

YEAR IN REVIEW 2023



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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

COLLEEN BURN
Secretary

LESLY JOSEPH
Director

RITU SIKKA
Director



A MESSAGE FROM THE CHAIR

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 offer in-person and virtual services.

Please note that 500,000 people in Ontario alone are identified as having a brain injury. In Canada a 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.

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 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 VCBIS



EXECUTIVE DIRECTOR'S REPORT

This year was challenging as we emerged from the pandemic and continued to add services and a major strain was adapting to a model of virtual and in-person services. This transition went smoothly, and clients and staff adapted to the changing needs.

As the healthcare system is experiencing challenges and changes Vista Centre Brain Injury Services has strived to keep up with an ever-changing landscape. Throughout this, offering high quality services remains the priority.

Another issue facing Vista Centre Brain Injury Services this 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. All community health agencies are experiencing similar issues and we all still thrive to provide the required services.

Vista Centre Brain Injury Services embarked on the development of a new strategic plan and this can be viewed on the following page. The development of such is complex but through it all we had interesting and fruitful discussions. The strategic directions chosen will enhance the services provided.

An innovative project was developed this year with the Champlain's ABI System Navigator on the topic of Post Traumatic Stress Syndrome (PTSD) in the context of an Acquired Brain Injury link. This project aimed to provide training on this topic. More information on this can be found here.

(<https://www.neurotraumapathways.ca/ptsd-training>)

Lastly my thanks to our dedicated staff who strive each day to provide services to the complex population that we serve, those with a brain injury and how dedicated and creative they can be to find solutions to unique problems since everyone with a brain injury requires an individualized care plan.

“

**I will either find a way
or make one**

- Hannibal

”

STRATEGIC PLAN

INTERNALLY

1) Developing a performance evaluation for employees based on Key Performance Indicators.

Key Objectives/Milestones:

- Researching what are, the use and implementation of key performance indicators.
- Implementation of these indicators in performance evaluations,
- Dissemination, starting with the Executive Director's evaluation, then Senior managers,
- Team Leads and employees.

2) Development of evaluation of programs and services

Key Objectives/Milestones:

- Working within Accreditation Canada guidelines, developing an evaluation framework and protocols for programs/services
- Implementation of evaluations for all services/programs
- All programs/services evaluated within 3 years
- Sharing results with clients, staff, community partners and funders.

EXTERNALLY

3) Increasing the funding of VCBIS

Key Objectives/Milestones:

- Increasing the funding envelope of VCBIS
- Creating links and funding proposals to various Ministries such as the Solicitor General,

4) Increasing services for different populations and community outreach

Key Objectives/Milestones:

- to offer services to Francophones and Indigenous populations.
- Yearly reporting to Health Ontario on the progress achieved
- Increasing training to staff on the offering of services

COMMUNITY DEVELOPMENTS

Brain Injury Awareness Day

2023 saw the return of Brain Injury Awareness Day. This year's event was offered both in person and on-line. The jam-packed agenda included an engaging Plenary Session: The Dignity of Risk and Brain Injury by Debjani Mukherjee, and update on the provincial TBI report card by Arman Ali, and presentations of this year's student project. This year we welcomed the Ontario Brain Institute and welcomed back experiences of individuals with ABI. Topping off the day was our keynote speaker, Carl Dixon, Canadian Rock Legend and ABI Survivor. Carl shared his inspiring journey and ended with a musical performance. It was truly an amazing day!



2023 Student Presentations:

Again, this year we partnered with uOttawa's Community Service Learning, Students participate in structured volunteer activities that meet specific community needs and are linked to course learning. They actively and strategically reflect on their experience, to increase their understanding of their area of study and sense of civic responsibility. This year projects were:

VCBIS Virtual/Hybrid Day Program Needs Assessment

Brooke Davis & Sydney Rossiter

Affordable Healthy Meals for Individuals with an ABI

Jacob Lefebvre & Tayler Greco
1st Year Med Students

Investigating the Relationship between SAD and TBI using SPAQ in clients of VCBIS

Justine Tubin
1st Year Med Student

Coping with Seasonal Affective Disorder (SAD) and Individuals with an ABI

Milica Ristovski
1st Year Med Student

Physical Activity After an ABI

Kaiyan Zhou
4th Year Health Communications

Students presented the results at Brain Injury Awareness Day

<https://www.youtube.com/watch?v=KpWbbPUyRyA&t=1416s>

YEAR IN REVIEW

- VANLANG AND PLANTAGENET RESIDENCES



Vanlang and Plantagenet Residences have gone through notable changes over the last year. Vanlang has had brand new flooring installed in the residence and had a complete renovation of one of their main client washrooms. Jessica, a Full-Time Residential Counsellor was able to communicate with Ottawa Community Housing and coordinate the renovations without a cost to VCBIS.

The Plantagenet Residence has gone through some changes itself over the last year. The men's bathroom shower was fixed and renovated to allow an alternative shower to be used in the busy mornings. A stairlift was installed to allow access to the VCBIS recreation room for client's with mobility issues who cannot walk down the stairs.

The two Residential locations have been learning and adjusting to a new electronic health record system called "Point Click Care". This cloud-based software is a centralized platform that offer various reliable modules, namely quality and compliance and care delivery management. In the early stages, Point Click Care has been an effective tool for efficiency with medication related tasks, and has been effective for staff to track progress with tasks, chores, and programs of each client in the residential setting.

The residential programs have seen three clients total at the two residences move out from the program. One client moved from the Vanlang residence to Plantagenet, another client moved from the Vanlang residence to the PSIT unit in the same building and continues to receive support, and the third client moved back with a family member. Vanlang just completed an intake of a new client, with a second client expected to move soon.

Both residential units received a brand new 2023 Chrysler Pacifica van. These new vehicles have been a much-needed change to transportation, especially for the Plantagenet residence given how much the clients travel to Cornwall and to Ottawa. The new vehicles are a lot more comfortable than the previous alternative, offer better mileage on fuel, and an overall better driving experience for all.

DAY PROGRAM YEAR IN REVIEW



Day Program in Ottawa and Cornwall continued to offer meaningful and exciting programs over the last year.

Cornwall participants were busy through out the year creating a variety of crafts to sell at the Cornwall Christmas Craft fair and for the Father's Day Car Show in Cornwall. Funds raised at this event will be used for a bus trip to the Museum of Science in Ottawa and money raised this summer will be used towards future trips.

Ottawa was able to expand the Day Program to four days a week, servicing more individuals with an ABI. The introduction of a Recreation Therapy program was started on Fridays (biweekly) from 10:30am-12:30pm. A variety of different activities are offered i.e: Physical Exercise, Meditation and Art therapy. This program is offered to all VCBIS clients.

Cornwall received funding from United Way Cornwall to enhance the outdoor garden space; Gazebo, gardening supplies and dirt were all purchased. Planting of vegetables and herbs was started inside, and once warmer weather arrives these plants will be transplanted outside. Participant enjoy watching and caring for their garden then get to enjoy eating the products. Funding was also received from the Ghost Walk for Charity. These funds allowed for participants to attend the Day Program without any travel expenses.

Ottawa has secured a new location for the Day Program; renovations are currently taking place and it is planned to relocate in June/July.

Ottawa enjoyed to trips with the Day Program participants to the Bank of Canada Museum and the Canadian Museum of Nature. Also, both locations enjoyed a tour of the Canadian Forces School of Aerospace Control Operations in Cornwall.

Many great things have happened over the past year in both locations and this year they will continue to evolve to better serve the ABI population.



ASSISTED LIVING SERVICES

VCBIS offers individuals the opportunity to fully participate in their community, by providing support in their own environment. VCBIS encourages clients to establish and direct their own services, with support from fully trained **ABI Community Rehabilitation Facilitators**. Clients receive individualized support to determine their goals in relation to work, education, home and leisure activities. Services include:



Development of a plan outlining an individual's goals and the steps necessary to accomplish these goals



Assistance with planning and learning strategies to increase independence



Support to complete daily activities; e.g. budgeting, groceries and meal planning, cooking, home organization



Strategies to improve learning, problem solving and memory limitations



Maintenance of existing support is encouraged

CELEBRATING MILESTONES

HONORING OUR DEDICATED TEAM MEMBERS

In 2023, we proudly recognize the remarkable dedication and service of our team members at Vista Centre, who have reached significant career milestones. Their commitment and contributions continue to shape our community and drive our shared success.

**DENIS
BOILEAU**

**5
YEARS**

**10
YEARS**

**AMY
BOWEN**

**ANNE
JACKSON-BEEK**

**10
YEARS**

**TRISH
WATTS**

**15
YEARS**

**20
YEARS**

**WILLIAM
FRASER**

**25
YEARS**

**ELIZABETH
HALL**

**STEPHANE
HEBERT**

**30
YEARS**

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.



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