

2019 IN REVIEW



VISTA CENTRE
BRAIN INJURY SERVICES

(613) 234-4747

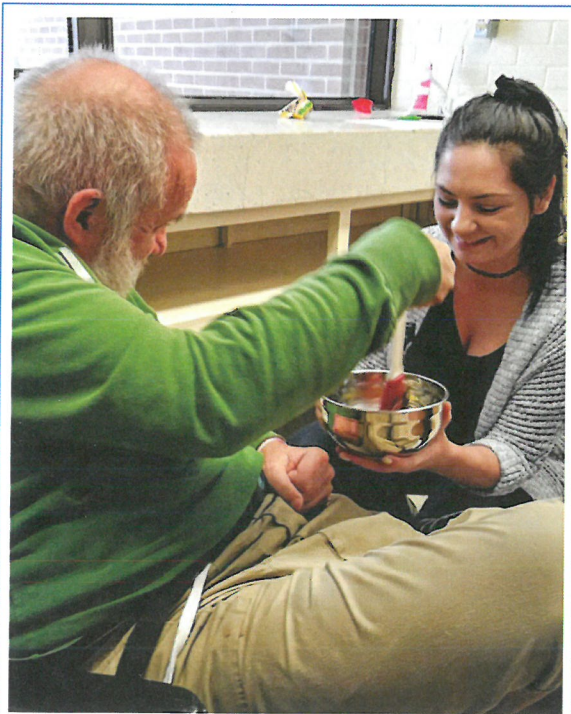
214-211 Bronson Ave, Ottawa ON K1R 6H5

MISSION STATEMENT

Vista Centre Brain Injury Services (VCBIS) provides tailored brain injury services.

VCBIS works collaboratively with persons whose lives are affected by an Acquired Brain Injury through community-based support, services and education, in order to maximize recovery and quality of life for those affected.

VISTA CENTRE BRAIN INJURY SERVICES



The Vista Centre Brain Injury Services are overseen by a volunteer Board of Directors whose role is to plan and determine policy and be accountable to stakeholders and the community it serves in order that the stated purpose and objectives of the organization be attained.

The unique life altering effects of an Acquired Brain Injury are such that the delivery of services can only be offered in customized fashion. Long term support programs are more often than not necessary and offered, as long as therapeutic goal achievement is deemed possible.

VCBIS provides the highest quality levels of service to the maximum number of clients possible in a cutting-edge facility and is recognized as the leading service provider to the Acquired Brain Injury community in the Greater-Ottawa area/Champlain territory.

CHAIR'S REPORT



2019 marked a new beginning and a very busy time for Vista Centre Brain Injury Services. The Board experienced a renewed sense of purpose with new members and a new Director General at the helm. 2019 also included new involvement for the Board of which the following are highlights:

- Brain Injury Awareness Day: VCBIS continued to sponsor this annual educational event held in June as part to Ontario's Brain Injury Awareness month. Once again, the event attracted phenomenal speakers from across North America to a sold-out audience. This year, more than 200 people attended.
- Board Recruitment Process: A more formal process to recruit and evaluate potential new members for the Board was developed and implemented. The Board orientation package was also updated and supplemented.
- With the Boards guidance, the Vista Centre Foundation furthers the reach of its services: The main goal of the Foundation is to raise funds for different programs for those with an Acquired Brain Injury.
- CEO Succession Planning leads to the hire of a new Executive Director: In September 2016, the board approved the CEO Succession Plan drafted by David Walls. In November 2016, the Succession Planning Committee, comprised of D. Orser, B. Kwasniewski, T. Kyle, D. Robinson and F. Pelletier, was established to review the plan and develop recommendations regarding the recruitment process. The Committee began meeting in May 2018 to oversee the recruitment process. In November 2018 a new Executive Director was welcomed. Denis Boileau began his term in December 2018 and continues his service to date, in 2020.
- Ontario Health Teams: The Ontario Ministry of Health and Long-Term Care has proposed significant changes to the health care system in Ontario. Through the newly formed Health Ontario it is establishing Ontario Health Teams (OHT).
- Through the Directors' guidance, VCBIS has submitted a self-assessment to Health Ontario to become an Ontario Health Team in order to better service the needs of those with an Acquired Brain Injury, in lock-step with the provincial changes at hand.
- It has been an exciting and challenging year. I would like to thank my fellow Board members for their support throughout this year of significant transformations. My sincere gratitude to all the employees at Vista Centre Brain Injury Services for the outstanding work they accomplish daily. We are small but mighty! Finally, to our clients I would like to say: please be assured that we will continue to strive to provide you the best quality of service possible

Onward and upward!


Donna Robinson, Chair of the Board of VCBIS

Donna Robinson
Chair

EXECUTIVE DIRECTOR'S REPORT

My first year as Executive Director has been a true privilege and I thank you for this opportunity. It is near and dear to my heart to see the difference that our organization makes in the lives of patients and going forward, I will strive to make our services even more available to those who need it.



It's been a year of adaptation, of learning and of meetings with clients while creating new relationships with a variety of community health organizations in order to better position the organization, all the while looking at possible opportunities for the expansion of services.

The Ontario health care system is undergoing a substantial transformation and such a significant renewal has not occurred in more than half a century. The new Ontario Government is modifying the health care system in order to better place the client at the center of care services. This requires multi-stakeholder collaboration to enhance and deliver more comprehensive services to meet growing demands.

The new Ontario Health Teams are responsible for identifying under-served populations to better meet their needs. These teams are also created to decrease the demand on hospitals while delivering more service variety. The community health care sector is at the core of this change to provide appropriate and beneficial services to the community.

The Ministry of Health invited organizations to submit a self-assessment if they wished to become an Ontario Health Team (OHT). In 2019, Vista Centre Brain Injury Services has submitted an application in order to better serve those with an Acquired Brain Injury. The Ministry received 157 submissions and the only one addressing the under-served population of those with an Acquired Brain Injury was VCBIS. The submission was accepted by the Ministry of Health and VCBIS was invited to proceed with the process of becoming an Ontario Health Team.

This process is significant on a number of levels. For one, the issue of Acquired Brain Injury is now officially and directly considered by the Ministry of Health through the OHT effort. Secondly, the process of submission has permitted the further identification of

under-served groups within the Acquired

Brain Injury community: those experiencing homelessness, the incarcerated population, veterans and indigenous groups within the Champlain territory.

The forming of the OHT for our organization also creates new relationship and partnership possibilities with a number of service providers. In collaboration with these partners (school boards, correctional facilities and safety councils), VCBIS is considering expanding services to include the prevention of traumatic brain injuries. Some of the newer partners are not funded by the Ministry of Health and Long-Term Care but funded by other Ministries: The Ministry of the Solicitor General (Correctional Services), The Ministry of Education, Indigenous Services Canada and others. The opportunities for co-development are vast.

This obtainment of OHT status is a major accomplishment for VCBIS, and will demand a significant amount of time to establish.

The new status will not adversely affect the quality and range of services provided to VCBIS clients but rather enhance the scope of services available, which in turn means that more Canadians experiencing Acquired Brain Injuries will get the help they need.

I look forward to continuing in my role as Executive Director. The years ahead are shaping up to be quite exciting for our Centre.

J. Denis Boileau
Denis Boileau
Directeur général

2019 HIGHLIGHTS

PERSON AND FAMILY CENTERED CARE (PFCC) CONTINUES TO PROVIDE HIGH SATISFACTION LEVELS.

In 2016, VCBIS decided to make Person and Family Centered Care (PFCC) the foundation and principle aim of the organization. All realized the importance of including the perspective of patients and families. 2019 continued to reveal the benefits of PFCC for all involved.

Bringing the perspectives of patients and families directly into the planning, delivery, and evaluation of services continues to have a direct impact in improving the quality of services and overall safety of our resi-

PROFESSIONAL DEVELOPMENT DEDICATION.

As service providers, wish to provide kind, competent care to the people we serve. Our dedicated residential team continues to expand their knowledge base through professional development opportunities. The team took the Indigenous Cultural Safety Training, the Safe Management training and attended the 2019 Provincial Ontario Brain Injury Association (ABI) conference.

The Board would like to extend our ongoing gratitude towards the residential staff team for their enthusiasm, dedication and tireless efforts towards constantly striving to improve the quality of life for residential participants.

STUDENT PLACEMENT – A WINNING PARTNERSHIP CONTINUES TO BENEFIT ALL INVOLVED.

VCBIS is fortunate to benefit from a number of student placements each year, including in 2019. These placements truly benefit everyone involved. This past year, students from a variety of programs have completed placements at VCBIS, including in Social Work, Social Service Worker and Developmental Services Worker profiles. They came from Algonquin College,

dental participants, as well as being a major contributor to the increase of participant satisfaction. VCBIS would like to thank families for their involvement and dedication towards the well-being of our clients, while recognizing that success rates are based essentially on relationships, together with services.



Our clients in Cornwall designed their own float to participate in the local Santa Claus Parade.

the Psychology and Social work program from Carleton University and Brock University and the Occupational Therapist Program from Ottawa University. Placements have often led to employment opportunities and students express a great deal of satisfaction with their experiences while acquiring hands-on experience at VCBIS.

2019 HIGHLIGHTS

ACCREDITATION CANADA – SEPTEMBER 2020.

Vista Centre Brain Injury Services is preparing for the Accreditation Canada process taking place in September 2020. Many staff members are working diligently at reviewing the central components which are the objects of the accreditation process: the Acquired Brain Injury Services themselves, leadership



and governance, infection prevention and control, and medication. This process allows our organization to continue with the commitment to excellence in service delivery to the Acquired brain Injury population.

Stéphane Hébert



Our clients from the Day Program and staff in Ottawa designed their own costumes to celebrate Halloween.

VISTA CENTRE BOARD OF DIRECTORS

Donna Robinson

Tammy Kyle

Colleen Burn

Jim Fowles

President

Vice-President

Secretary

Treasurer

Lesly Joseph

Mehreen Khan

Ritu Sikka

Fred Pelletier

Director

Director

Director

Director

PROGRAMS UPDATE

ASSISTED LIVING SERVICES PROGRAM IN 2019.

During this reporting period, the Assisted Living Services Program provided resources and supports for five full-time residential placements. Services for all the residential participants were achieved through the dedicated efforts of a supportive team comprised of three residential counsellors, one assistant counsellor, one overnight counsellor and approximately 20 relief counsellors.

The highly skilled team supports participants in all aspects of their life including daily living activities,

behavioural management, and establishing consistent routines to increase productive activities with frequent community involvement.

Some of the social event highlights were waterskiing on the Rideau River and downhill skiing at the Edelweiss Ski Resort, six Saturdays in a row. The participants also enjoyed numerous trips to local museums, local events and festivals such as The Tulip Festival, Winterlude and Bluesfest concerts.

PERSONAL SUPPORT/INDEPENDENCE TRAINING PROGRAM (PSIT).

Team Involvement

- Three team-members attended the Bi-Annual OBIA conference, and manned the booth
- Eight team-members attended the 2019 Best Practices in Post-Trauma Community Re-Integration
- All staff Training: First Aid/CPR recertification, Safe Management Re-Certification, Errorless Learning.

Services Provided

- 134 clients served: (127 Ottawa, seven in Cornwall)
- Individuals on the waiting list: 57.

PSIT Program Evaluation and Other Initiatives

- Three students from the University of Ottawa's Graduate Diploma in Program Evaluation conducted a program evaluation of the PSIT Program. The results have been presented to the team,

the Board of Directors and at the Brain Injury Awareness Day. VCBIS is in the process of implementing the recommendations from this program evaluation.

- VCBIS was accepted as a poster presentation for the results of the program evaluation at the University Health Network's Traumatic Brain Injury Conference in Toronto, February 7, 2020.
- Two first year medicine students completed their placement with VCBIS and prepared a paper entitled "Smoking Cessation Program for persons with an ABI and Effects of Marijuana on persons with an ABI."
- Participated in the LHIN-initiated Acquired Brain Injury (ABI) Quality Working Group.
- Provided six full day training sessions for team-members at Qualicare.

T. Kuchynski
Programs Manager

DAY PROGRAM.

Team Involvement

- Three team-members attended the Bi-Annual OBIA conference and manned the booth
- Three team-members attended the 2019 Best Practices in Post-Trauma Community Re-Integration
- All staff completed the First Aid/CPR recertification, Safe Management Re-Certification, Errorless Learning.

Services Provided

- 43 clients served (22 Ottawa, 20 Cornwall)
- 43 on the waiting list.

Other Involvement

- The Cornwall program entered a float in the Cornwall Christmas parade to create visibility for the program in Cornwall and this float was entirely designed and made by the clients.
- VCBIS continues student placements at both locations.
- VCBIS participated in the Champlain Community Support Network's quality improvement project as well as the Adult Day Program Standards and Coordinated Access project.

T. Kuchynski
Programs Manager



*The program held in Cornwall celebrated its 5th anniversary in 2019.
From left to right, Mike, a client at the Cornwall program with Denis Boileau, Executive Director of the VCBIS.*

FINANCIAL REPORT

ANNUAL RECONCILIATION AND INDEPENDENT AUDITOR'S REPORT.

To the Ministry of Health and Long-Term Care and the Local Health Integration Network.

We have audited the accompanying schedules (ARRFin1, ARRFin2) and the Proxy Pay Equity Reconciliation Report (excluding Statistics and FTEs) (the "Schedules") of Vista Centre of the Annual Reconciliation Report for the year ended March 31, 2019. The Schedules have been prepared by management based on the financial reporting provisions in the guidelines in Chapters 3 and 4 of the Ontario Healthcare Reporting Standards and the Community Financial Policy (2016) issued by the Ministry of Health and Long-Term Care.

Management's Responsibility for the Schedules

Management is responsible for the preparation of the Schedules in accordance with the financial reporting provisions in Chapters 3 and 4 of the Ontario Healthcare Reporting Standards and the Community Financial Policy (2016) issued by the Ministry of Health and Long-Term Care and for such internal control as management determines is necessary to enable the preparation of Schedules that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the Schedules based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the Schedules are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the Schedules. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the Schedules, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the Schedules in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the Schedules.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion the Schedules of Vista Centre for the year-ended March 31, 2019 are prepared, in all material respects, in accordance with the financial reporting provisions in Chapters 3 and 4 of the Ontario Healthcare Reporting Standards and the Community Financial Policy (2016) issued by the Ministry of Health and Long-Term Care.

ANNUAL RECONCILIATION AND INDEPENDENT AUDITOR'S REPORT.

Basis of Accounting and Restriction on Distribution and Use

Without modifying our opinion, we draw attention to the Note to the Schedules which describes the basis of accounting. The Schedules are prepared to assist Vista Centre to meet with the financial reporting requirements of the Ministry of Health and Long-Term Care and the Local Health Integration Network referred to above. As a result, the Schedules may not be suitable for another purpose. Our report is intended solely for Vista Centre and the Ministry of Health and Long-Term Care and the Local Health Integration Network and should not be distributed to or used by parties other than Vista Centre or the Ministry of Health and Long-Term Care and the Local Health Integration Network.

Note to Schedules

March 31, 2019

These schedules have been prepared in accordance with financial reporting provisions contained in the following, collectively referred to as the "Guidelines":

1. The Community Financial Policy (2016)
2. Chapters 3 and 4 of the Ontario Healthcare Reporting Standards

The schedules were prepared to assist Vista Centre Brain Injury Services to meet with the reporting requirements of the Ministry of Health and Long-Term Care and the Local Health Integration Network. The schedules are intended solely for the use of the Vista Centre Brain Injury Services and the Ministry of Health and Long-Term Care and the Local Health Integration Network. Accordingly, readers are cautioned that the schedules may not be suitable for another purpose.

Baker Tilly Ottawa LLP

Chartered Professional Accountants, Licensed Public Accountants
June 18, 2019
Ottawa, Ontario.

THE VISTA CENTRE FOUNDATION



VISTA CENTRE FOUNDATION FOR BRAIN INJURY PATIENTS

ANOTHER WAY TO HELP THOSE WITH ACQUIRED BRAIN INJURIES.

Vista Centre Brain Injury Services is in the process of instituting a Foundation. The process has begun in 2019 and the initial submission has been accepted by Revenue Canada.

An interim Board has been established; the proposed by-laws have been written and are being reviewed. The next step will be to recruit Board members for this new entity.

The main role of this Foundation is to strive to raise funds within the community for people with an

Acquired Brain Injury. Funding could be devoted for example to housing, providing new services, providing scholarships, increasing the awareness of issues through conferences or in-services and so on.

Dr. Fred Pelletier has graciously accepted to be the first Chair of this new Foundation.

This new initiative will continue to flourish and create community partnerships to increase the quality of life of those with an Acquired Brain Injury.

THE VISTA CENTRE FOUNDATION BOARD OF DIRECTORS

Fred Pelletier

President

Donna Robinson

Director

Colleen Burn

Director

Jim Fowles

Treasurer



Some of our team-members participated in the Santa Shuffle Run in Ottawa and organized by the Salvation Army.