

2020/21 Annual Report



Message from the Chair of the



Nigel Gilby
*Chair, Resident
Board of Directors*



Sue Hillis
Executive Director

Since the pandemic began at the end of fiscal 2020-21, and throughout this fiscal year of 2021-22 which ended March 31st, we have continued to deal with the various challenges that a now long and ongoing pandemic have presented to us. Through it all however, the DBIS staff have remained dedicated to meeting the needs of the clients wherever and however they can, and readily adapting to all of the various changes in protocols and guidance that the Ministry of Health, local Health Units, and the Government of Ontario provide for DBIS. We cannot thank the staff enough for the commitment they have shown to the clients and to DBIS, finding ways to adapt and carry on every day in spite of rapidly changing conditions.

We utilize a strengths based approach in our service model across all programs, so we also are focusing on how we have grown as an organization and individuals even during pandemic times. As you can see from our 'Crushing COVID' graphics within the report we have: collectively learned new skills, developed new programming and processes, and found new ways of supporting people and interacting.

We continue to expand the caregiver support services, finding new ways to reach more people and provide them with what they need. This includes respite services both in home and in our residential settings. Respite services paused for a few months at the beginning of the year but resumed in the Summer of 2020.

Our virtual services programming has really blossomed, although we struggled a bit in the beginning to get all of the technology in place and have everyone comfortable using it. It has become a regular part of our service offerings and will continue on, serving more people across a wider geography and meeting the needs of those who for many reasons cannot access our group services programs. Clients can also utilize the opportunity provided by virtual services to do some peer to peer mentoring or teaching. We also continue the 'old fashioned' method of phone check ins, as many people who don't have access to technology, struggle to use it, or prefer the phone to have a daily or weekly chat.

The last quarter of fiscal 2020-21 was focused on preparation for our April 2021 CARF accreditation survey visit, in spite of all the other

Board & the Executive Director

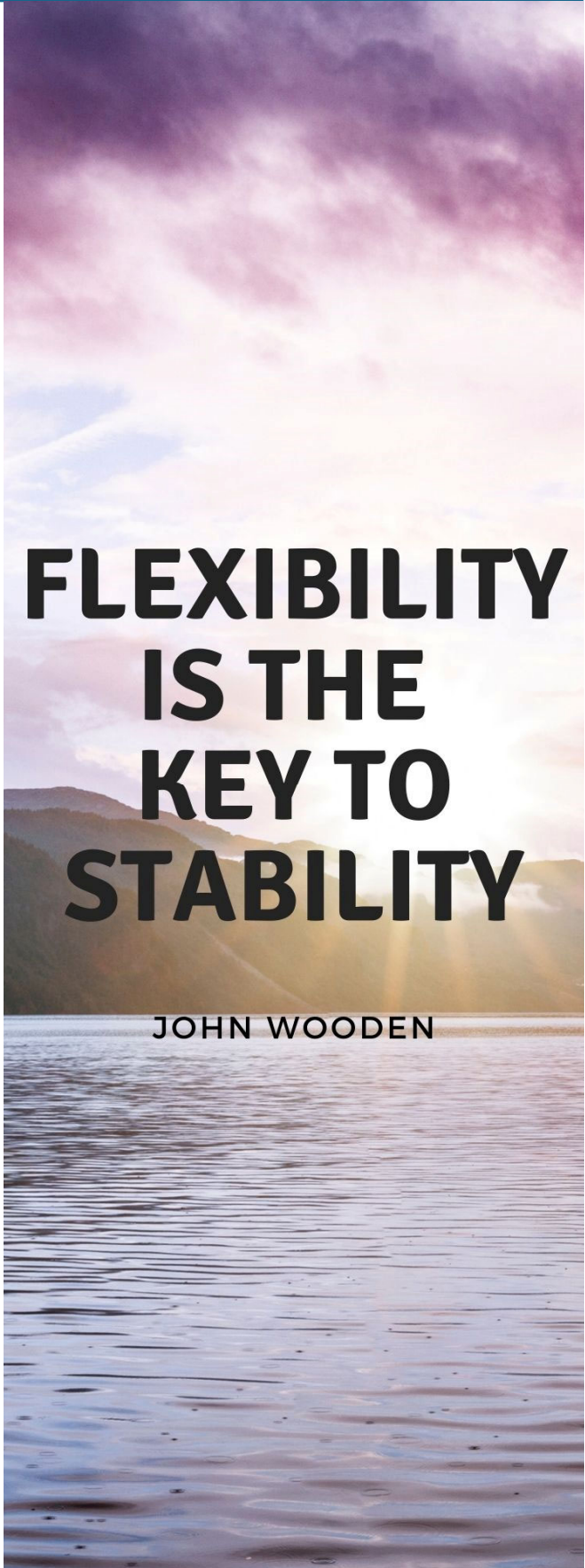
challenges we were encountering. Thanks to the staff and Leadership Team for their diligent preparations and most importantly their hard work every day, which resulted in a 3 year accreditation award. Surveyors commented on the strength of our teams, the tremendous scope and high quality of our services, and our ability to assess and meet the needs of clients and families where they are.

We have several performance measures and evidence informed tools to evaluate client outcomes throughout our service involvement with them, and clients continue to show great results – in growth, recovery and independence as we support them on their rehabilitation and continuing support journeys with our services.

We are very proud that our client satisfaction and experience scores remained so high this past year, all due to the commitment to excellence, and the dedication of our staff to meeting client needs and supporting them to the best extent possible. We appreciate the clients for trusting us to assist them on their journey and showing us the true meaning of resilience and rising above.

Thank you to our Board of Directors and Leadership Team for their oversight and guidance in ensuring the growth and health of the organization.

Nigel Gilby, Chair, Board of Directors
Sue Hillis, Executive Director



**FLEXIBILITY
IS THE
KEY TO
STABILITY**

JOHN WOODEN

DBIS Caregiver Groups



A few years ago, DBIS recognized the need for caregiver supports after research demonstrated that a caregiver's quality of life directly impacts the rehabilitation outcomes of persons with an acquired brain injury. In 2018, we received funding from the AGAPE Foundation of London to pilot a Caregiver Support Group. DBIS has continued to offer these Caregiver Support Groups several times per year in concert with our other Caregiver Support Services. We have received incredibly positive feedback from caregivers that have attended these groups and we have shared some below:

“Listening to others in the group made me think of us as advocates for the health and happiness of our loved ones. This group has made me feel that I have a strength about me which allows me to continue to care and that we all have love underlying each of our decisions we make. Hearing the challenges that others in the group were facing reinforced the fact that there is no right or wrong way to be a caregiver, just anyway that works for you. Caregiving is an ebb and flow experience, sometimes you make breakthroughs and sometimes you don't. The group gave me the confidence to accept that trying our best is good enough. I felt like I was amongst family, the group really 'got me.' I never had to justify or explain my actions or reactions and realized the immense need to reach out to others in similar situations. I've learned a lot about myself while in the group; that I've done a better job caring for my loved one than I

thought I had, I am strong and positive a lot of the time, that I can't do it alone and must continue to reach out to others for support, I don't have all the answers for my person, after 40 years of marriage I don't always know the best way to approach things all the time, and I learned that I can continue to learn and I hope this continues for the rest of my life. The most important component of the group was genuine support and love from the other caregivers. We have kept in touch regularly. I've gained five new friends - good friends. Our facilitator was a perfect fit for us. Amazing ability to know when to steer and guide us and when to leave us alone. She was always positive and always realistic about suggestions for help and guidance. We all consider her a friend for life. I am extremely grateful for Dale and all they have done for me.”

“Thank you to DBIS for inviting me to the Caregiver Support Group. I was able to attend meetings virtually and not leave my loved one at home. We were able to speak freely and openly in the group and they have helped me see that I am not alone. I feel that they truly get it and it helps to validate my thoughts and feelings with this group. This group has showed us that self-care is really important to caregivers. Although we are all different ages and possibly caring for different relationships, we all understand each other. Members in this group have truly become my friends. This has been the best support group I have had the chance to be a part of. Thank you!”

Bundled Services

DBIS was very fortunate to have the opportunity to partner with many community support services, home and community care support services, and hospital partners to pilot a new model of transitional supports called Bundled Services. The pilot was funded from December 2020 to March 2021 as part of the High Intensity Supports at Home (HISH) funding and extended to September 30, 2021 with the support of South West Home and Community Support Services (CSS).

The goal of the bundled service package was to support high-risk seniors and adults with disabilities at risk of institutionalization in the four (4-6) week period following a hospitalization utilize a bundle of community support services in a wraparound approach. Supports included central intake supports, care planning, caregiver supports, Meals on Wheels, Home at Last, Home Help, Transportation and Community Para-medicine (in London-Middlesex only). DBIS provided both care planning and caregiver supports as part of the service bundle. CSS Bundled Services were offered in the communities of Grey-Bruce, Huron-Perth, Elgin, Oxford and London-Middlesex . We have been thrilled to be a part of this work and to see the exceptional outcomes and results achieved to date. We are hopeful that this important work and partnerships will continue going forward.

Crushing COVID

Our world changed in March of 2020 as the province declared an emergency due to COVID-19. In spite of all of the changes we faced, we can be proud of some very impressive accomplishments. Here is just a sample:

Serving Clients
We have supported the same number of clients that we supported the previous fiscal year, even in the midst of a pandemic!



Care-kits!
DBIS created over 900 care-kits for clients and families across the 7 county area served. Themes included: BBQ night, Pamper me, Curl up & Cozy, as well as Family kits that included bubbles, games, and other fun family items.



Virtual Services
Virtual Services programming was developed, offering 15 regular groups per week, along with special events and other virtual activities to promote client engagement.



Waitlist
We continue to make inroads with decreasing the waitlist for DBIS services



Positive Feedback
DBIS has received a great deal of positive feedback in how we have handled and prioritized the safety of staff and clients as well as how we have supported clients and caregivers with programming.



Client Experience Survey Results
DBIS was able to exceed all scores from the year prior across all key indicators and did so in the midst of a pandemic year.



Cross Training Staff
During the first 3 months of the COVID-19 pandemic, over 95 virtual cross training sessions took place, supporting a rapid staff resource response should it be required in any DBIS program.



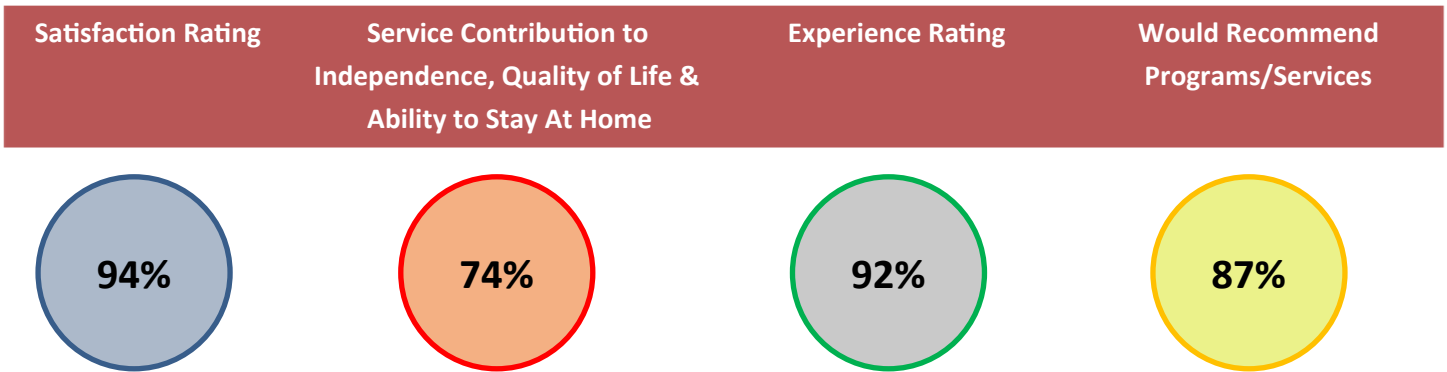
Service Adaption
DBIS quickly assessed and identified needs within a new pandemic environment and implemented new/modified services to meet them. This included delivery of most services without interruption.



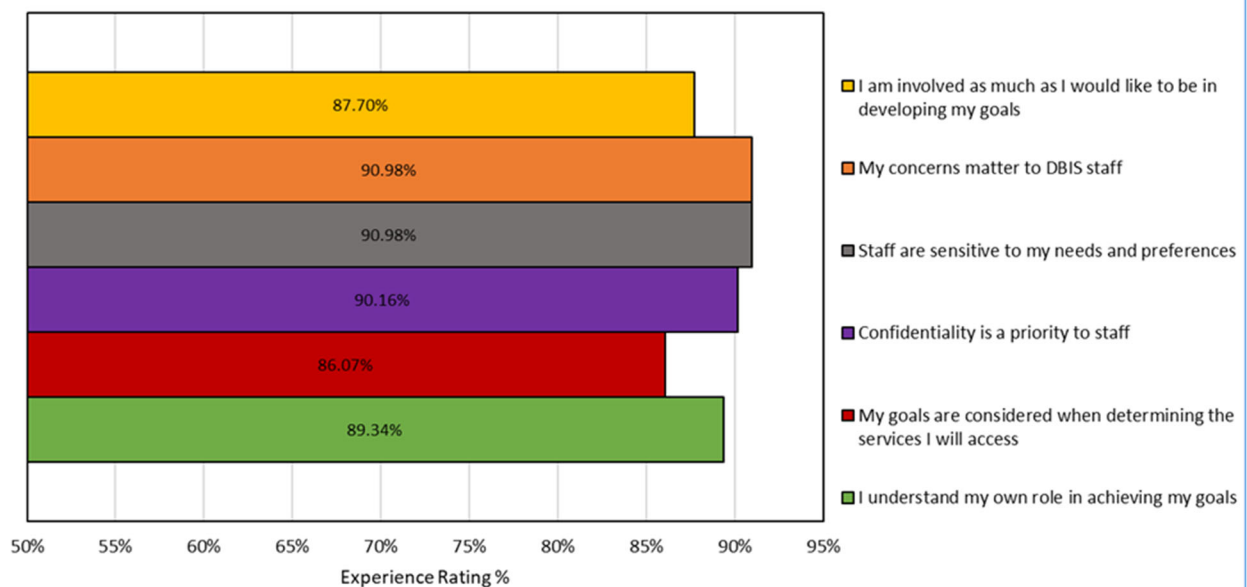
Client Satisfaction & Experience Survey

We continue to collect client satisfaction and experience data and information to identify gaps, inform improvement efforts, understand the needs of the people we serve, improve overall satisfaction and experience and to assess the impact of organizational changes over time. Surveys were sent out to clients and caregivers across all nine programs for which we received a 43% response rate with 82% of responses from clients and 18% from caregivers.

The Client Experience Score is made up of responses to three questions: 1= Overall, how satisfied are you with the help you received, 2= I am treated with dignity and respect and 3= I am involved as much as I would like to be in developing my goals. Overall, 91.5% of respondents were 'Satisfied' or 'Completely Satisfied' with their care experience. Overall, we have maintained high levels of client satisfaction and experience year-over-year and hope to continue with this trend.



2020-21 Client Experience Ratings



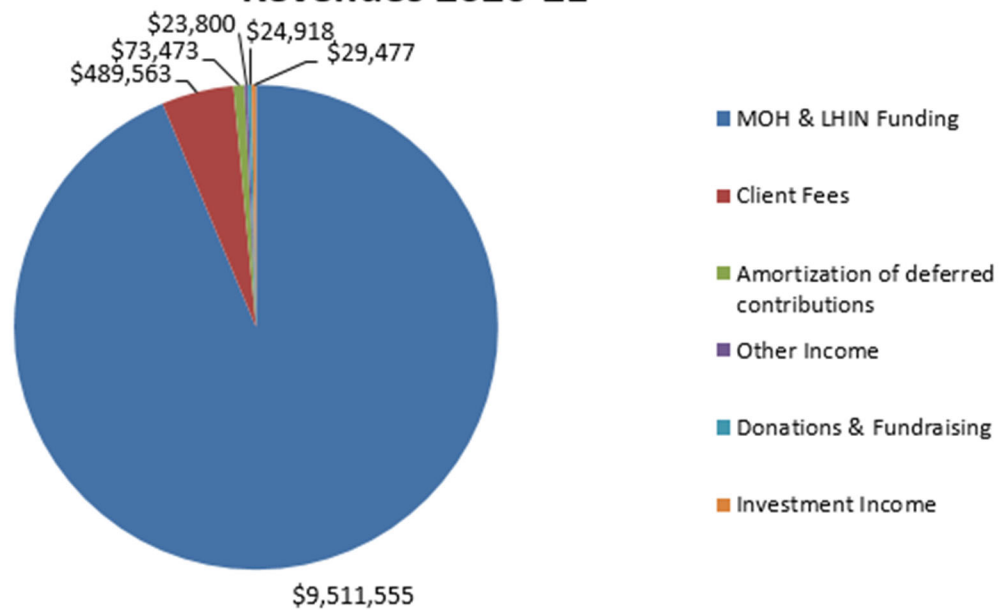
2020-21 by the Numbers

2020-21 Financial Statements

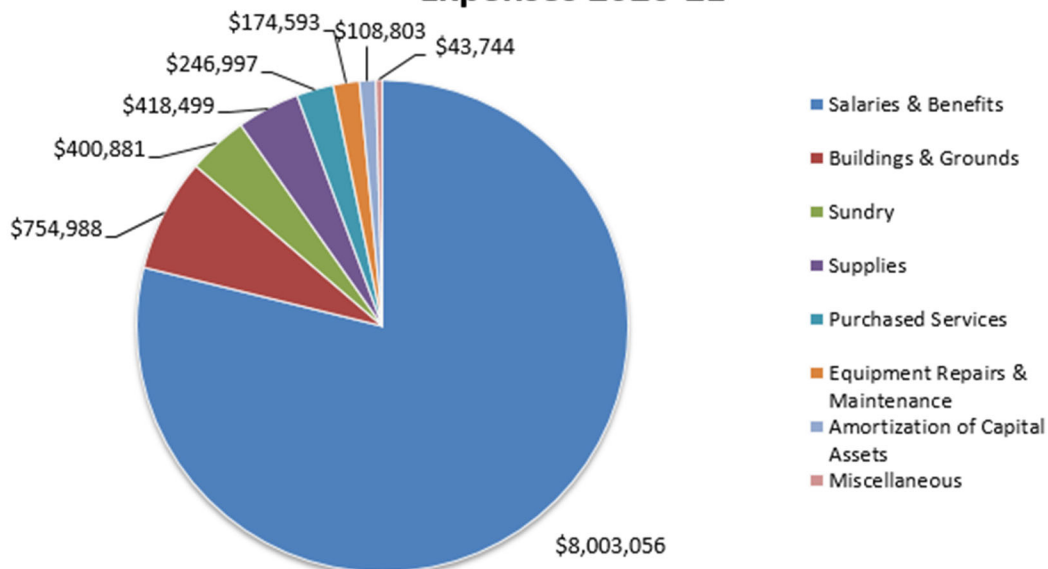
During the year, quarterly financial reports and financial statements were reviewed by the Finance Committee and the Board of Directors. In the spring of 2021 the 2020-21 financial statements were audited by KPMG Chartered Accountants, providing an independent opinion on the financial statements of Dale Brain Injury Services.

The following graphs are a summary of the Revenue and Expenses for the year ended March 31st, 2021. A copy of the financial statements is available upon request.

Revenues 2020-21



Expenses 2020-21



Thank You to Our Donors

Thank you to those that donated to DBIS initiatives from April 2020 - March 2021

Capital Donations

Anonymous
Catherine McGarrell
Jody Palmer
Nigel & Rhonda Gilby
Wendy Anderson

Enriching Lives Fund/ Walkathon 2020

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Sandra Rant
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Wayne Kummer
William Stapleton

I'm okay with the idea that
slow and steady wins the race.

Drew Barrymore



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.

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