

2022

YEAR IN REVIEW



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MISSION STATEMENT

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

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



SERVICES

Vista Centre Brain Injury Services is overseen by a volunteer Board of Directors whose role is to plan and determine policies, and be accountable to stakeholders and the community it serves so that the stated purpose and objectives of the organization are 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 often 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.

BOARD OF DIRECTORS

Donna Robinson, Chair

Tammy Kyle, Vice-Chair

Katherine Harris, Treasurer

Colleen Burn, Secretary

Fred Pelletier, Director

Mehreen Khan, Director

Lesly Joseph, Director

Ritu Sikka, Director

A MESSAGE FROM THE CHAIR



To say that the past few years have been unprecedented would be an understatement. Coping with the pandemic for the past few years has been difficult and ensuring that Vista Centre Brain Injury Services continues to offer our important services to those with an acquired brain injury has been a challenge.


People with an ABI are a vulnerable population and services offered to them are few making it difficult to cope with the increase in demand. Vista Centre Brain Injury Services has nonetheless weathered the Covid-19 storm well and continued to offer in-person and virtual services.

Please note that 500,000 people in Ontario alone are identified as having a brain injury. In Canada brain injury occurs every 3.5 minutes and 10 times more often than spinal cord injuries. These numbers are staggering and although the need and demand is great, the services are lacking.

Vista Centre Brain Injury Services continues to offer high quality and essential services to those with an acquired brain injury. This is accomplished due to the knowledgeable and dedicated staff that we have at Vista

Centre Brain Injury Services. If not for them, many people would be homeless, occupying emergency rooms to get services, and incarcerated or encumbering other social and healthcare agencies. We work collaboratively with people whose lives have been affected by an Acquired Brain Injury through community-based support service and education to maximize their life potential. Through this collaborative approach with clients and other community support services, we endeavour to continue to offer the quality of services expected from Vista Centre Brain Injury Services.

It has also been a challenging year for the Board, and I would like to thank my fellow Board members for their support during this past year. I also want to express my sincere gratitude to our Executive Director, Denis Boileau, and all the employees at Vista Centre Brain Injury Services for the outstanding work they accomplish. Our clients can be assured that we will continue to strive to provide them with the best quality of service going forward, no matter what the future has in store for all of us.


Donna Robinson, Chair of the Board of VCBJS



EXECUTIVE DIRECTOR'S REPORT

The past year has been very challenging at Vista Centre Brain Injury Services as the pandemic affected our operations in many ways. For example, Vista Centre Brain Injury Services did not produce a “Year in Review Report” last year due to the increased workload of dealing with the issues related to the pandemic.

After dodging the bullet of an outbreak at the residence for 2 years, it was finally our turn to deal with an outbreak. It was hectic for a period of a few weeks and the staff at the residence performed their duties superbly under strict conditions. Even though we respected all the health protocols required by the Ministry of Health and Public Health Ottawa, we still had to deal with an outbreak.

As the healthcare system is experiencing challenges and changes, Vista Centre Brain Injury Services has strived to keep up with an ever-changing landscape. At times, this is daunting as there are many changes to deal with and we must rapidly adapt to new protocols or guidelines. Even so, Vista Centre Brain Injury Services continued to enhance its services to clients through a virtual platform and adapting to new virtual services.

Vista Centre Brain Injury Services embarked on a new 360 evaluation model for its employees, and these were completed. The employees personal and organizational goals were discussed to better align with our strategic goals.

One of the main issues facing Vista Centre Brain Injury Services this past year was to stay within its allocated budget from the Ministry of Health. With inflation, costs, products, services (insurance) increasing, it has been difficult to balance the required organizational and client needs. We recognize that many other community agencies are in a similar state, and we chose to forego some organizational enhancements, such as new computers for staff, to ensure that our clients received the services they require.

Vista Centre Brain Injury Services is part of an initiative to better define the pathways of care for clients with an ABI as well as engaging in ways to provide better data collection to the Ministry of Health. Providing such information will serve to define and provide new services to our clients.

Stay safe everyone!

J. Denis Boileau

COMMUNITY DEVELOPMENTS



COMMUNITY LEARNING SERVICE PROGRAM

VCBIS continued to participate in uOttawa's Community Service Learning (CSL). CSL is a credited educational experience that (1) is conducted as part of a course, during which (2) students participate in structured volunteer activities designed to meet community needs and (3) critically reflect on their in-community placement learning, to develop a better understanding of class materials and their field of study. This year's projects were:

1) Impact of Change of Service Delivery on Staff: This study examined the physical, psychological and/or social effects, as well as the anxiety attached to the resumption of in-person services.

2) Evaluation of Virtual Delivery of Programs: The key tasks we were looking for support with included: 1. Developing a Logic Model and/or Theory of Change for Virtual Services 2. Developing Performance Measurement Framework 3. Developing a system for ongoing data collection and compilation within the Centre's existing capacity and resources, and 4. Analyze data and make recommendations for improvement of the program. The framework has been completed and the evaluation began in January 2023 and will be completed in June 2023.

3) Proposal for a Practice-Based Evidence (PBE) Research Methodology: Determine which treatments (or social services) are most strongly associated with positive outcomes for the clients, monitor client-reported outcomes longitudinally in a comprehensive and detailed way, identify rehabilitation elements that are associated with better outcomes in all or a particular subset of the client population and create opportunities to provide more tailored services and identify which services require further research or modification.

COMMUNITY DEVELOPMENTS

100 MEN WHO CARE/ 100 WOMEN WHO CARE FUNDRAISING EVENT

On September 6, 2022, VCBIS was one of the 3 featured charities at the 100 Men Who Care/100 Women Who Care's quarterly fundraising event. The members of the group meet to create change. Four times a year, they gather for a couple of hours

where two local charities can showcase their great work through short presentations. Each of the members then contributes to the charity of his/her choice, and every cent is donated directly to the charities. VCBIS received \$5,942.00.

VIRTUAL FRIENDLY VOLUNTEER PROGRAM

Over the past year, we have developed a Virtual Friendly Volunteer Program, which includes the Virtual Friendly Visitor Program Volunteer Handbook. We launched the program in July 2022 and have matched 2 clients with volunteers as of March 2023.

THE CANADIAN INTERNATIONAL INSTITUTE OF ART THERAPY (CIAT) STUDENT PLACEMENT

VCBIS has been fortunate to provide a placement for an art psychotherapy student as well as offer art therapy to our clients. As of March 2023, there were 4 participants. Art Therapy helps people express and explore emotions and improve self-esteem.

COMMUNITY DEVELOPMENTS

2022 INTERNATIONAL JOINT CONFERENCE ON BRAIN INJURY, NEW YORK CITY, SEPTEMBER 21-24, 2022

We had 3 poster presentations accepted at the conference: [Click here to see](#)

1. Evaluation of the Virtual Implementation of a Community-Based Support Program for People with Acquired Brain Injury Since the COVID-19 Pandemic.
2. Towards practice-based evidence of rehabilitation outcomes in community-dwelling individuals with acquired brain injury – a pilot study.
3. A Cross-Sectional Analysis of Caregivers and Service Providers Adapting to COVID-19 in a Canadian Brain Injury Service Organization: A Follow-up Study.

A FEW NEW BEDS IN THE COUNTRYSIDE

Vista Centre Brain Injury Services received additional funding from the Ministry of Health to add four (4) new beds to its residential program. To complete this, we partnered with another agency that already had a facility in Plantagenet, Ontario, which is about an hour away from Ottawa. VCBIS received operational dollars to accommodate four new beds for people with an acquired brain injury in this location.

It has been an adaptation to work with another agency and to incorporate our clients with many other clients already at the other facility. The employees at the

Plantagenet facility have gone beyond their scope of duties to accommodate everyone and to ensure that everything would run smoothly with this other organization and our clients.

This partnership allowed for an expansion of the number of beds for VCBIS. It also offers a taste of countryside living for the participants since it is close to some trails, and the clients can make a garden and grow their own vegetables in the summer. All of this teaches them independent living skills and more.

RESIDENTIAL ACTIVITIES

ASSISTED LIVING SERVICES

The Assisted Living Program provided resources and supports for five full-time residential placements. Services were provided to all residential participants through the dedicated efforts of a supportive team comprised of three residential counselors, one assistant counselor, one overnight counselor, and approximately 20 relief counselors. With the pandemic, maintaining adequate staffing was a challenge initially as several relief staff could not work at the residence because of restrictions on working at more than one place. We hired new relief staff. The residence team also received support from the Personal Support Independence Training team at the beginning of the pandemic.

The highly skilled team supported the residents in all aspects of life, including daily activities, behavioral management, and routine consistency to increase productivity to include frequent community involvement. Unfortunately, with the onset of Covid-19, the day-to-day activities at the residence changed. Most of the participants' community activities were suspended or

provided in a virtual setting. Weekend outings to fairs, festivals and museums were also put on hold. Staff adjusted to having the residents present on-site on a continual basis, while residents adjusted to having to stay at home and experience some boredom. Over the course of the year, staff kept the residents engaged while abiding by the health regulations in place. New at-home activities were purchased, walks in the community became frequent, additional virtual programming were identified and used. The residents enjoyed a bit of extra time in bed, with early morning programs a thing of the past. Residents were happy to remain connected with other Vista Centre Brain Injury Services participants through virtual programming.

We would like to extend our ongoing gratitude for the residential staff team, their enthusiasm, dedication and tireless efforts to improve the quality of life of our residential participants amidst the challenges of the pandemic.

PARTICIPANTS VIEWS



I have been working with **Jennifer Pink** since the start of the pandemic in November 2020. Jennifer has helped every year to reach my chosen goals and to know what is within my limits and in line with my values. Our weekly calls helped greatly and it is always nice to have someone who understands brain injury to listen to you and help you prioritize and stay focused on goals.

I continue to reach achievements like cooking more meals, using the tools we go over, and finding new tools on the way. All with the goal to do more outside, in my community and better in my life. Jennifer is always available and makes me feel 100% less alone in this fight of finding myself again and navigating my brain injury.

Thank you Jenn.



WORDS FROM MELISSA'S CLIENTS



“Thank you for taking the time to listen to me and support me with what I am working on. It may not seem like much, but I am so grateful for your support. This really helps me a lot”

Dec 20, 2022 – T.M.



“I am not sure where I would be without the support. What may seem like something small makes such a huge difference in how I get through the day. Thank you”.

Nov 17, 2022 – S.S.

Independent Auditor's Report

**To the Members of
Vista Centre Brain Injury Services**

Opinion

We have audited the financial statements of Vista Centre Brain Injury Services, which comprise the statement of financial position as at March 31, 2022, and the statements of changes in net assets, operations and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Centre as at March 31, 2022, and the results of its operations and its cash flows for the year then ended in accordance with Canadian Accounting Standards for Not-for-profit Organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Centre in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian Accounting Standards for Not-for-profit Organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Centre's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Centre or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Centre's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Auditor's Responsibilities for the Audit of the Financial Statements (continued)

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- ♦ Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- ♦ Obtain an understanding of internal control relevant to the audit 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 Centre's internal control.
- ♦ Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- ♦ Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Centre's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Centre to cease to continue as a going concern.
- ♦ Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on Other Legal and Regulatory Requirements

As required by the Corporations Act of Ontario, we report that, in our opinion, the accounting principles in Canadian Accounting Standards for Not-for-Profit Organizations have been applied on a consistent basis.

Baker Tilly Ottawa LLP

Chartered Professional Accountants, Licensed Public Accountants
July 7, 2022
Ottawa, Ontario

NAVIGATOR'S PERSPECTIVE

While the last few years have certainly been times of adaptation and adjustment, 2022 was a year of re-openings and ongoing collaboration to develop options that would meet the varied needs of the Acquired Brain Injury (ABI) community. In the fall of 2022, ABI programming started transitioning towards in person activities, while continuing to meet the unique needs of individuals in ways that were unknown prior to Covid. Telephone calls, texts, emails, and virtual programming were all used to ensure that individuals living with an ABI could have meaningful contact, engagement and individualized support if they were unable to attend in person activities. The continuation of virtual programming has allowed increased participation for individuals living in remote areas and for those with a variety of other challenges (which prevent them attending in person) to access adult day programs and other forms of support, promoting ongoing personal progress.

While at the beginning of March 2022, the far reaching impacts of COVID-19 could not have been anticipated, it has highlighted some of the challenges being experienced by individuals living with ABI as well as the challenges their families and support systems experience. The Provincial Navigators continue to assess gaps in services and advocate for options to address the outstanding needs. One long-standing challenge has been that of the availability of appropriate supportive

housing for individuals with ABI. In the spring of 2022, the Champlain region received funding for an additional seven supportive housing beds for people living with an ABI. Two locations were opened, one in Plantagenet providing four beds and one in Renfrew which has three beds. Those beds are now filled with individuals eager to pursue supported housing in the community. We continue to advocate for additional supportive beds that meet the varied needs of individuals living with ABI.

Intimate partner violence (IPV) also came to the forefront during the pandemic, and it is noted that unrecognized and undiagnosed brain injury from intimate partner violence can severely impact an individual's ability to pursue life goals. During the last year, the Provincial Navigators developed an information package for individuals that work with survivors of intimate partner violence with the goal being of providing screening tools, resources and a link to the local navigator to survivor's access to ABI services.

The Brain Injury Association of Ottawa Valley (BIAOV) has continued to develop programs, which are highlighted in their monthly newsletter. In addition to a listing of community resources, BIAOV provides a calendar of activities for the month such as providing information including the Step up Group, Zoom social, family support groups, women's support groups, and concussion support groups. The Ontario

NAVIGATOR'S PERSPECTIVE

Brain Injury Association continues to expand programming to provide education, awareness and support for individuals living with ABI in Ontario. During 2022, Brain Injury Canada developed a course entitled "Foundations of Brain Injury for Health Care Providers" which was rolled out in October 2022 and an additional supportive course entitled Brain Injury & Teens (BRITE), which is an online resource for youth aged 13 - 18 released this winter 2022.

Provincially, the Ideal Neurotrauma Care Pathways was established to identify the optimal path of care for someone that has experienced a neurotrauma. This also identified the outstanding gaps in optimal pathways and regional challenges as well as plans to promote an implementation of the ideal pathways. We anticipate that this will ensure that care needs are addressed in a comprehensive and individualized ways to anyone experiencing neurotrauma in Ontario. Furthermore, the local Ontario Health Teams are at various stages of development but are demonstrating collaboration in resource development to also meet the needs of patients in the Champlain region.

The navigators are currently developing a Tips and Tricks resource document for clinicians that work with individuals with acquired brain injury. The purpose of this resource is to increase awareness and understanding of a client's presentation following a brain injury as well as tips to maximize interactions and support their clients.

So while the world slowed down during the pandemic, the ABI community has been busy, continually evolving to meet the needs of those living with the impact of ABI and their families and support systems.

Connie Coburn
System Navigator for Acquired Brain Injury,
Champlain
613-310-2222
Toll-Free 1(800) 538-0520 ext 5963

SUPPORTERS & SPONSORS

Thank you to our supporters and sponsors.

The services we provide would not be possible without the financial support of Health Ontario East. Through their help, we can provide services to those with an Acquired Brain Injury.

This has been an unprecedented year to continue to offer quality services to our clients. None of it would have been possible without the continued dedication of staff who braved the pandemic. They are the heart and soul of Vista Centre. A BIG thank you also to the Vista Centre Brain Injury Services Board members. Their task of guiding this agency through this difficult year was not easy and they were called upon to decide which course of action was the best to take at every turn.

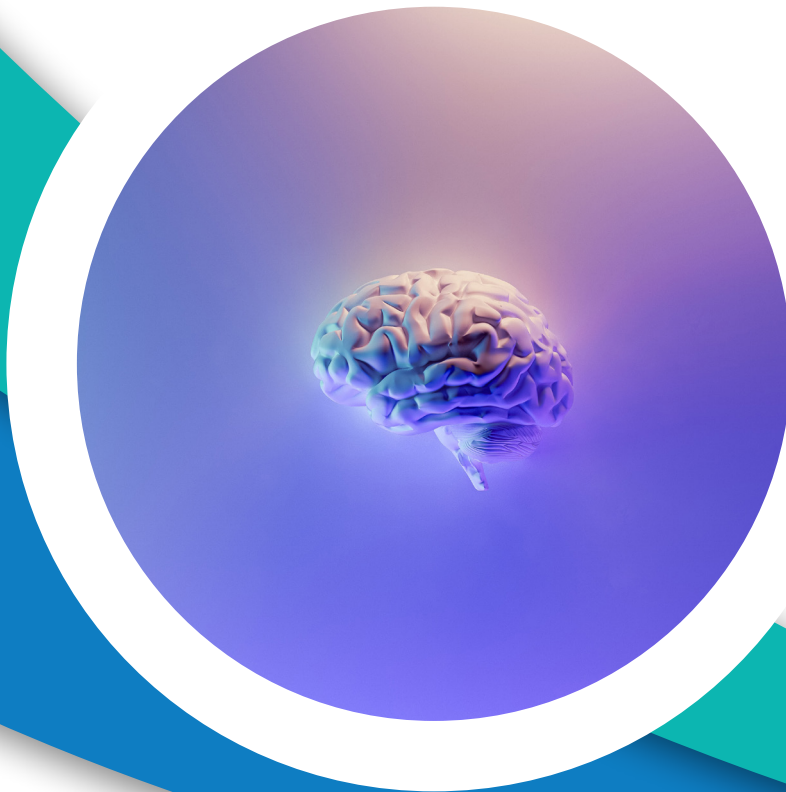
Thank you for your time and dedication to the cause of enhancing the lives of those with a brain injury.





VISTA CENTRE
BRAIN INJURY SERVICES

CENTRE DE SERVICES VISTA
POUR TRAUMATISÉS CRÂNIENS



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