ABI Community Service Information Wait Times Report

Updated: June 2026

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.

Information on wait times for publicly funded ABI services informs clinicians, patients, families and caregivers and serves as a planning tool for continued and seamless care. Wait times information in this report are provided by our member organizations:

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Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?
a. Outpatient ABI Rehabilitation				
Toronto Rehab – University Health Network				
Toronto Rehab – University Health Network	Offering admission to individuals discharged from Toronto Rehab Inpatient ABI Service and to appropriate external referrals.	Occupational therapy, physiotherapy, social work and speech language pathology services are being offered both in-person and virtually.	Virtual and in-person appointments available.	Up to 5 months
Hennick Bridgepoint Hospital – Sinai Health System				
Neurological outpatient rehabilitation program	Yes, accepting referrals for outpatient program (Internal and external to Bridgepoint)	Provide PT, OT, SLP, and SW services as appropriate	Offering both virtual and in-person sessions	5-6 months (wait times could be extended – some fluctuation does occur)
b. Community Services and Programs				
Cota				
Adult Day Service (ADS)	No operational changes	Day services are offered in-person, from Monday to Friday, 9am-4pm -variety of group choices	In person 50 Fairfax, Unit 4A Scarborough, ON Virtual group is discontinued	No wait time

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?
Cota Case Management - North York	- No operational changes to all our Case Management Programs. - Cota Case Managers are accepting referrals. - Staff are doing self-screening and screening clients. Staff are equipped with PPE.	-Goal directed individual support to adults living with the community setting -Service users must be open to meeting in person with service providers weekly to bi-weekly Linkages to other services (such as ODSP, GP, etc.)	In-person	minimally 6-8 weeks, waitlisting incoming referrals
- Etobicoke West Toronto (to Dufferin)				Currently no wait time
- Scarborough				4-6 weeks
- Downtown Toronto				2-4 months
– Central Region				4 months
Cota Crisis Case Management ➢ **Excludes** situations that require immediate crisis support services, such as 911 or 211	- accepting new referrals - screening completed by service provider - equipped with PPE	- Aims to provide rapid, short-term intervention to address an acute situational crisis. - **Note**: length of service is anticipated to be **up to** 3 months **Rapid Assessment:** Quickly evaluating the individual's needs, level of risk, and immediate safety concerns **Crisis Intervention:** Implementing strategies to de-escalate the situation, provide emotional support, and	In-person	Currently no wait time

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?
		address immediate safety issues **Resource Coordination:** Connecting the individual with appropriate services, social support, medical care, or other relevant resources **Safety Planning:** Developing a plan to prevent future crises and ensure the individual's ongoing safety and well-being **Advocacy:** Acting as an advocate for the individual, ensuring their needs are met and their voice is heard **Follow-up and Monitoring:** Providing ongoing support and monitoring the individual's progress to ensure continued stability and recovery.		

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?
Community Head Injury Resources Services (CHIRS)				
CHIRS- Community Support Services	New admissions are being accepted based on capacity to meet clients' needs. New referrals continue to be accepted. Offering virtual and in-person intake screening.	Home and community outreach services are being provided in-person and virtual support where appropriate to community clients with self-screening for symptoms of respiratory or gastrointestinal illness and implementation of infection prevention protocols recommended by Toronto Public Health and guidelines from the Ministry of Health. In-person groups and virtual group programming continue to be available to both existing and new clients pending review by the CHIRS Intake Committee. CHIRS Family support group is being run once per month. It is a closed group, but new opportunities are being explored.	Community outreach services continue in person and remotely as needed.	8+years
CHIRS- Neurobehavioural Intervention Behaviour Program (NBIP)	New admissions are being accepted based on capacity to meet clients' needs. New referrals will continue to be accepted.	Existing CHIRS clients are being supported face to face and virtually where appropriate by clinical and outreach staff with self-screening for symptoms of respiratory or gastrointestinal	Community outreach services continue in person and virtually as needed.	6 years and up

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	Offering virtual and in-person intake screening.	illness and implementation of infection prevention protocols recommended by Toronto Public Health and guidelines from the Ministry of Health.		
CHIRS- Adult Day Service	All participants and their supports should be aware, that despite passive screening, one could be exposed to a person who has or develops a respiratory illness, such as COVID-19 or Influenza while participating in CHIRS in-person services, especially group programming. Activities such as exercising, eating and singing indoors are all considered higher-risk activities. CHIRS will not notify participants if someone in our programs reports an illness.	In person programming in the community and Head Office, as well as Drop-In services are offered Mon-Fri, morning and afternoon. Special events are being offered regularly. Virtual Day Program: Limited Zoom programming is available. Some of the in-person groups are offered in hybrid format. Virtual and in person programs (including Clubhouse) are open to new clients pending review by the CHIRS Intake Committee and brief virtual or in-person intake screening.	In person groups and Drop-In program Virtual/hybrid programming In-person and virtual intake screening	3-5 weeks
CHIRS- Clinical Groups	Clinical groups being offered virtually and in-person. Groups are open to new clients pending review by the CHIRS Intake Committee and assessment by the clinical team.	- Positive Psychology - Skills for Emotional Well Being - Cognitive Rehabilitation Following ABI - cTech	In-person and virtual intake screening	3-6 months

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?
		- Goal Management Training - Women's Group - Men's Group - Living Well with Brain Injury - SUBI group		
CHIRS- Residential	New referrals continue to be accepted. New admissions currently under review. Virtual and in-person tours are being offered as appropriate. Offering virtual/phone intake screening.	Existing residential clients continue to be supported in the various CHIRS residential programs with routine monitoring for symptoms of respiratory or gastrointestinal illness and implementation of infection prevention protocols recommended by Toronto Public Health and guidelines from the Ministry of Health.	Virtual/phone intake screening	8-10 years
CHIRS- Neuropsychology Assessment Clinic	New referrals continue to be accepted		Mixed model approach utilizing both in-person and virtual applications.	12-18 months
PACE Independent Living				
Adult Day Services	Yes- The Paula Cassin Learning Centre currently offers **in-person and Virtual programming five days per week, Tuesday through Saturday,** providing consistent structure, routine, and meaningful engagement for participants.	**The Paula Cassin Learning Centre (PCLC)** is PACE's Adult Day Program for adults living with the effects of an Acquired Brain Injury (ABI). The program provides a structured, supportive environment where participants engage in meaningful social, educational,	Virtual, phone & in person	No wait for virtual, in person or phone

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?
	A **dedicated Community Coach is present on site** to deliver individualized coaching sessions. These sessions work directly with clients to develop **tailored supports and practical strategies** that promote success in achieving their identified goals. Coaching focuses on reinforcing skills learned in the program, addressing individual challenges, and supporting real-life application to enhance independence, confidence, and overall well-being. To ensure accessibility and flexibility, **virtual and hybrid participation options remain available,** allowing participants to engage in programming in a way that best meets their needs, abilities, and circumstances.	and goal-oriented activities in a group setting for part of the day run by dedicated **Learning Coaches.** In addition to supporting participants, PCLC also offers essential daytime relief to families and caregivers who provide ongoing care. The program delivers a rotating series of workshops focused on building practical life and learning skills. Programming is responsive to participant needs and typically includes computer and technology skills, social interaction and communication, cooking and meal preparation, health education, and overall wellness. Program sessions run in structured **10–12-week cycles,** allowing participants to practice, reinforce, and build on skills while working toward individualized goals. Furthermore, PCLC is strengthened by a **dedicated Community Coach** who provides individualized, in-person support to participants. The Community Coach helps translate skills learned in the		

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		day program into real-life application by offering practical strategies, guided practice, and personalized support within the community. This may include support with daily routines, community navigation, social engagement, and career or volunteer readiness. By reinforcing learning outside the classroom, the Community Coach helps participants gain confidence, independence, and tools that directly improve life skills and overall well-being. Together, the Paula Cassin Learning Centre staff support a person-centred approach that promotes skill development, social connection, community participation, and improved quality of life for adults living with ABI. Program Flyer can be found here: www.pace-il.ca/acquired-brain-injury-community-program		
Supportive Housing	We have resumed escorted trips into community	**Edwards Manor** is PACE's specialized Supportive Housing program for adults living with	In Person	No (Wait time dependent on vacancy)

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		the effects of an Acquired Brain Injury (ABI). Located in an integrated community apartment complex in South Etobicoke, Edwards Manor offers individuals the opportunity to live independently in their own private studio apartments with dignity, while having access to **24-hour, on-site support** tailored to their unique needs. PACE provides a full continuum of support, including personal care, daily living assistance, and wellness supports. What sets Edwards Manor apart is its **enhanced ABI-specific services**, which are thoughtfully customized to address each individual's cognitive, behavioural, and life-skills challenges. Supports are delivered by highly trained staff and strengthened through an on-site interdisciplinary team that includes a Behaviour Therapist (BT), Occupational Therapist (OT), and Psychologist. This collaborative		

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		approach ensures both clients and staff are consistently supported with evidence-based strategies. Each individual works alongside a dedicated primary staff who partners with them to set meaningful, achievable goals. These goals are based on the person's abilities, preferences, and stage of recovery, and are regularly reviewed and adjusted as needs evolve. Supports may include relearning community navigation (such as finding their way to and from their apartment), using public transportation, grocery shopping, and remembering items on a shopping list, building confidence and independence one step at a time. Primary staff also provide essential coordination and advocacy, including maintaining client records, supporting medical appointments, assisting with benefit claims, and connecting		

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		individuals to relevant community services. Through this person-centred, goal-driven approach, Edwards Manor empowers individuals with ABI to regain skills, strengthen autonomy, and live with dignity in a safe, supportive community.		
West Park Healthcare Centre – University Health Network				
ABI Adult Day Program	We are no longer required to complete pre-screening for COVID-19 Exclusionary criteria: • Under 18 years of age • Medically unstable (physically or psychiatrically) • Unmanaged addictions • Degenerative cognitive diagnosis (e.g., Dementia, Alzheimer's, Huntington's etc.) • Requires assistance with self-care.	Contacts through phone and email Group online sessions on Fridays Respite Bed – returned to providing regular respite (limited to a total of 30 nights a year). Must be an attending member of Day Program.	Virtual check ins/sessions on a regular basis. • Group programs focused on daily living skills, social skills and individualized goals within the community setting. • Program is Monday-Wednesday 10:00 AM - 2:00 PM onsite at West Park Healthcare Center. Thursday includes community outings. Fridays are hybrid 10:00 AM – 12:00 PM. • Structured activities and outings in a group format.	1-4 weeks (depending on space and availability)

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?
Behavioural Outreach	We are no longer required to complete pre-screening for COVID-19 Following public health guidelines and IPAC procedures. Exclusionary criteria: • Under 18 years of age • Medically unstable (physically or psychiatrically) • Unmanaged addictions • Degenerative cognitive diagnosis (e.g., Dementia, Alzheimer's, Huntington's etc.)	Behavioural goals are based on skill acquisition and/or behaviour reduction as needed. Family, caregiver and staff training as needed.	In person primarily, virtual and phone connection available as requested.	14-28 days Can exceed this time depending on the caseload of each Behaviour Analyst
Inpatient Behavioural	Accepting referrals Exclusionary criteria: • Under 18 years of age • Medically unstable (physically or psychiatrically) • Unmanaged addictions • Degenerative cognitive diagnosis (e.g., Dementia, Alzheimer's, Huntington's etc.)	Providing consultation for clients, family members, and caregivers to help manage challenging behaviours following an ABI. Rehabilitation therapy provided on an urgent and consultation basis. Not apart of the services on this unit. Family involvement on regular multi-disciplinary team meetings to discuss patient's progress and discharge planning.	Inpatient (in-person). No virtual services.	4-6 weeks, depending on availability of the bed and in-patient waitlist.

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March of Dimes Canada (MODC)				
BI Supportive Housing - Newmarket Site - Heritage East site - Toronto Cooperage Site (open since June 2016)	Services are being provided as they were pre-pandemic. Referrals being accepted and processed.	Full service, masking and social distancing in effect	In person	Update: Jan 2024 Newmarket - one vacancy (shared living) Toronto site – no vacancies
Case Management/ Outreach (York Region only)	In-person supports as well as virtual services are being provided. Referrals being processed and in-person intakes taking place as appropriate.	Support towards goal achievement and links to other community resources.	In person, virtual and phone connection available as requested	No vacancies available
Aphasia Day Program	In-person groups have resumed; however, virtual groups will also remain in place. Daily screeners completed, social distancing in effect, masking required. Fee: $120/3 months Subsidy option available.	In-person and virtual weekly group communication programs for people with aphasia (or another communication disability). Run by communication professionals (e.g., Speech-Language Pathologist).	In person and Virtual Programs available	Vacancies available
Aphasia Peer Connect Program	No	Volunteer-led group that is held virtually once a week for people with aphasia (or another communication disability)	Virtual only	Vacancies available
MODC York Region Brain Injury Groups	In-person groups have resumed; however, virtual groups will also remain in place	In-person and Virtual groups	In person and Virtual-Virtual and phone support is provided at this time	No current wait lists

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Scarborough Centre for Healthy Communities				
Scarborough ABI Outreach Program	No operational changes We are accepting referrals. Following public health guidelines and IPAC procedures.	Assessment, consultation and intervention.	Services are provided in-person.	Approximately-2 weeks
York Simcoe Brain Injury Services (YSBIS) (Mackenzie Health/MODC)				
Program Consultant	No - Program Consultant are doing virtual and in person visits with clients	Program Consultant are meeting clients regularly in person and videoconference and telephone call as needed.	Consultation are offered in-person, phone and videoconference	1.5 years
Case Manager	No - Case Manager; Case Managers are doing virtual and in person visits with clients	In person services being done, screening for staff and clients 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 services only, virtual may be considered pending the reason for request.	1.5 years
Rehab Worker	No - Rehab Worker; Rehab Workers are doing in person, phone or video depending on client preference	In person services being done, screening for staff and clients 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 services only, virtual may be considered pending the reason for request.	1.5 years
Adult Day Program (ADP)	No - All ADP sites have reopened; Vaughan, Maple and Newmarket	All Adult Day Programs are open for in person at full capacity. Virtual stretch and	In person and Virtual Stretch and tone.	Openings available at all 3 ADP sites

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	ADP sites. Virtual programs will continue.	tone will continue and phone call support.		
c. Clinics				
Toronto Rehab – University Health Network				
Physiatry Clinic	In-person clinic visits	In-person clinic visits with a physiatrist for medical management	In-person (follow-up visits may take place over Microsoft Teams, depending on the nature of patients' issues)	3-4 months
Neuropsychiatry Clinic	Yes – Dr. O'Brien will no longer be with UHN-TRI as of February 27/26 and will no longer be accepting referrals	Initial assessments and follow up appointments	No phone appointments. MS Teams or in person only.	Dr. Snaiderman – 7 months
Sunnybrook Health Sciences Centre				
Mild to Moderate TBI Clinic	No	Initial assessments and follow up appointments	In-person or virtual, depending on patient's needs	10-12 weeks
d. Brain Injury Associations				
Brain Injury Society of Toronto (BIST)				
Short-Term Functional Student Support				
	Yes *Note* This service is currently on pause and will resume starting approximately Sept 2026	Short-Term Functional Support is provided by Supervised Placement Students to assist Members/Clients to help access resources in the community, organize paperwork and fill-out forms.	Support: email, text message, phone call, virtual video and in-person appointments	Approx: 1 week (Wait time can vary) Student Support Services: Tues-Thurs at 10 -3:00pm

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		* Functional Support is provided by BIST Placement Students for the duration of their school placement. Students' availability may vary, and support services are *offered by scheduled appointments only during the specified Student Support Services hours.* Folks are encouraged to call the BIST Info Line 416-830-1485 for additional resource navigation support or email info@bist.ca		Call Info Line (416) 830 1485 to make an appointment with one of BIST's placement students.
Please Note - BIST programs are in a hybrid format of both in-person and online. ***(Online Programs) are held on Microsoft Teams, except for the programs "Not-So-Blue Mondays, ""Speaker's Corner," and "Community Meetings: Education Sessions." These 3 programs are held on ZOOM.*** **Learn More & Register for Programs:** www.bist.ca/programs | https://bist.ca/about/programs-and-services/ | https://bist.ca/about-online-programs/				
Facilitated By: Registered Social Worker & BIST Peer Support Coordinator	Support Groups run on **Tuesdays only**. ● (In-Person) Women & Brain Injury Support is no longer running in-person until further notice ● Online Support Groups take place monthly on 3rd Tuesday of the month	Women and Brain Injury Support Group	Online	Open. No wait time
Facilitated By: Men's Group Facilitator	This Social-Drop In program has been discontinued.	Social Drop-in for Men With Brain Injury	In-Person and Online	This program has been

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?
		Connect with other men who live with brain injury in a supportive environment - facilitated by a person who specializes in brain injury supports		discontinued.
Facilitated By: An Art Therapist, with a background in psychotherapy (qualifying) & BIST Peer Support Coordinator	Support Groups take place on **Tuesdays only**. ● In-Person Support Groups have been discontinued. ● Online Support Groups take place monthly on the 1st Tuesday of each month	Brain Injury Support Group Mixed gendered - for women, men, people who identify as trans and/or non-binary	Online	Open. No wait time
Programs Coordinator	Yes	Provides administrative support in coordinating some various programs and events	Connect via email, text message, phone call, Microsoft Teams or in-person appointment	Wait time: 2 weeks
Peer Support Program	No	**Information:** https://www.bist.ca/support-groups Connects Members (Partners) to Mentors who have lived experience. Mentors provide knowledge, support and resources to Partners who are going through similar ABI-related situations.	Email: peersupport@bist.ca Call: (647) 990-1485	Email or call Peer Support Coordinator to inquire of wait times.

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More Programs & Events				
Not So Blue Mondays Facilitated By: CHIRS Staff & BIST Students	Yes. This program is on pause, and will resume in September 2026, however BIST/CHIRS will run a joint outing program for July & Aug months on Mondays. Visit: www.bist.ca/programs for more info.	**Information & Registration:** https://www.bist.ca/community-and-social-programs BIST & CHIRS www.chirs.com partner to bring you an engaging hybrid format (both online & in-person) program. Join the 2 brain injury organizations to have fun, socialize and learn about a new theme (music, TV show sitcoms, countries you have never heard of before etc.) each week with the adventures of YouTube! **Date:** Every Monday @ 1-2:30 pm	Program runs both in-person and online on Zoom at the same time. In-Person format is held at the BIST office. Visit: www.bist.ca/programs	No wait time
Speaker's Corner Facilitated By: CHIRS Mentor Coordinator	Yes. This program is on pause, and will resume in September 2026, however BIST/CHIRS will	An open house that showcases some success stories from CHIRS Speaker's Corner and focuses on how a person can	Program runs both in-person and online on Zoom at the same time.	No wait time

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	run a joint outing program for July & Aug months on Mondays. Visit: www.bist.ca/programs for more info.	be the best leader and public speaker in a supportive and collaborative environment. Encouraging 2 main speakers to share their experiences of Speaker's Corner. Program will close with a fun improvisation piece. **Date:** Every Monday @ 2:45-4:00pm **Information & Registration:** https://www.bist.ca/event-details/speakers-corner-hybrid-2026-09-14-14-30	In-Person format is held at the BIST office.	
Freaky Fridays Facilitated By: Freaky Friday Coordinator	Yes	**Information & Registration:** https://www.bist.ca/community-and-social-programs **Date:** Every Friday @ 1-2:30 pm *(Except for the 1st Friday of the month)* **(BIST Community Outings take place on 1st Friday of each month @ approx. 1:00-3:00 pm**) Check www.bist.ca/programs for exact times. Freaky Friday's is an art-based	In-Person	No wait time

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?
		activities program. End your week right! Enjoy group art sessions, discussions and other activities.		
Community Outing Facilitated By: BIST Staff	Yes	**Information & Registration:** https://www.bist.ca/community-and-social-programs **Date:** 1st Friday of each month @ 1-3 pm **Check Here: www.bist.ca/programs for exact times and registration links.**	In-Person at various locations in the community.	Please register on Eventbrite prior to program date to reserve a spot
BIST & BIAYR Community Meeting: Education Sessions Facilitated By: BIST Staff, BIAYR Board Members & Guest Speakers	Yes. This joint program is on pause for the summer months, and will resume again in September 2026.	**Information:** https://www.bist.ca/community-and-social-programs **Date:** 1st & 3rd Wednesday of each month @ 1-2pm **Check back for new updates here: www.bist.ca/programs**	Program runs in a hybrid format both in-person and online on ZOOM. In-Person format is held at the BIST office	No wait time. Please register on Eventbrite and choose either in-person OR online ZOOM options.
Brain Injury Association of Peel and Halton (BIAPH)				
Support Groups ABI Support Group	Currently running virtually on a weekly basis.	ABI Support Group: Support group open to both ABI survivors and caregivers https://biaph.com/abi-support-groups/	Virtual - Please refer to the schedule on the website. https://biaph.com/abi-support-groups/ Click HERE to complete the online	No wait time, accepting new members.

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?
			intake form. Click HERE to sign up as a speaker.	
Caregiver Support Group	Currently running virtually on a monthly basis.	Caregiver Support Group - Monthly support group for Caregivers to individuals with an ABI https://biaph.com/abi-support-groups/	Virtual - Please refer to the schedule on the website. https://biaph.com/abi-support-groups/ Click HERE to complete the online intake form. Click HERE to sign up as a speaker.	No wait time, accepting new members.
Headspin Support Group	Currently running virtually in-person twice a month.	Headspin Support Group - Biweekly social support group for young adults (16 to 30's) https://biaph.com/headspin-young-adult-support-group/	In-person activities. Please refer to schedule on website https://biaph.com/headspin-young-adult-support-group/ Click HERE to complete the online intake form	No wait time, accepting new members.
The Caregiver Relief Program	Accepting applications for the waitlist.	The Caregiver Relief Program https://biaph.com/caregiver-relief-program/	In home PSW service providing 4 hours of caregiver respite once per week for a 1 year period. Click HERE to complete the online intake form	Waitlisted approx. 6 months
Support Program	No Changes	Peer Support Program https://biaph.com/peer-support-program/	One to one mentorship with another survivor or caregiver in a similar	Yes - wait times vary by individual case.

Organization/ Program	Any Operational Changes? (Yes/No)	What Services Are Being Offered?	In-person and/or Virtual?	Any Changes to Wait times?
			circumstance with lived experience. Click HERE to complete the online intake form	