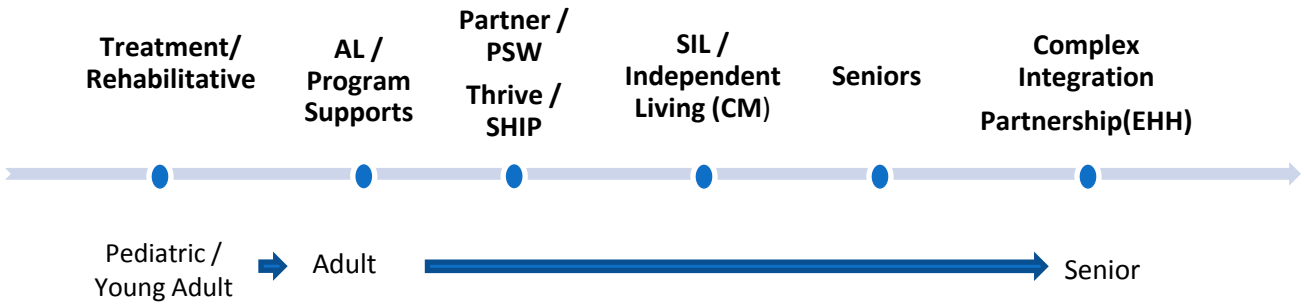
Formerly Peel Halton Dufferin Acquired brain injury services (PHD ABIS)

Lisa Philips – Borges

Mind Forward Services

Acuity/ Resource Intensity



Assisted Living

- MMP Treatment Beds (PHD West & TRSL)
- Residential Rehabilitation & Treatment (Britannia, Conover, Windsor Hill)
- Partnerships (Thrive, SHIP, Region of Peel)

Outreach

- Day Services
- Psychosocial Groups
- Case Management
- SIL
- Seniors
- Caregivers Services

Clinical Services

- Neuropsychiatry
- Psychology
- Behavioural Consultation
- Family/caregiver counselling
- Intake/Targeted Case Management

Education / System Coordination

- ABI Education Program
- Complex Tables
- Provincial ABI System Navigation/Coordination

Outreach

- Day Services
- Psychosocial Groups
- Case Management
- SIL
- Seniors
- Caregivers Services

Psychosocial Programs – Helping People Overcome!

- The Psychosocial stream of PHD ABIS offers a variety of skill based/educational groups along with cognitive behaviour therapy and individual counselling
- The Psychosocial Group Leader works closely with the Clinical Team and Senior Staffpersons (Team Leaders, Case Managers, Day/ Caregivers Group Leaders) to identify need, create groups, implement and provide assessment and documentation surrounding the groups
- Research initiatives and partnerships continue to champion and lead in service provision and modalities

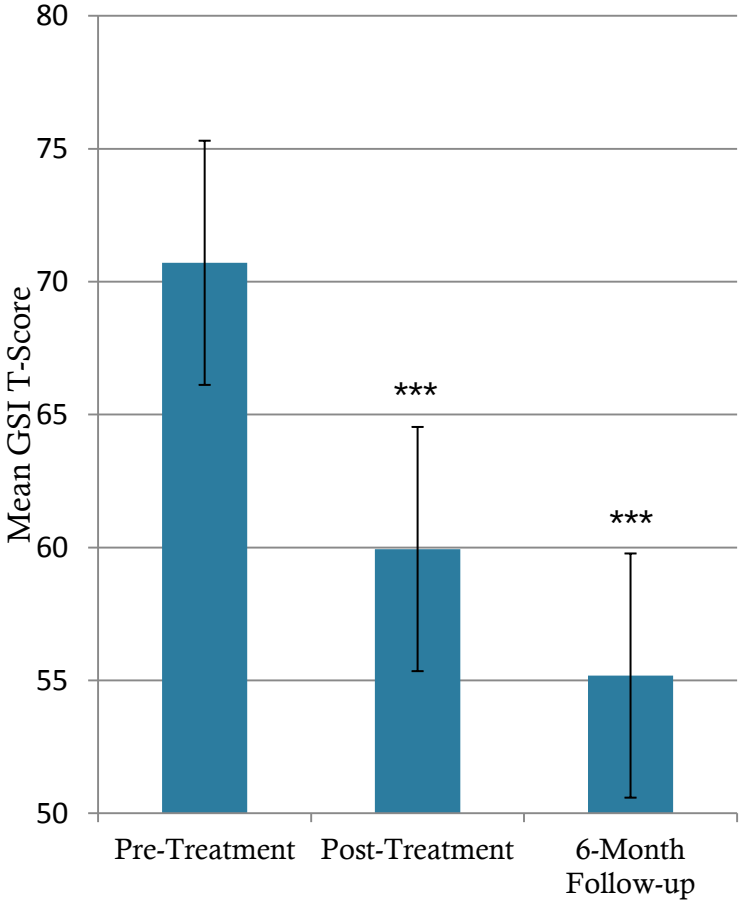
Clinical Services
Psychosocial Programs

Groups include (but are not limited to):

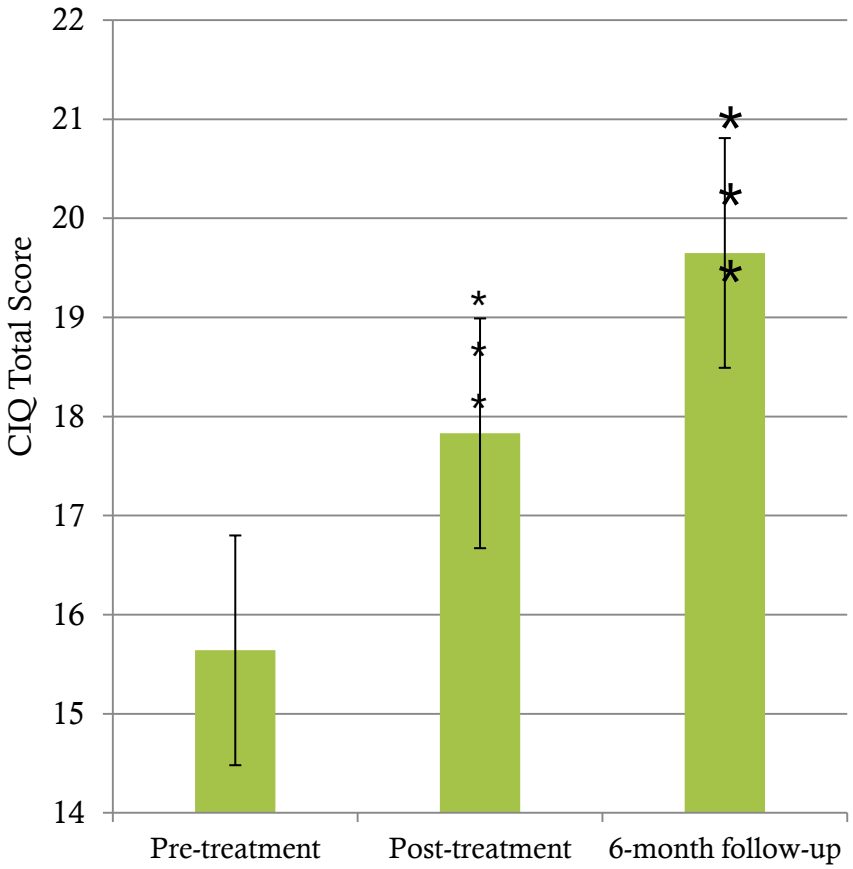
- Anger Management
- Depression & Self-Esteem
- Relaxation and Stress Management
- ABI Awareness and Education
- Women's & Men's Support Group
- Family Support Group
- Individual Counselling
- Substance Abuse and Brain Injury (SUBI)
- Cognitive Behaviour Therapy (inc. Teletherapy)

Impact of CBT Groups

Distress Levels (SCL-90-R)



Mood (as measured by CIQ)



Toronto abi Network

mind forward BRAIN INJURY SERVICES

Case Management – Helping People Connect!

To advocate for and assist individuals who require support with community living skills:

- Assessment
- Life skills support
- Assistance with financial & legal matters
- Vocational & academic placement
- Health maintenance
- Transportation
- Recreation and engagement
- System Coordination
- Crisis management support

Case Management Service Metrics

- CW LHIN Case Management Clients – 100
- 2 Case Managers

- MH LHIN Case Management Clients – 185
- 3 Case Managers

Supported Independent Living Program (SIL) – Helping people at home!

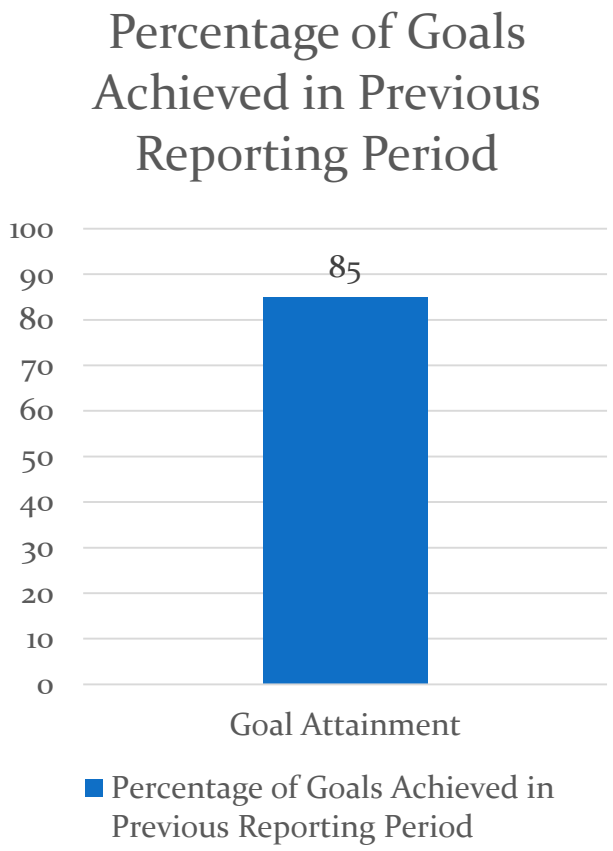
- Partnership with Region of Peel on housing supplements
- 27 clients currently served including 18 supplements and 9 Community Stabilization clients [including newly emerging YA population]
- 4 FTE Client Program Facilitators, in team model with Case Manager and Clinical Services resources
- Works in conjunction with the Halton Board of Education, Hospitals (Mental Health & Addictions units), SHIP, and COAST

SIL Goal Achievement

Each individual sets annual goals as part of their service plan and the team supports in working towards these goals.

Examples of goals include:

- Obtaining and Maintaining
  - Housing
  - Secure Income
- Increasing Functional Skill Ability (Personal ADL, iADLs, Transit Training, Money Management, Medication Management, etc.)
- Management/Improvement of
  - Mental Health
  - Substance Use Issues
  - Physical Health and Wellness
- Increasing Social Interaction and Community Integration
- Obtaining Vocational/Volunteer Placement
- Decreasing Maladaptive Behaviour
- Improving Psychosocial Functioning (anger management, social skills, etc.)



Toronto abi Network

mind forward BRAIN INJURY SERVICES

Seniors services – Helping People Integrate!

Purpose:

Developed in response to an aging ABI client and caregiver population, the Ministry's desire to move people from ALC and to keep people with ABI, in community/family homes and LTC – stable and with the highest quality of life.

Seniors Services Provides:

- Staff Augmentation – Neurobehavioral Support Workers (NBSW)
- Neuropsychiatric, Psychological and Behavioural Consultation
- Extendicare Halton Hills 'Special Unit' Integration Partnership
- Day Services integration and engagement

Seniors Outreach and Integration Partnership currently serves roughly 50 clients in 24 LTC's, hospitals, and family home(s), averaging 30 client visits a day.

FAMILY/CAREGIVER SUPPORT SERVICES
HELPING PEOPLE COPE, SUPPORT AND BOND!

- **Family Support Groups in MH and CW LHIN**

Respite+ / Functional Assessment

Respite bed in a Mind Forward Assisted Living environment which provides support for a pre-determined number of days, designated on a case by case basis. This environment would be in a community-based shared-living setting with 24 hour staffing to support with mild-moderate behaviour management, medication monitoring and functional skill assessment. In addition, the family would receive management/ treatment advice, rendered in **Strategic Service Recommendations** from the team concerned, which would include Psychologists, Neuropsychiatrist, Social Workers, and Behaviour Therapist.

- **Counselling also provided to family members by Clinical Services, including Neuropsychiatry and Psychology**
- **Educational Workshops**
  - Behaviour Management, Financial Information & Resources, ABI Education, Life Planning, etc.
- **Website updates & quarterly newsletter**
  - Information and resources
- **Needs Analysis**
  - Caregiver Burden Survey
- **Recent resources:** Trillium Foundation, Region of Halton, MH LHIN

Toronto abi Network

mind forward
BRAIN INJURY SERVICES

Who should Apply?

Eligibility Criteria – All Services

To be eligible for general services, the individual must:

- Have a primary diagnosis of an Acquired Brain Injury (ABI)
- Be 16 years of age and over
- Live or choose to travel to the region of Peel, Halton, or Dufferin County
- Be an active participant in achieving mutually agreed-upon goals
- Be medically stable
- Be free of psychiatric or behavioural symptoms of an order that would preclude the individual from being able to participate in mutually agreed upon goals.

How To Apply

- Anyone can refer
- Application is available on website: http://phdabis.org/files/PHDABISApplication.pdf
- Call Candice Drury at 905-949-4411 ext. 250

Toronto abi Network

PACE
LIVE YOUR LIFE

ABI Services - Community Program Overview

Nikki Vinci
Coach/Senior Program Coordinator

Our Services

Supportive Housing

Day Programs

Community Program

Community Program

- We provide support to individuals who are living with the effects of a mild/moderate acquired brain injury in working on their personal goals.

Clients must be:

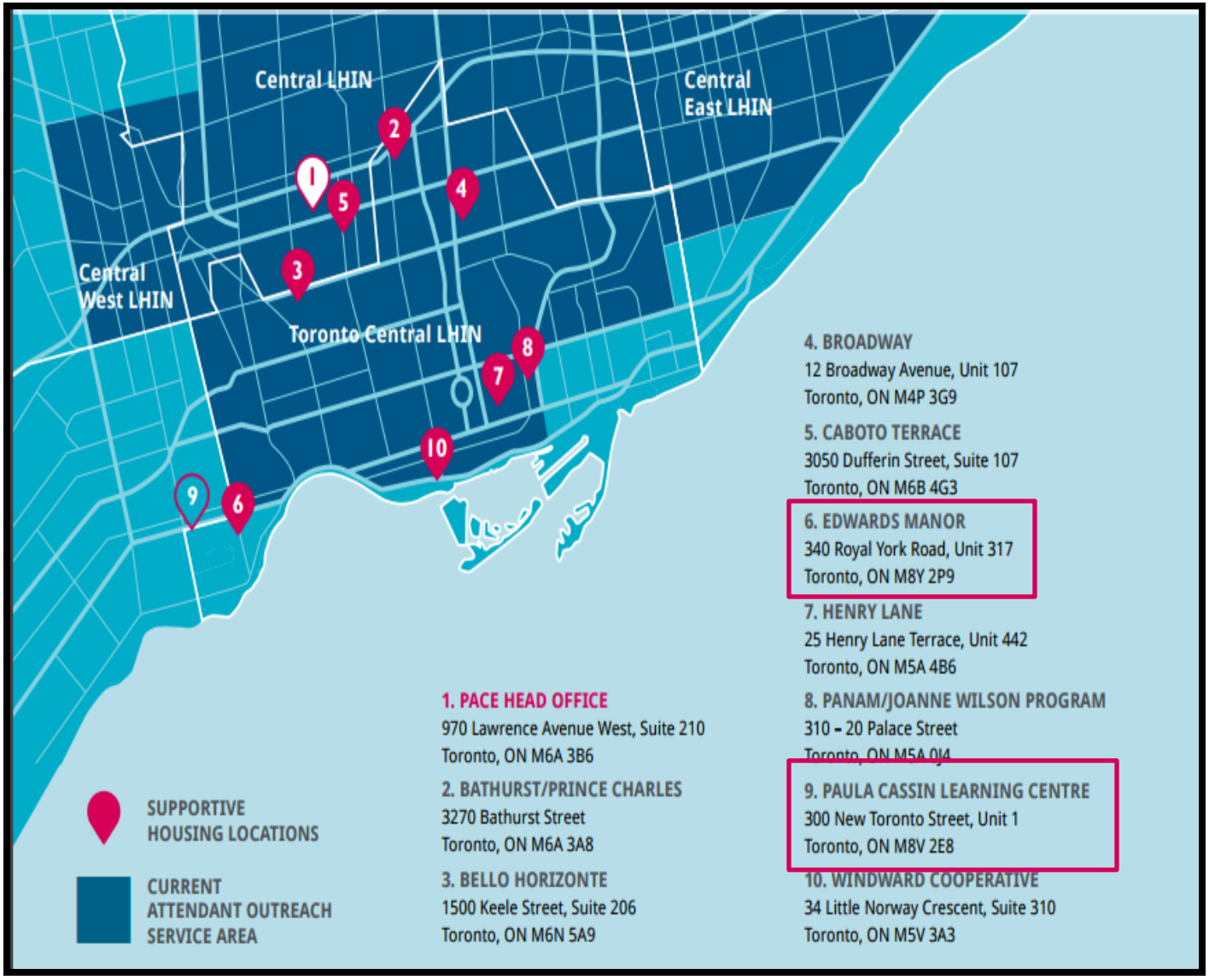
- 18-years of age or over
- Able to work on short-term goals and make a commitment to the program
- Able to interact safely when out in the community and not present a risk of harm to self or others

Community Program

THE ADMISSION PROCESS

1. Application is submitted
2. Vision meeting is held

PACE Service Delivery Area



ABI Community Program – serving the GTA

ABI Supportive Housing

ABI Day Programs

PACE
LIVE YOUR LIFE

PACE Independent Living

Contact Information

For more information contact:

Nikki Vinci at 416-789-7806 ext. 315

Toronto abi Network

PACE
LIVE YOUR LIFE

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Thank you!

Contact Information

info@abinetwork.ca

416-597-3057

To receive updates on future events visit:
http://www.abinetwork.ca/subscribe