



## 2018 ANNUAL REPORT



**Building Futures**

# Building Futures

Building futures has been the vision of DBIS since its inception as “The Dale Home”. Every few years we revisit this vision statement to see if it needs to be revised or changed completely. Each time we do this we have a renewed sense of how current it remains, and how important our work is in the lives of those we support and their families and friends. Our services offer our clients hope for a future, it may not be the future they originally envisioned, pre brain injury, however it is a future that includes finding their maximum potential, their best quality of life.

Almost 2 years ago I began to think about ‘building futures’ in a more concrete way. Looking at all of our escalating operating and capital costs, our large and ever growing waiting list, the inefficiencies, communication challenges, and unnecessary duplication across many sites, I had a vision, of a new building where we could consolidate all of the offices and programming, bringing us together into one place. This would not only enhance our communications, and improve efficiency so we could deliver services to more clients with the same level of staffing, it would also increase opportunities for us to expand programming to more evenings and weekends for all clients across the London area, and offer more unique and innovative program experiences for clients where they could: participate in a variety of therapeutic and recreational activities; generate more peer support opportunities both formally and informally; and be a safe and welcoming place to experiment, and take risks testing new skills and developing new relationships.

***“Learning, finding friends, keeping busy, a place to go where people understand me, have some fun” What our clients say about attending DBIS Programming.***

As usual when a group starts brainstorming an idea, creative synergies emerge, and as a Leadership Team we expanded my original vision for a ‘new’ building – a DBIS consolidated location- to a hub model where other community partners could join us: for an afternoon to run a group; for a day each week or month to offer supports, and be available to our clients and/or theirs; or have a permanent office space for partners to deliver services that would expand the options available on site for seamless services to our clients and theirs, as well as to people from the local ‘neighbourhood’.

We are so pleased that we were able to work with one of our long time and valued partners, Rob Secco of SDI Builders, to bring this new ***Building Futures*** vision to life. He purchased the building on Saskatoon Street and is working with us to renovate the space specifically for our use. We have a long term lease and look forward to all of our offices and group services programming being together, and exploring the breadth of possibilities the site can offer. *‘If you build it, they will come’.*

We look forward to seeing you at our Grand Opening – watch for a date TBA!

*Sue Hillis, Executive Director*

# Services Summary

**Assisted Living:** We were fortunate to receive additional funding from the South West Local Health Integration Network late in the fiscal year to open some transitional beds in our Assisted Living program at the Burwell Street site. This will also include a respite bed and the opportunity to provide short term intensive in-home services to help people through their transitions. We are continuing to implement the recommendations from our Assisted Living operational review to improve the services we provide at both our Nelson and Burwell locations.

**Outreach:** Numbers on the waiting list continue to grow, as well as continuing significant demand for clinical consultation services. We partnered with St. Joseph's Healthcare London's Community Stroke Rehabilitation Team on some pilot projects for in-home services for Stroke Survivors as well as some Aphasia Groups. We are hoping to do more of this work going forward.

**Day Services:** Cornerstone Clubhouse achieved many goals in their quality improvement work this year, which helped to increase membership and attendance, and overall improving the clients' experience. Our Gateway to Connections program has nearly reached full capacity at its current location serving people with multiple and more complex issues. We are looking forward to moving into a larger Group Services programming space which will enable us to provide more opportunities for more people.

**Caregiver Supports:** In April 2017, Dale Brain Injury Services launched a caregiver support group to respond to caregiver needs. The first phase consisted of eight weekly sessions that focused on providing an opportunity to help caregivers improve their understanding and appreciation of their own losses as well as those of their loved one. Over four sessions, the goal of the second phase was to introduce strategies that have been proven effective in addressing the behavioural challenges of their relatives and/or partners after brain injury. New Caregiver Support Groups have been developed and will be starting in the Fall of 2018



## Caregiver Support Groups

*Caring for those who are caring for others*

Tuesdays from 1:30 pm - 3:00pm

Grief & Loss Group	Oct 2nd - Nov 20th 2018
Behavioural Changes & Cognitive Strategies Group	Jan 8th - Feb 23rd 2019
Caregiver Growth Group	Mar 5th - Apr 23rd 2019

The consequences of brain injury impact not only the person who has the injury but also their caregivers. Dale Brain Injury Services has developed a series of three 8 week caregiver support groups for those who are caring for loved ones with an Acquired Brain Injury.



For more information contact:  
Nancy Docherty at 519-668-0023 ext. 319 or  
admissions@daleservices.on.ca  
345 Saskatoon Street London ON

# Message from the Chair of the

Another busy and successful year, as the organization continues to respond to the evolving needs of our clients and the healthcare system. We are very proud of what we accomplished in a financially constrained environment, thanks to the creativity, flexibility and expertise of our staff.



Sue Hillis  
*Executive Director*

The healthcare environment is ever changing, and subject to the priorities of government which can shift dramatically, depending on who is sitting in the seat of power. What never changes are the increasing numbers, and needs of our clients.

## **Next year is all about #RESET**

In the Winter of 2018, the Board of Directors and Leadership Team reviewed our strategic directions for the organization for 2018-19. The Strategic Directions act as our guideposts, or framework, for setting our goals for the year or two ahead. As part of the process we did an environmental scan, looking both internally and externally for cues to determine what the influences were on which way(s) to point our directions.

When we looked at all of the information from this environmental scan, we determined that a new service model and way of thinking about how we do business was required. As you can see outlined below many factors impacted our decision that the time was right to #RESET the organization.

## **Why #RESET?**

*External pressures* – We have a large waiting list, we need to serve people sooner so they don't , which could increase and magnify their needs, we need to focus our services on what people really need and get it to them quickly.

*Overall Organizational Sustainability* – We cannot depend on funding increases as they are random, often politically motivated, and generally specified only for particular programs/services.

*To align with funders & system trends* – Our funders focus on 'value for money', we need to show that our services provide excellent outcomes for clients we support, and are a valuable asset to the healthcare system.



Nigel Gilby  
*President*  
*Board of Directors*



# Board & the Executive Director

*Meeting more client(s) needs and increase efficiencies* – Changing the service model to deliver more services with the same staff helps us use the skills and experience of the staff most effectively and efficiently and enables us to work on eliminating a waiting list.

*Innovation and Revitalization* – Organizations need to continuously grow and change, using new technologies, new methodologies and creativity to better meet their ‘customers’ needs; and

*Stay current* – We need to use evidence informed practices that are based on the latest research on brain injury rehabilitation and community integration.

## **What will #RESET accomplish?**

Following are the objectives we have set out to achieve as we RESET. In order to realize these over the next couple of years we will engage in various activities that will be incorporated into our organizational work plan.

- By March 31, 2021, clients will no longer wait for service initiation.
- All clients will have regular assessments to determine that they are receiving needs-based services and have clearly defined goals.
- Levels of client and caregiver satisfaction and experience will be maintained or increase year over year.
- Post-discharge assessments and check-ins will occur 100% of the time and no more than 10% of clients discharged will require readmission for the same issue.
- Staff engagement and experience will improve.
- Indirect staff time will be reduced.
- Clients will reduce their dependency on staff and caregivers.
- Be Exceptional values and behaviours will be 100% implemented across the organization.
- Services and processes impacting clients will be co-designed 100% of the time.
- Unit Costs will be reduced.
- An increased number of clients will be served each year.

We look forward to seeing the results of this work over the next year, and the continuous improvements we are making to our services and processes to enhance the lives of the clients we support.

*Nigel Gilby and Sue Hillis*

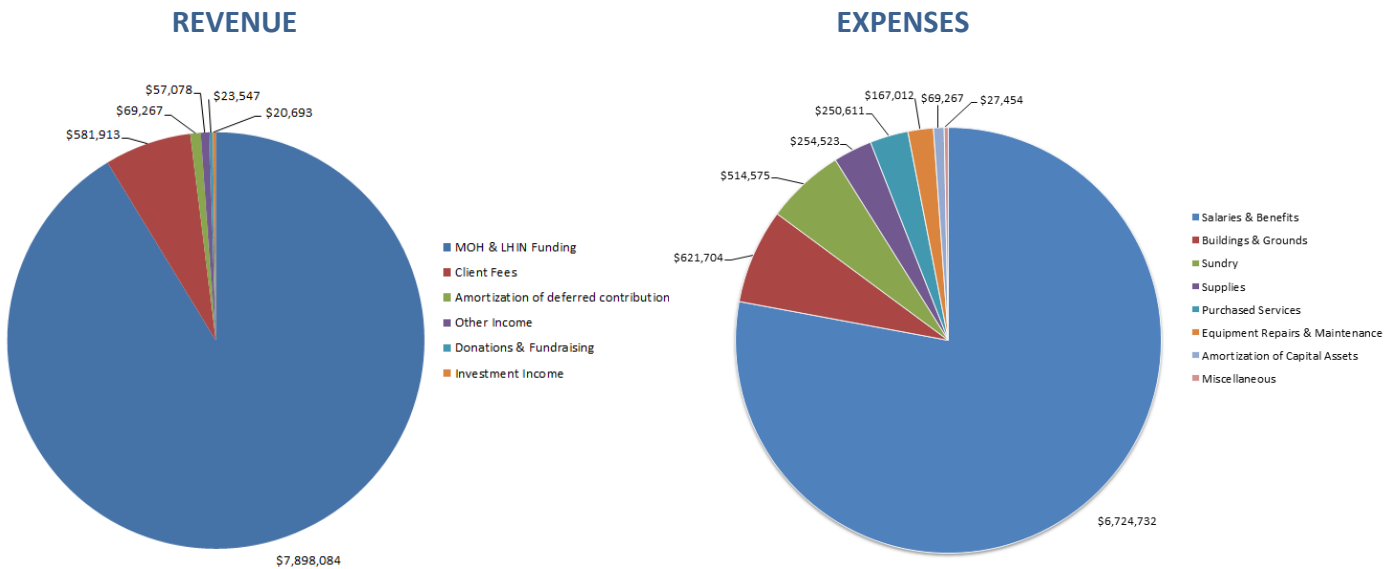


# 2017-18 By The Numbers

During the year, quarterly financial reports and financial statements were reviewed by the Finance Committee and the Board of Directors. In the spring of 2018 the 2017-18 financial statements were audited by KMPG Chartered Accountants, providing an independent opinion on the financial position of Dale Brain Injury Services.

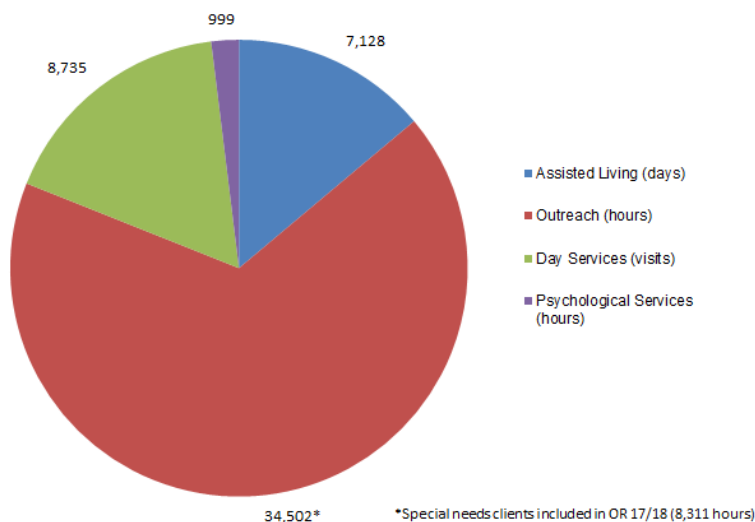
These graphs are a summary of the Revenue and Expenses for the year ended March 31st 2018. A copy of the financial statements are available upon request.

## 2017/18 Financial Statements

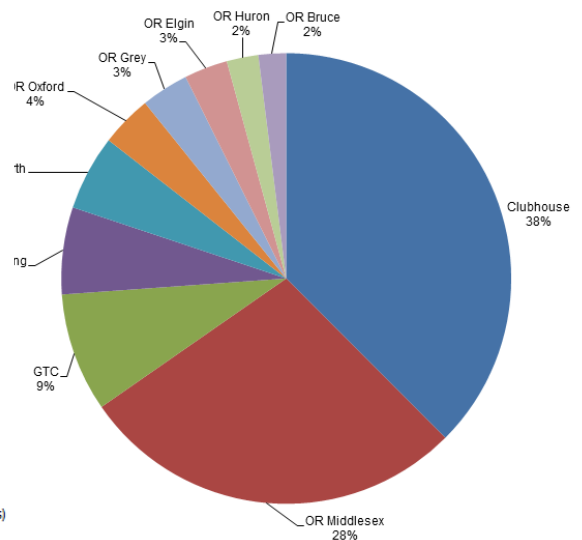


During the 2017/18 fiscal year, DBIS provided 2,308 student placement hours.

## 2017/18 Program Statistics

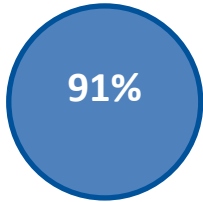


## Total Number of Clients in Service



# 2018 Client Satisfaction & Experience Survey

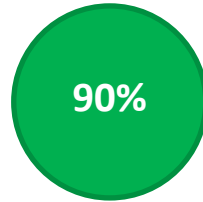
Satisfaction Rating



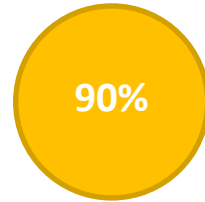
Service Contribution to Independence, Quality of Life & Ability to Stay At Home



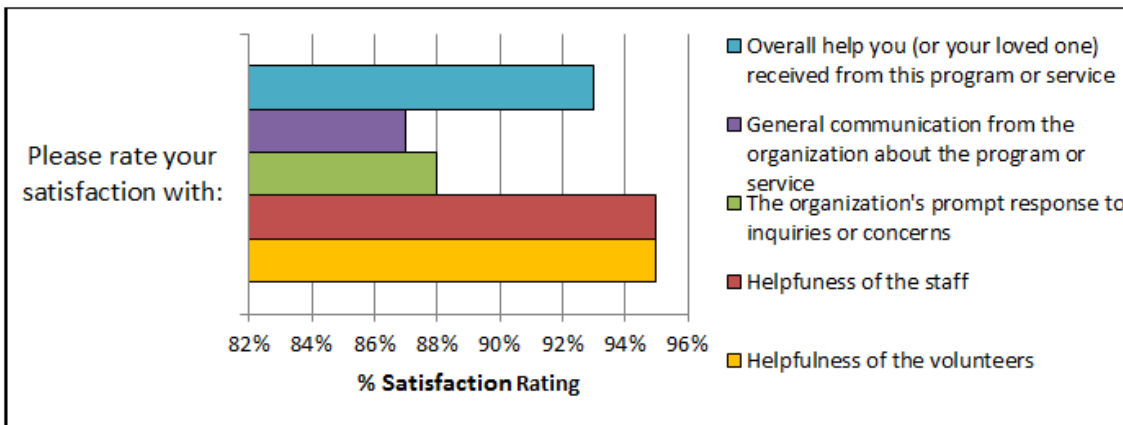
Experience Rating



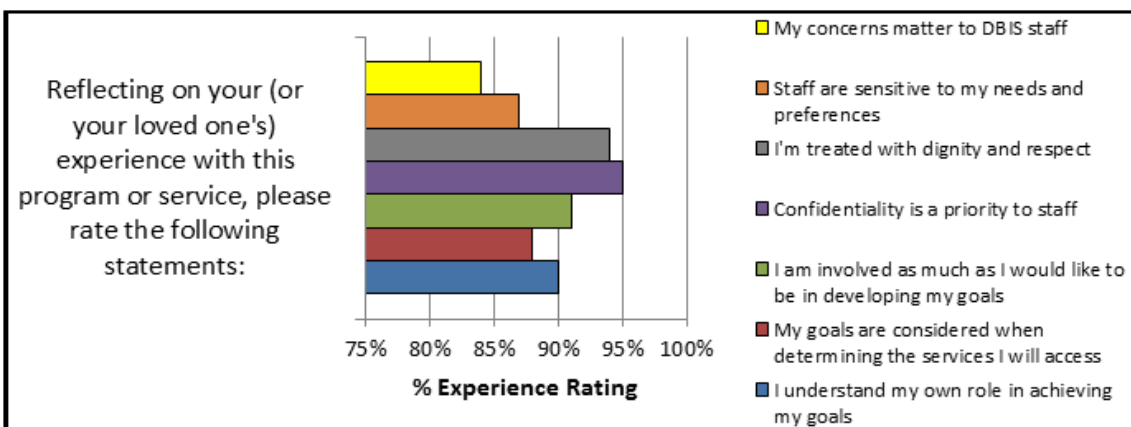
Would Recommend Programs/Services



## 2018 Client Satisfaction Rating (All Programs)



## 2018 Client Experience Rating (All Programs)



Surveys from 115 respondents across four programs (Assisted Living, Outreach, Cornerstone Clubhouse and Gateway to Connections) were returned 96 respondents identified themselves as having received help from one of these four programs and 14 respondents identified themselves as the caregivers of someone who has received help from one of these four programs.

# Thank You to Our Donors

Thank you to those that donated to DBIS initiatives from April 2017 – March 2018

## Capital Donations

Karen Dalton  
Cathy McGarrell

## Clubhouse Donations

Forest City Eagles  
E. Kellenberger  
Jane Ridley

## Enriching Lives Fund

Bob Awrey  
Karen Dalton  
Linda Dickzu  
London Insurance  
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Lynn Deacon  
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## Gateway to Connections

Ann & Bill Tuinstra  
Hugh McGlinchey

## General Donations

Barry Cavens  
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City Hall Charity Chest  
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**Donations**  
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Cindy Zettler



## ERRORS & OMISSIONS

Every effort has been made to ensure complete accuracy of this list. If any errors are noticed please contact Cassie Taylor at 519-668-0023 ext. 119.

Please accept our sincere apologies in advance.

Each and every gift makes a difference and is deeply appreciated.

Dale Brain Injury Services  
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Tel: 519-668-0023 [www.daleservices.on.ca](http://www.daleservices.on.ca)