

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 3-13</p>  |
| <p><b>c. Clinics</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Toronto Rehab – University Health Network - Psychiatry 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 15</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	3-5 months	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	3-5 months	Unknown

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<b><i>Bridgepoint Active Healthcare – Sinai Health System</i></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><i>Cota</i></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					

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?
- Downtown Toronto	- 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- 10-12 months	TBD
- Central Region				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	<p>In person supports have resumed, some are modified based an evaluation of risk.</p> <p>New admissions are on hold until further notice, but referrals will continue to be accepted. Offering virtual intake screening.</p>	<p>Case management services are being provided both virtually 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.</p> <p>Virtual group programming available to both existing and new clients pending review by the CHIRS Intake Committee.</p> <p>CHIRS Family support group offered virtually once a week through Zoom.</p>	Case management by audio/video conferencing, phone and in-person. Virtual intake screening.	4 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?
CHIRS- Neurobehavioural Intervention Behaviour Program (NBIP)	New admissions on hold until further notice, but new referrals still being accepted.  Offering virtual intake screening	Existing CHIRS clients are being supported virtually by clinical and outreach staff. In-person outreach services are also being 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.	Case management by audio/video conferencing, Phone and in-person Virtual intake screening	6-9 months	TBD
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	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

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	Committee and brief virtual intake screening.				
CHIRS- Clinical Groups	Clinical groups are being provided remotely and are open to new clients pending review by the CHIRS Intake Committee and assessment by the clinical team	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> <li>- Men’s Group</li> <li>- Living Well with Brain Injury</li> <li>- SUBI group</li> </ul>	Virtual intake screening	3-6 months	TBD
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

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?
CHIRS- Neuropsychology Assessment Clinic	Clinic re-opened in late July and we continue to book limited appointments. New referrals are still being accepted.		Mixed model approach utilizing both in-person and virtual applications.	4-6 months	TBD
<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">https://www.pace-il.ca/programsevents</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)	Until there is a decrease in community cases of Covid-19 and Public Health
Behavioural Outreach	Yes	Online forum	All sessions and assessments are	14-28 days	



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			virtual and or via phone	Can exceed this time depending on the caseload of each Behaviour Therapist	directives suggest that regular service delivery may safely resume
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	One vacancy - (based on shared living)	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	Increased wait times for applicants who	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?
			programming at this time	have no access to technology	
MODC Peer Group (York Region only)	Yes- in person groups to virtual	Virtual groups, home visits if required so that staff can support consumers to access groups online	In person or Virtual- Virtual and phone support is provided at this time	No current wait lists  For new referrals yes, proof of ABI is required, staff currently working from home and don't have access to consumer information	TBD
<b>York Simcoe Brain Injury Services (YSBIS) (Mackenzie Health/MODC)</b>					
Behavioural Consultant	Yes- Behaviour Consultant are doing virtual and in person visits with clients	Behaviour Consultant are meeting clients regularly by videoconference, telephone call and in person. In person services are offered, screening staff and client prior to services and maintain physical distance with PPE for staff are in effect	Virtual one on one meetings by phone and videoconference and in person services are offered as needed	9 months	TBD
Case Manager	Yes- Case Manager; 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	

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?
	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			
Rehab Worker	Yes- Rehab Worker; 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	
Adult Day Program	Yes – ADP Vaughan site is open. Other two sites continue to be 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. ADP Vaughan site has a maximum of 6 clients in	Virtual ADP meetings by phone and video conference ADP Vaughan site offering face to face and virtual program	1-9 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?
		the program and continue to offer virtual as well.			
<b>Mind Forward (Peel Halton Dufferin ABI Services)</b>					
Community Support Services/ Clinical Services	<p>Yes – Clinical appointments are being facilitated virtually (including follow up appointments with our consulting Neuro-Psychiatrist).</p> <p>Initial consultations with our consulting Neuro-Psychiatrist will begin to be held virtually; 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>	Virtual Psychosocial groups and virtual/ telephone follow up appointments with our consulting Neuro-Psychiatrist	Virtual or telephone meetings	Yes – intake and service initiation are being reinstated, and will be completed virtually.	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?
Adult Day Services, Outreach	Yes – groups are being offered virtually. Outreach Case Managers are facilitating telephone and virtual wellness checks and screenings.	Virtual Day Services groups	Virtual or telephone meetings	Yes – intake and service initiation are being reinstated, and will be completed virtually.	TBD
Residential Services	Yes – only essential medical appointments in the community, “garden visits” taking place for family visits in adherence with the physical distancing measures	In-house engagement, virtual participation in Day Services groups	In-person support	7-10 years	TBD
<b>c. Clinics</b>					
<b>Toronto Rehab – University Health Network</b>					
Physiatry Clinic	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.	-Cognitive Neurologist  -Youth/Young Adult Psychiatrist	Virtual communication by OTN, phone or email, as	4-6 weeks for Youth/Young Adult Clinic	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?
	Group Concussion Education Session has been temporarily suspended	<p>-Physiatrist</p> <p>-Clinic Coordinator/ Occupational Therapist</p> <p>In response to the COVID-19 pandemic, our clinic has moved to a virtual care system for all patients, until further notice</p> <p>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></p>	appropriate and with patient consent	<p>4-6 weeks for Adult Clinic</p> <p>(Note: this is for community referrals / patients not seen at Sunnybrook)</p>	
<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

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<b>d. Brain Injury Association</b>					
<b>Brian Injury Society of Toronto (BIST)</b>					
<b>*All services are free. All in person appointments require all to wear a mask &amp; practice proper sanitization.</b>					
<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
- ABI Community Connection Coordinator	Yes	Assist vulnerable at-risk ABI clients with services/ support to help obtain financial, housing and community supports. In addition, clients have the opportunity to be introduced to the use of technology to increase their virtual participation in programs and services.	Support via email, text, phone call and scheduled in-person appointments.	Somewhat of a delay (limited scheduled times)	
<u>Support Groups:</u>  Social Worker  Program Services & Peer Support Coordinator	Yes	Support Groups held for women, men, all ABI survivors & caregivers.  Women's Support Group & ABI Survivors Group facilitated by a Social Worker.	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?
Peer Support Person		Men's Support Group facilitated by BIST Program Coordinator.  Caregiver Group facilitated by a Peer Support Person.			
<u>Program Series/Events:</u>  Mindful Beading Series with Nazeeg Haneshian  Instagram: @invisiblescar	Yes	Mindful Beading Workshop with Concussion Survivor, Advocate, Blogger & Speaker. A FREE 4 week online series where participants will bead a mindful bracelet, have open conversations and learn about topics on, "Gratitude" and "Navigating Recovery." Workshop Start Date: Nov 5-26, every Thursday @ 2-3pm. INFO & REGISTRATION: <a href="http://www.bist.ca/beading">www.bist.ca/beading</a>	In-person events 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?
Adult Persistent Concussion Symptoms Group - Presented by Complex Injury Rehab	Yes	Persistent Concussion Symptom Series. A FREE 4 week online series where participants learn how to manage fatigue, regulate mood, improve sleep and cognitive function. Discover tips on how to return back to daily life (work, school, play). Series Start Date: Nov 2-23, every Monday @ 6-7:30pm. INFO & REGISTRATION: <a href="http://www.bist.ca/concussion">www.bist.ca/concussion</a>	In-person events are now held via virtual Zoom video call.	Open. No wait list.	TBD
W.R.A.P Group – Weekly Series with BIST ABI Community Connection Coordinator: Isabelle Rivaletto	Yes	A trauma informed online mental health support group for persons with ABI who have experienced violence. Participants will learn how to create an empowering “Wellness Recovery Action Plan.” Gain confidence, skills, create your own success & connect with other ABI	In-person events 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?
BIST Virtual Halloween Party!	Yes	<p>survivors. Upcoming Sessions: Oct 21-Nov 11, every Wednesday @ 1-3pm. INFO &amp; REGISTRATION: <a href="http://www.bist.ca/wrap">www.bist.ca/wrap</a></p> <p>A fun virtual costume party where BIST will be giving out prizes, playing interactive games and watching a Halloween movie! (Beetlejuice) Event Date: Oct 28, 6-8pm INFO &amp; REGISTRATION: <a href="https://bist.ca/event/virtual-halloween-party/">https://bist.ca/event/virtual-halloween-party/</a></p>	In-person events are now held via virtual Zoom video call.	Open. No wait list.	TBD
<u>Monthly Community Meeting Event:</u>  Program Coordinator & Community Guest	Yes	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.	In-person Community Meetings are now held via virtual Zoom video call in webinar format.	Open. No wait list.	TBD
<u>BIST Telephone Support:</u>	Yes	Access to free support, resources via phone call.	Client support is accessible through	Open. No wait time unless	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?
Social Work Students		Facilitated by BIST'S Social Work students.	phone call at 416-830-1485 Mon-Fri 12-4pm	phone line is busy.	