

The Toronto ABI Network is focused on supporting efficient transitions from hospital to community and improving knowledge of and access to publicly funded ABI community services.

Due to COVID-19 many agencies have had to change how they offer their services. Services that are currently operational have been collated in this report and are reported for each member organization for the following:

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| <p><b>a. Outpatient ABI Rehabilitation</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Toronto Rehab-University Health network</a></li> <li>• <a href="#">Bridgepoint Active Healthcare – Sinai Health System</a></li> </ul>   | <p>Page 2-3</p>   |
| <p><b>b. Community Services and Programs</b><br/>         (e.g., case management, adult day program, housing)</p> <ul style="list-style-type: none"> <li>• <a href="#">Cota</a></li> <li>• <a href="#">Community Head Injury Resources Services (CHIRS)</a></li> <li>• <a href="#">PACE Independent Living</a></li> <li>• <a href="#">West Park Healthcare Centre</a></li> <li>• <a href="#">March of Dimes Canada (MODC)</a></li> <li>• <a href="#">York Simcoe Brain Injury Services (YSBIS) (Mackenzie Health/MODC)</a></li> <li>• <a href="#">Mind Forward (Peel Halton Dufferin ABI Services)</a></li> </ul> | <p>Page 3-12</p>  |
| <p><b>c. Clinics</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Toronto Rehab – University Health Network - Physiatry Clinic</a></li> <li>• <a href="#">Toronto Rehab – University Health Network - Neuropsychiatry Clinic</a></li> <li>• <a href="#">Sunnybrook Health Sciences Centre</a></li> <li>• <a href="#">St. Michael’s Hospital – Unity Health Toronto - Psychiatry Clinic</a></li> </ul>   | <p>Page 13-14</p> |
| <p><b>d. Brain Injury Association</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Brain Injury Society of Toronto (BIST)</a></li> </ul>  | <p>Page 14</p>    |

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?	How Long Is This Change in Effect For?
<b>a. Outpatient ABI Rehabilitation</b>					
<b>Toronto Rehab – University Health Network</b>					
Rumsey Site	Yes, only admitting individuals discharged from Toronto Rehab Inpatient ABI Rehab and accepting appropriate external referrals for Outpatient rehab, to be placed on hold.  All outpatient virtual rehab is provided at the University Site, only.	All Rumsey outpatient virtual rehab services have been moved to the University Site at this time.	Virtual	No changes	Unknown
University Site	Yes, only admitting individuals discharged from Toronto Rehab Inpatient ABI Rehab and accepting appropriate external referrals for Outpatient rehab, to be placed on hold.	Accepting internal Toronto Rehab referrals only, at this time. Outpatient rehab offered virtually for Toronto Rehab ABI Inpatients  Outpatient Virtual rehab services may include: Occupational therapy, Physiotherapy therapy, Speech Therapy and Social Work.	Virtual	No changes	Unknown

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<b>Bridgepoint Active Healthcare – Sinai Health System</b>					
Neurological outpatient rehabilitation program	Yes, accepting referrals for outpatient program  (Internal and external to Bridgepoint)	Ramping up virtual service and beginning in-person therapy	Virtual Therapy for majority of patient care at this time but beginning gradual phased ramp up of in- person therapy	3- 4 months (wait times could be extended – difficult to determine at this time)	TBD dependent on pandemic length
<b>b. Community Services and Programs</b>					
<b>Cota</b>					
Adult Day Service (ADS)	Yes - groups are now being offered virtually. In person ADS program is closed.	Virtual groups are being offered, in addition to wellness one-on-one telephone calls. TIME exercise program is temporarily stopped.	Virtual meetings through Zoom Healthcare groups or individual meetings and telephone support.	No wait list	TBD
Cota Case Management	- Minimal changes to all our Case Management Programs.	Linkages to other services (such as ODSP, GP, etc.)	Combination of both virtual and in- person support.	No changes- 4 months	TBD
- North York	- Cota Case Managers are accepting referrals.  - Social distancing in place.	Safety and wellness check.  Supportive counselling.		No changes- 8 months	TBD
- Etobicoke West Toronto (to Dufferin)				No changes- 2-4 months	TBD
- Scarborough				No changes- 10-12 months	TBD
- Downtown Toronto					

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?	How Long Is This Change in Effect For?
- Central Region	- Staff are doing self- screening and screening clients. Staff are equipped with PPE.  - In-person visits is available on case-by-case basis.			No changes- 4 months	TBD
Cota Behaviour Therapy Supports	Same as above	Same as above	Combination of Virtual as well as in-person support.	No changes- 2-4 weeks	TBD
Cota Scarborough ABI Outreach Program	Minimal changes to ABI Outreach Team Program.  We are accepting referrals.  Social distancing in place.  Staff are doing self- screening and screening clients. Staff are equipped with PPE	Assessment, consultation and intervention.	Services are provided through telephone and in- person visits.  In person support is done case-by-case following Cota's guidelines – based on urgency and severity of the needs.	No changes- 2-4 weeks	TBD

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<b>Community Head Injury Resources Services (CHIRS)</b>					
CHIRS- Community Support Services	Many staff are working remotely and some on-site and in the community as needed. New admissions are on hold until further notice, but referrals will continue to be accepted. Offering virtual intake screening	Case management services are being provided both remotely and in-person to some CHIRS community clients with active screening of clients and staff for symptoms of COVID-19 and implementation of infection prevention protocols recommended by Toronto Public Health. Virtual group programming available to both existing and new clients pending review by the CHIRS Intake Committee. CHIRS Family support group offered virtually once a week through Zoom.	Case management by audio/video conferencing, phone and in-person Virtual intake screening	4 years	TBD
CHIRS- Neurobehavioural Intervention Behaviour Program (NBIP)	New admissions on hold until further notice, but new referrals still being accepted.	Existing CHIRS clients are being supported remotely by clinical and outreach staff. In-person outreach services are also being	Case management by audio/video conferencing, phone and in-person	6-9 months	TBD

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?	How Long Is This Change in Effect For?
	Offering virtual intake screening	provided to 'at risk' clients with active screening of clients and staff for symptoms of COVID-19 and implementation of infection prevention protocols recommended by Toronto Public Health.	Virtual intake screening		
CHIRS- Adult Day Service	CHIRS Clubhouse is closed and all day programs at CHIRS Head Office and in the community have been cancelled until further notice. Groups are being run virtually through Zoom and are open to new clients pending review by the CHIRS Intake Committee and brief virtual intake screening.	Virtual Day Program  Over 25 virtual groups offered through Zoom Monday to Saturday in the morning and afternoon and some evening programs Virtual case management through audio/video conferencing, phone	Virtual intake screening	1-3 weeks	TBD
CHIRS- Clinical Groups	Clinical groups are being provided remotely and are open to new clients pending review by the CHIRS Intake Committee	Virtual Clinical Groups <ul style="list-style-type: none"> <li>- Positive Psychology</li> <li>- Skills for Emotional Well Being</li> <li>- Women's Group</li> </ul>	Virtual intake screening	3-6 months	TBD

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	and assessment by the clinical team	<ul style="list-style-type: none"> <li>- Living Well with Brain Injury (starting in September 2020)</li> <li>- Men's group (starting in September 2020)</li> </ul>			
CHIRS- Residential	New admissions on hold until further notice No on-site residential tours Referrals are still being accepted. Offering virtual intake screening	Existing residential clients continue to be supported in the various CHIRS residential programs with active daily screening of staff and monitoring and screening of clients twice a day for symptoms of COVID-19 and implementation of other safety measures recommended by Toronto Public Health and directives from the Ministry of Health.	Virtual intake screening	8-10 years	TBD
CHIRS- Neuropsychology Assessment Clinic	Clinic closed until further notice. Referrals are still being accepted.		Upon re-opening the clinic will be implementing a mixed model approach utilizing both in-person and virtual applications	3-4 months	TBD

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?	How Long Is This Change in Effect For?
<b><i>PACE Independent Living</i></b>					
Adult Day Services	Yes – Virtual or over the phone programs only	Have an abbreviated program schedule – can be found on <a href="https://www.pace-il.ca/programsevents#Winter%20Session">https://www.pace-il.ca/programsevents#Winter%20Session</a>	Virtual/phone	No wait	TBD
Supportive Housing	Yes – no escorted trips into community		In Person/Phone	No (Wait time dependent on vacancy)	TBD
ABI Community Program	Yes – Virtual or over the phone sessions only	Coaching sessions virtually or over phone	Virtual/phone	2-3 months (dependent on vacancy)	TBD
<b><i>West Park Healthcare Centre</i></b>					
ABI Adult Day Program	Yes	Contacts through phone and email	Virtual sessions have initiated	No- Weeks to months (depends on space and availability)	
Behavioural Outreach	Yes	Online forum	All sessions and assessments are virtual and or via phone	14-28 days Can exceed this time depending on the caseload of each Behaviour Therapist	



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Inpatient Behavioural	No, accepting referrals for Inpatient Behavioural Program	Same as always	N/A	No	
<b>March of Dimes Canada (MODC)</b>					
ABI Supportive Housing - Newmarket Site  - Toronto Cooperage Site (open since June 2016)	Yes- daily screeners completed, limiting Consumer community access where possible, social distancing in effect, virtual medical appointments	Full service, limiting where possible Consumer Community access, masking and social distancing in effect	In person and virtual	Based on Vacancy  Based on Vacancy	TBD
Case Management/ Outreach (York Region only)	Yes-daily screeners completed, social distancing in effect, direct support provided with masking, virtual and phone support provided	Operational, daily screeners completed, direct support with social distancing & masking, virtual and phone support	In person, virtual and phone connection	York Region Outreach current vacancies- on hold due to pandemic	TBD
Aphasia Day Program	Yes - In person groups to virtual	Virtual groups, wellness checks (phone calls), intake assessments virtually	In person or Virtual-Virtual - no in person programming at this time	Increased wait times for applicants who have no access to technology	TBD
MODC Peer Group (York Region only)	Yes- in person groups to virtual	Virtual groups, home visits if required so that staff can support	In person or Virtual-Virtual and phone support is	No current wait lists	TBD

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?	How Long Is This Change in Effect For?
		consumers to access groups online	being given, 74 hours of phone support given over the month of April to ensure consumers remain socially connected and are provided resources where needed.	For new referrals yes, proof of ABI is required, staff currently working from home and don't have access to consumer information	
<b>York Simcoe Brain Injury Services (YSBIS) (Mackenzie Health/MODC)</b>					
Behavioural Consultant	Yes- Behaviour Consultant are doing virtual visits with clients	Behaviour Consultant are meeting clients regularly by videoconference and telephone call.	Virtual one on one meetings by phone and videoconference	9 months	TBD
Case Manager	Yes- Case Manager; some consumers don't want in person service or screening prevents staff from providing service	In person services being done, screening for staff and consumers prior to service, staff are working on goal setting where possible and adjusting services accordingly following public health guidelines, physical distancing and PPE for staff are in effect	In person or phone depending on consumer choice	8 months	
Rehab Worker	Yes- Rehab Worker; some consumers don't want in person service or	In person services being done, screening for staff and consumers prior to	In person or phone depending on consumer choice	8 months	

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	screening prevents staff from providing service	service staff are working on goal setting where possible and adjusting services accordingly following public health guidelines, physical distancing and PPE for staff are in effect			
Adult Day Program	Yes - All Adult Day Program are now being offered virtually.	All Adult Day Programs are offering socialization, stretch and tone and cognitive activities by videoconference and providing support to clients by phone calls.	Virtual ADP meetings by phone and video conference	1-9 months	TBD
<b>Mind Forward (Peel Halton Dufferin ABI Services)</b>					
Community Support Services/ Clinical Services	Yes – Clinical appointments are being facilitated virtually (including follow up appointments with our consulting Neuro-Psychiatrist).  Initial consultations with our consulting Neuro-Psychiatrist will begin to be held virtually;	Virtual Psychosocial groups and virtual/ telephone follow up appointments with our consulting Neuro-Psychiatrist	Virtual or telephone meetings	Yes – intake is currently on hold; no new admissions are being processed	TBD

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	<p>however, will not occur over the telephone (initial consultations only).</p> <p>Psychosocial Group Leaders are facilitating groups virtually. Supportive counselling sessions are being provided virtually or via telephone.</p>				
Adult Day Services, Outreach	<p>Yes – groups are being offered virtually. Outreach Case Managers are facilitating telephone and virtual wellness checks and screenings.</p>	Virtual Day Services groups	Virtual or telephone meetings	Yes – intake is currently on hold; no new admissions being processed	TBD
Residential Services	<p>Yes – only essential medical appointments in the community, “garden visits” taking place for family visits in adherence with the physical distancing measures</p>	In-house engagement, virtual participation in Day Services groups	In-person support	7-10 years	TBD

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?	How Long Is This Change in Effect For?
<b>c. Clinics</b>					
<b>Toronto Rehab – University Health Network</b>					
Physiatry Clinic	Yes – no in-person clinic visits	New referrals may be seen for consultation via OTN OR in-person, at the physician’s discretion	In-person and Virtual	1-2 months	TBD
Neuropsychiatry Clinic	No	Initial assessments and follow up appointments	Currently phone appointments and virtual appts	8 months	TBD
<b>Sunnybrook Health Sciences Centre</b>					
Mild to Moderate TBI Clinic	Yes –services being offered virtually.  Group Concussion Education Session has been temporarily suspended	-Cognitive Neurologist  -Youth/Young Adult Psychiatrist  -Physiatrist  -Clinic Coordinator/ Occupational Therapist  In response to the COVID-19 pandemic, our clinic has moved to a virtual care system for all patients, until further notice	Virtual communication by OTN, phone or email, as appropriate and with patient consent	4-6 weeks for Youth/Young Adult Clinic  4-6 weeks for Adult Clinic  (Note: this is for community referrals / patients not seen at Sunnybrook)	TBD

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		For more information, visit our clinic website, <a href="https://sunnybrook.ca/content/?page=bsp-traumatic-brain-injury-clinic">https://sunnybrook.ca/content/?page=bsp-traumatic-brain-injury-clinic</a>			
<b>St. Michael's Hospital – Unity Health Toronto</b>					
Psychiatry Clinic	Clinic is reopen to referrals		Virtual care only by Zoom or phone	Wait time is approx. 2 months at the moment	TBD
<b>d. Brain Injury Association</b>					
<b>Brian Injury Society of Toronto (BIST)</b>					
<i>*All services are free. Everyone attending in-person appointments are required to wear a face mask and practice proper sanitization.</i>					
<u>Case Management Services:</u> - Transitional Support Coordinator	Yes	Assist ABI persons to secure financial stability through government programs (e.g., ODSP, OW)	Support via email, text, phone call and scheduled in-person appointments	Somewhat of a delay (limited scheduled times)	TBD depends on the current stage of the pandemic
- Violence Impact Coordinator	Yes	Assist ABI persons who have experienced violence and/or abuse. Helps secure housing, financial, medical and/or community support	Support via email, text, phone call and scheduled in-person appointments	Somewhat of a delay (limited scheduled times)	TBD depends on the current stage of the pandemic
<u>Support Groups:</u> Social Worker	Yes	Support Groups held for women, men, all ABI survivors & caregivers.	In-person Support Groups are now held via virtual zoom video call.	Open. No wait list	TBD

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?	How Long Is This Change in Effect For?
<p>Program Services &amp; Peer Support Coordinator</p> <p>Peer Support Person</p>		<p>Women’s Support Group &amp; ABI Survivors Group facilitated by a Social Worker.</p> <p>Men’s Support Group facilitated by a Program Coordinator.</p> <p>Caregiver Group facilitated by a Peer Support Person.</p>			
<p><u>Program Series/Events:</u></p> <p>W.R.A.P Trauma Informed Facilitator/Violence Impact Coordinator &amp; Community Guest</p>	Yes	<p>6 Week Program Series: ABI Trauma Informed Mental Health Adult Support Group</p> <p>6 Week Event Series: ABI Drumming Group, Age 15 +</p>	In-person groups are now held via virtual zoom video call	Open. No wait list.	TBD
<p><u>Monthly Community Meeting Event:</u></p> <p>Program Coordinator &amp; Community Guest</p>	Yes	<p>Special guest speakers present on various ABI topics. Meeting includes the community to share stories, info, and tips. Meetings are open to anyone and are drop-in basis.</p>	In-person Community Meetings are now held via virtual zoom video call in webinar format.	Open. No wait list.	TBD

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?	How Long Is This Change in Effect For?
<u>BIST Telephone Support:</u>  Social Work Students	Yes	Access to free support, resources via phone call. Facilitated by BIST'S Social Work students.	Client support is accessible through phone call at 416.830.1485 Mon-Fri 12-4pm	Open. No wait time unless phone line is busy	TBD