

FOR THE YEAR ENDED MARCH 31, 2021

ANNUAL QUALITY SERVICE REPORT

Victoria Brain Injury Society

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02 ACCESS

Quality Dimensions

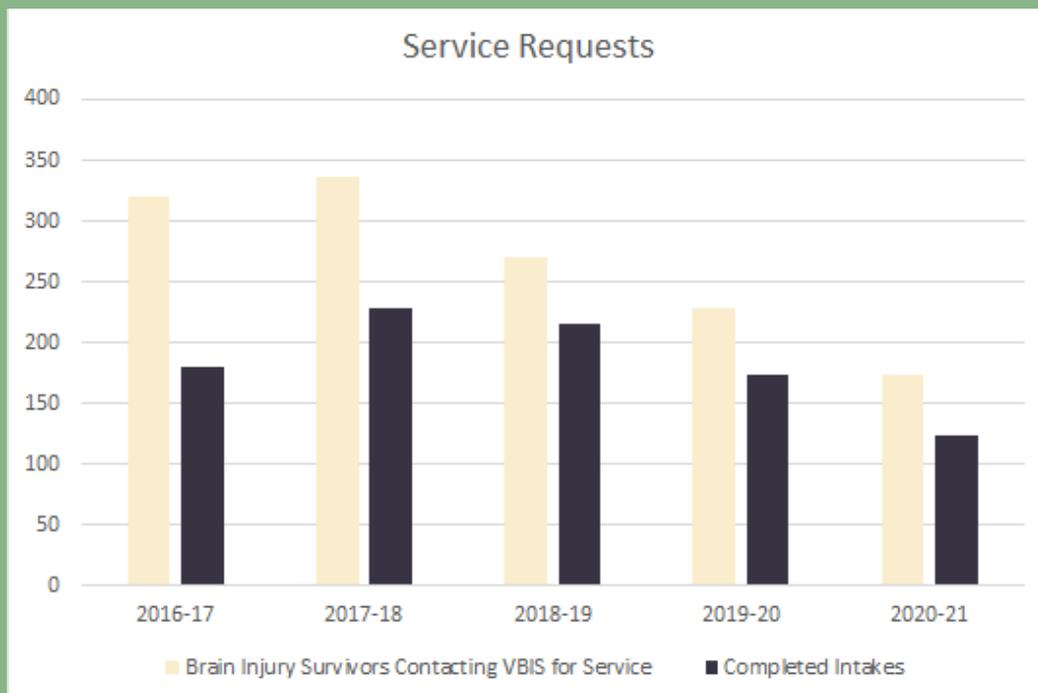
Services reflect the needs of survivors of Acquired Brain Injury and are available and accessible.

Outcome Objectives

Provide timely access to services for authorized clients; Eliminate unnecessary barriers to service for clients.

Indicators

In 2020/21, 173 people contacted the Victoria Brain Injury Society (VBIS) and 124 people completed an intake. The number of individuals contacting VBIS for service and going through the intake process was effected by the global pandemic as seen in the chart below:



The pandemic also effected VBIS triage process as staff were forced to reduce work hours for most of the year. The mean length of time between a client first contacting VBIS and receiving an intake was 18 days, wait times ranged from 0 days to 112 days. The majority of clients were seen within 14 days, suggesting that the average wait time is exaggerated by a small number of clients where scheduling an appointment is difficult. A number of services including Acquired Brain Injury 101 and the Coping Program also continue to have waitlists, reflecting their popularity and the limited number of courses it is possible to run without further investment in service delivery.

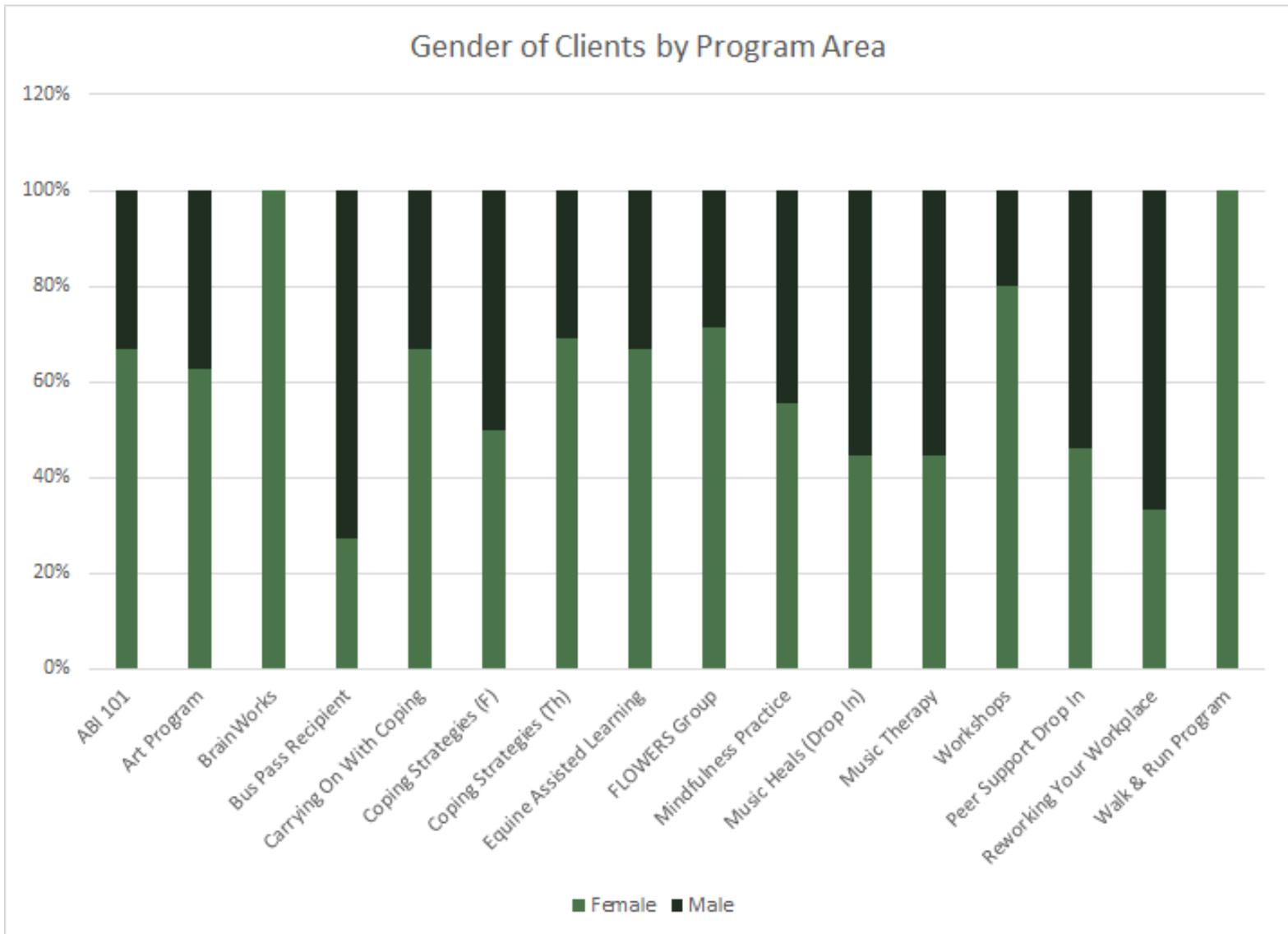
03 ACCESS

VBIS provided 16 different services to brain injury clients, providing a range of support to reflect the diverse needs of brain injury survivors. The table below details the number of individuals served by each program provided by VBIS in 2020/21.

| Program | Program Objective | # of Visits | # of Individuals |
|----------------------------|--|-------------|------------------|
| Intake / Orientation | Introduction to VBIS services | 124 | 173 |
| Individual Case Management | Individual support and advocacy | 1670 | 213 |
| Family Case Management | Family support and advocacy | 13 | 6 |
| Acquired Brain Injury 101 | Educational introduction to brain anatomy and brain injury | 122 | 32 |
| Art | Utilizes creative process of art-making to improve and enhance physical, mental and emotional well-being | 38 | 12 |
| BrainWorks | Returning to work strategies and goal setting | 33 | 6 |
| Bus pass recipients | Support transportation | 73 | 27 |
| Coping Strategies Program | Strategies of daily living and dealing with the effects of brain injury | 644 | 53 |
| Equine Assisted Learning | Life-skills program encouraging individual and team growth using horses as teachers | 28 | 6 |
| Family Support Group | For family and friends of brain injury survivors | 25 | 9 |
| Mindfulness | Increased skills in dealing with anxiety | 64 | 12 |
| Music Therapy Program | Use of music to promote, maintain and restore mental, physical, emotional and spiritual health | 277 | 20 |
| One-off workshops | Workshops on a range of topics | 7 | 7 |
| Peer Support Program | Peer support, education, and referrals to community resources | 196 | 31 |
| Volunteer Program | Support, training and volunteering opportunities to build skills required to be self-supporting | 1644.25 | 57 |
| Walk & Run Program | Increase overall health and coordination | 12 | 3 |

04 ACCESS

An analysis of clients by gender shows that with the exception of BrainWorks and the Walk & Run Group, most programs are accessed by both genders approximately equally. This suggests few barriers created which prevent individuals from accessing services due to gender.



VBIS has moved all programs to an online format to ensure we meet the needs of all brain injury survivors seeking support. We offer phone and online appointments for individuals as well as face to face individual case management by appointment only and following strict safety protocols. VBIS also continues to provide a mail drop service (Butterfly Box) for those who don't have a permanent address or would struggle in some way to access their mail.

05 EFFECTIVENESS

Quality Dimensions

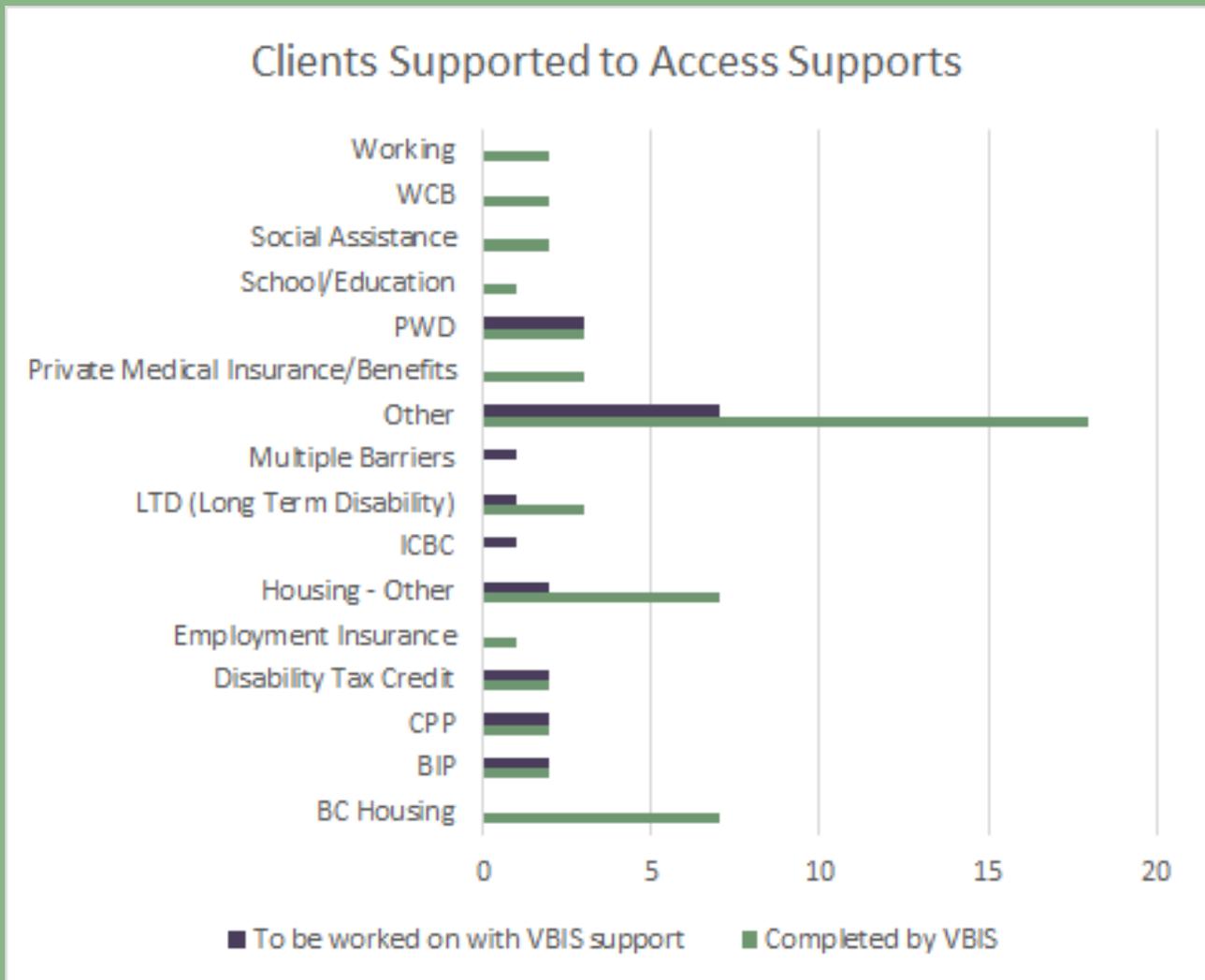
Initiatives and services specific to VBIS reflect the specific needs to the community and build on the strengths of clients to assist in living in community.

Outcome Objectives

Improve/maintain the quality of life for clients; Increase/maintain client independence.

Indicators

The global pandemic increased feelings of isolation and anxiety, and VBIS was there to assist with improving the quality of life for our clients. Our data shows that we provided 76 clients with assistance to access financial, housing, education and employment supports that help them improve their quality of life. The chart below shows the types of supports that VBIS has been helping clients to access.



06 EFFICIENCY/UTILIZATION COST

Quality Dimensions

Service offered are cost effective in meeting the needs of individuals with acquired brain injury and their family members.

Outcome Objectives

Use available resources immediately.

Indicators

During this reporting period, VBIS was able to leverage 1644.25 hours of volunteer time worth over \$32,885, as well as over \$631,715 in donations, grants and contributions from other sources to provide an effective and efficeint service for brain injury survivors.

ACCEPTABILITY/CUSTOMER SATISFACTION

Quality Dimensions

Services are based on the needs of the community and are specific to issues faced by individuals with acquired brain injury.

Outcome Objectives

Improve/maintain client and family satisfaction in the areas of: responsiveness, cultural diversity, chocie, self-determination, care and empathy.

Indicators

During this past year, clients regularly expressed their satisfaction with VBIS services and were especially grateful to be able to access VIBS case management and programs during the pandemic, when many felt isolated and anxious. Comments from clients are included on the following page.

07

ACCEPTABILITY/CUSTOMER SATISFACTION

“I am very grateful VBIS is able to talk to me on the phone and online while I have to self-isolate. I don't have a word strong enough to say how important it is for me. They keep me on track and help me figure out stuff and I feel someone cares and I can still get through life.”

"The support and encouragement I receive from VBIS and, in turn, you, has been invaluable to me. It's amazing to consider how this help has been able to continue remotely during the pandemic. I treasure the weekly opportunity to connect with my Case Manager (who is fantastic!) and my peers (who have become my very best friends!). It's been such an important lifeline in these strange and frightening times. VBIS is truly an incredible organization and an essential part of my new life with a brain injury."

"I've come so far with regular, in-person, neuro-rehabilitation sessions over the last year, since my brain injury. I cannot imagine going backward...but I might have, had I not been able to continue on with this kind of recovery work. VBIS has made it possible for me to continue my recovery process, to meet in group sessions, and with an excellent session leader, by offering their courses via Zoom. Yes, it's a totally new thing for us all. But yes, it's a critically important one. Thank you."



08

APPROPRIATENESS**Quality Dimensions**

Will address social, cognitive, physical, vocational, and emotional needs through the provision of support and training in social development, self-care skills, community, recreation and leisure, education, vocational interest, and community access and integration where appropriate.

Outcome Objectives

Meet/exceed applicable quality assurance and accreditation standards; Identification of changing care needs.

Indicators

VBIS strives to recognize the changing needs of the community and adjusts programs and services based on indicators and suggestions. To identify demand for new programs and implement changes as a result of stakeholder input, VBIS case managers respond to client interests and common concerns. This past year, VBIS initiated a new program called "BrainWorks" in response to an common concerns around returning to the workplace.

Furthermore, all clients using the services are invited to our annual general meeting where they are able to voice their suggestions for change. Suggestions are provided to staff who welcome suggestions and ensure program responsiveness.

09

CONTINUITY/INTEGRATION

Quality Dimensions

Will maximize opportunities for community integration by focusing activities in appropriate normative settings such as community centers, recreational centers, community colleges, area businesses, community-based facilities, as well as the individual's home.

Outcome Objectives

Increase/ensure continuity of client and caregiver relations to the client's satisfaction.

Indicators

While all services are generally offered in a community-based setting, the global pandemic required VBIS to move all of our programs to an online platform to ensure continuity of care for clients. We were able to continue to provide individual case management by appointment only as well as online or via telephone.

Despite the pandemic, VBIS provided 13 workshops in the community to provide community members and organizations with information on brain injury to ensure that individuals with a brain injury in the community receive the support they need from all community agencies. Our website and social media continue to be an important source of information for brain injury survivors.

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SAFETY/RISK MANAGEMENT

Quality Dimensions

Safety and emergency procedures are established, staff are appropriately orientated and trained to support clientele.

Outcome Objectives

Report/resolve client safety issues, reduce the number of avoidable client accidents, increase staff knowledge and satisfaction.

Indicators

There were no crisis incidents in 2020/21.

An operational policy manual provides guidance and orientation on a range of client safety and well-being issues. It is updated as required.

Staff were provided with training opportunities throughout the year and participated in the following training:

- Mindfulness Counselling Strategies
- Mental Health First Aid
- Crisis Intervention Skills Training
- Standard First Aid and CPR