

2021/22 *Annual Report*



Message from the Chair of the

“A seed today is a forest tomorrow.”

(Matshona Dhliwayo)

The DBIS staff are like gardeners; they cultivate; they plant or sow seeds; they may do a little fertilizing; patiently or impatiently watch for sprouts; nurture the seedlings; perhaps talk or sing to them for further encouragement; water regularly and rejoice in the final flowering or fully grown product! All the while celebrating the journey to get there. That is what the clients’ rehabilitation or continuing support journey is for DBIS, a time to carefully plant seeds, provide the fertilizer, always nurturing and cultivating growth and providing support. Like a garden there may be some challenges along the way; a few dry spells; or a need for some additional fertilizer; and with patience and perseverance eventually, you harvest! In our Annual Report, you will see a couple of stories highlighting the results of what some staff are cultivating.

As you will see on the other pages of this report, in spite of the

ongoing challenges associated with the pandemic, DBIS has once again supported more clients than in the previous year, while achieving excellent client satisfaction results! We are so grateful for the staff working hard every day to ensure that clients get supported and have a great experience with the services.

We continue to place the safety of clients and staff as our highest priority, most of the Infection Prevention and Control measures begun during the early days of the pandemic remain in place to protect our DBIS community. This has ensured our ability to provide all of our services over the last few years with minimal disruption.

New caregiver services such as groups focused on empowerment skills and improving relationships have started over the last year, as we continue to expand our services to support caregivers to ensure they are heard and understood; looking after themselves; and being the best they can be so that they are able to better care for their loved ones. We have received excellent feedback about our services, and continue to offer



Nigel Gilby
*Chair, President
Board of Directors*



Sue Hillis
Executive Director

Board & the Executive Director

caregivers the opportunity for last minute in home respite, should they want or need it.

Very early in 2020, we began to offer a diverse set of virtual services which are continuously expanding, enabling people to participate from across a wide geographic area. This also allows more people access to supports from DBIS than possible in our 'regular' Group Services program. We also have virtual events with groups providing services in other areas, so clients have the opportunity to meet new people from far away with shared experiences.

Scarce human resources is affecting us, as it is the other health and human service provider organizations and other sectors. We are in a demanding labour market, and although we are continuously hiring it is still a challenge to maintain our staffing levels and fill vacant positions. This led to a shortfall this past year in our units of service against targets set by our funder Ontario Health. We are looking for innovative solutions for the coming year to help us attract and retain staff and meet those targets.

The DBIS staff assist clients by cultivating hope - which helps them on their rehabilitation journey and builds their future. As always we are immensely grateful for our dedicated, compassionate, patient and flexible 'gardeners' - the DBIS staff - who work hard every day to ensure that the clients are supported to achieve their goals, hopes and dreams.

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



Cultivating Community

One of the important functions that our staff perform is to facilitate groups, to assist and encourage members to develop relationships and connections that go beyond the time in the group, or in the sessions. This occurs in formal or informal groups of clients, as well as caregivers. Following are a few examples of how the 'sowing of these seeds' by the staff has cultivated community among clients and caregivers.

Caregiver Coffee Chats

Being a caregiver can be an isolating experience, especially when family and friends around those who provide care struggle to understand everything that goes into being a caregiver. Coffee Chat groups provide a safe space for caregivers to connect with others for friendship, social support with others who understand the challenges of caregiving. Group members vent frustrations, celebrate successes and learn from each other.

Friendships develop that extend beyond the Coffee Chat groups and these friendships are based on mutual understanding of what it's like to provide caregiving support. Group members have arranged to regularly meet with one another through apps like Zoom and seek out and offer friendship and support by phone, text and group messaging. Activities like meeting up for lunch and coffee at local restaurants and spending time visiting each other's homes have also been planned. When group members found out that one of their friends was dealing with a personal tragedy they immediately mobilized to gather at this person's home with food, comfort, care and unconditional support. The Coffee

Chat Groups bring people together and friendships grow based on mutual support, connection, understanding and compassion for one another.

Clients in Residential Locations

This is very evident at our residential sites where the clients act as a community and help each other out with chores, or engage in fun activities together, supporting each other to enhance the experience for both. One example is of a client at our Nelson St. location that will provide interpersonal skills coaching with another client, and help them to be safe both at the residence and on community outings. They will also help the other person with arts and crafts and engage in activities they both enjoy.

At the Albert location clients look out for each other, are very good neighbours with each other, share things when they can, and always help each other out in emergencies or quickly report to the staff if someone needs assistance.

Clients Receiving Intensive Community Transitional Services

Recently the staff facilitated some skills training opportunities to increase social interaction and peer support among 3 of our female ICTS clients. During these 'hangouts' they practiced planning a social outing and were able to practice accessing the community including transportation. Since then they have stayed connected and found that having each other has been extremely beneficial, to share their experiences and support one another through both some challenging, as well as successful times.

Sowing the Seeds

Client Gardening in Group Services

DBIS Group Services staff and clients planted flowers and greenery in raised planters. We enjoyed the fresh blooms all spring/summer long, and look forward to this for next year!

You plant seeds every single day, in the world and in others, with every thought you think and word you speak and action you take. You have influence. You're making a dent in the universe and you matter, in a very real way.

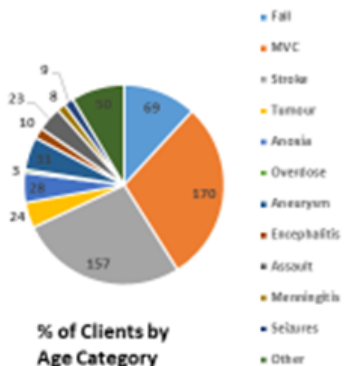
jennifer williamson



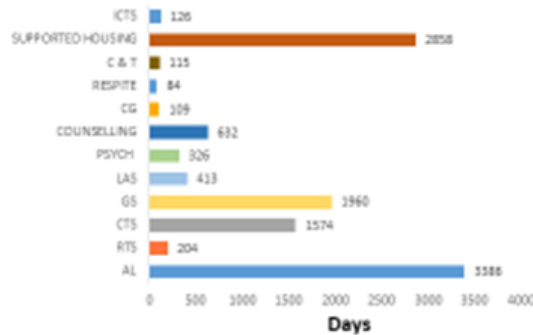
Admissions Dashboard



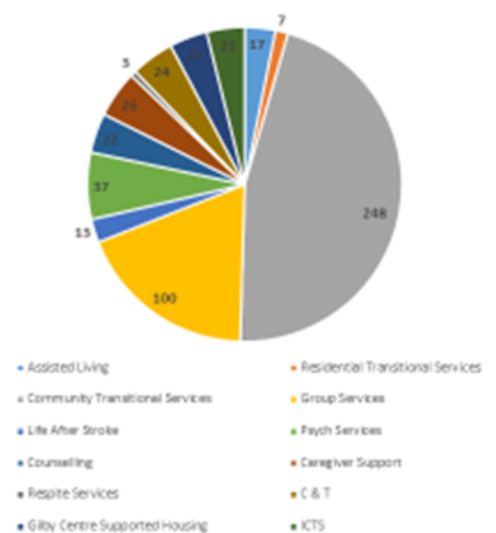
Types of Brain Injury



Average Length of Stay in Service



of People Served by Program



% of Clients by Age Category



Clients Living With Others



% Increase/Decrease in Males & Females Clients Since Last Year



Over the course of the year we admitted 67% of individuals on our wait list, which continues our upward trend in admissions.

Cultivating Success

DBIS staff in the Residential Transitional Services (RTS) program are continually 'cultivating success' for the clients in the program, by supporting them to explore opportunities to learn new skills and achieve their dreams. This example is also with a special thanks to our long standing partners - Homes Unlimited (homesunlimitedinc.ca) a local nonprofit whose mission is "[create and maintain safe, affordable and accessible housing for people in London with lower incomes." We are so fortunate to have a long standing relationship with them as landlords at our Nelson and Burwell locations.

There was a posting for the Homes Unlimited Memorial Bursary on the bulletin board at the RTS location at Ormah Gibson Tower (390 Burwell St). The Homes Unlimited Memorial Bursary is designed to encourage tenants of Homes Unlimited (London) Inc. to improve their opportunities for employment by assisting with the tuition cost of any full time program, part time program or continuing education program of study at Fanshawe College.

DBIS staff presented this to client Jeffrey and inquired with Homes Unlimited if being a tenant with Dale Brain Injury Services would qualify him. Homes Unlimited responded that they would be happy to consider Jeffrey. He wrote a beautiful letter with an explanation of his current situation and what he hopes to accomplish upon graduating from the Research Analysis and Evaluation graduate program. After submitting his application, the Homes Unlimited Board of Directors reviewed, and Jeffrey was selected as a recipient this year.

Congratulations Jeffrey and many thanks to the DBIS staff and Homes Unlimited Board for assisting in making Jeffrey's dreams possible!



“You always reap what you sow; there is no shortcut.”

(Stephen Covey)

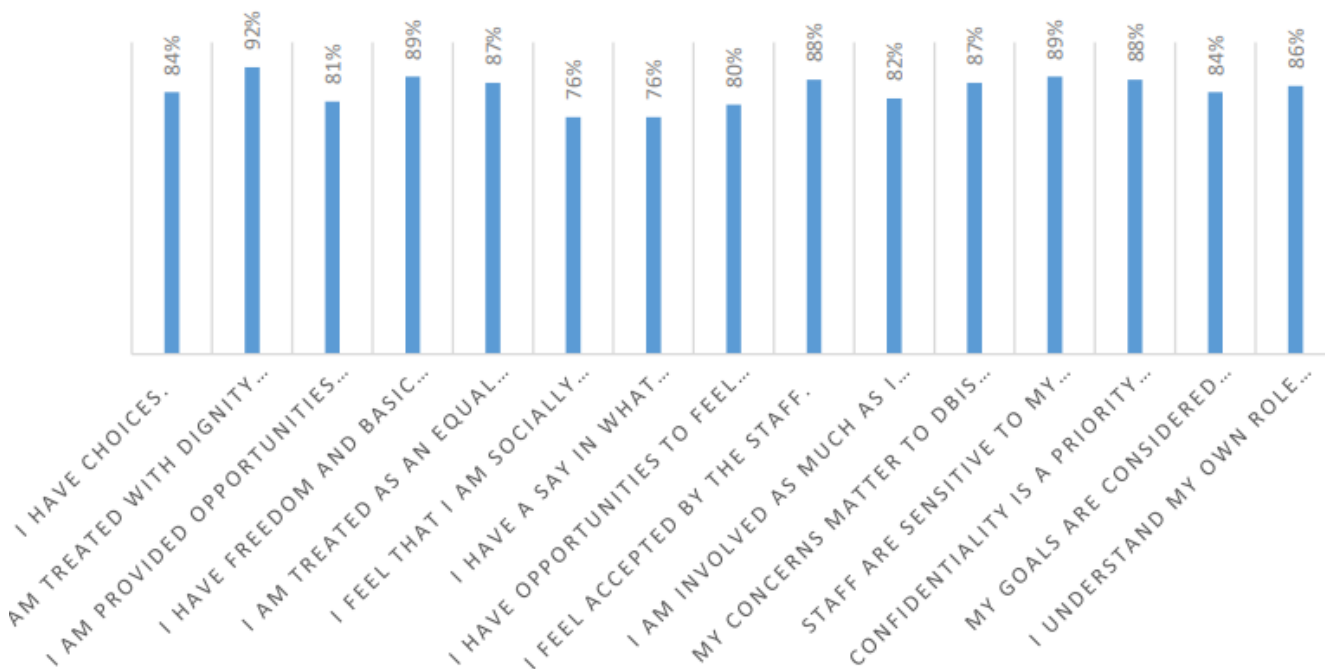
Client Satisfaction & Experience Survey

We continue to collect client satisfaction, 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 8 programs, we received 116 responses. 104 respondents identified themselves as having received help from one of these programs and 12 respondents identified themselves as the caregivers of someone who has received help from one of these programs.

The service contribution score is made up of the following: the program or service's ability to contribute to independence, quality of life, and ability to stay at home. There was an increase in clients who felt the help they received contributed to their independence (97%) vs (72%) from last year's rating. There was also an increase in clients who reported that the help received contributed to their ability to stay at home (86%) vs (66%) from last year. Lastly, (96%) reported that the help they received contributed to their quality of life compared to (83%) last year.



Client Values Rating Scale

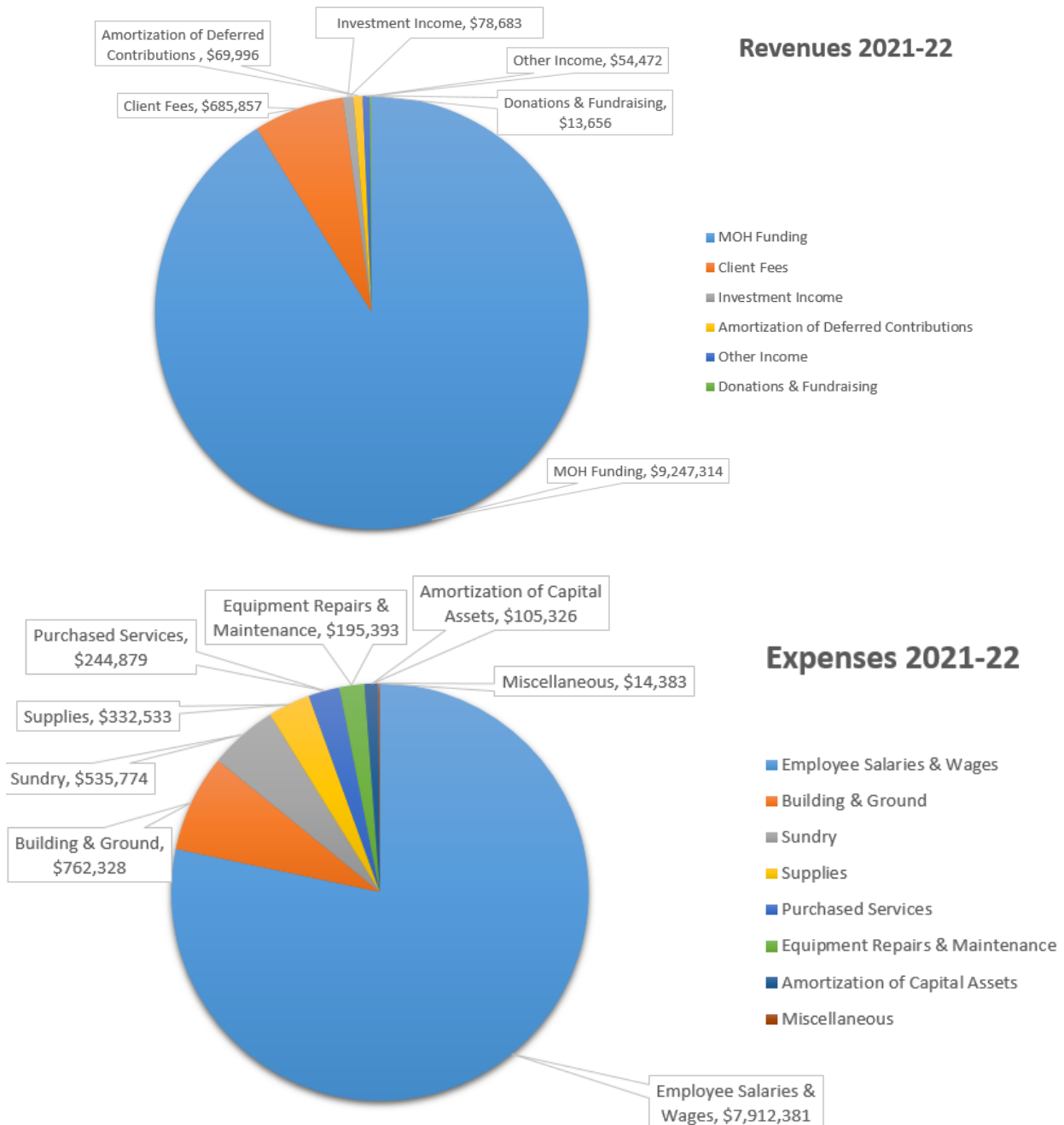


2021-22 by the Numbers

2021-22 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 2022, the 2021-22 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, 2022. A copy of the financial statements is available upon request.



Thank You to Our Donors

Thank you to those that donated to DBIS initiatives from April 2021 - March 2022

Enriching Lives Fund/ Walkathon 2021 2378666 Ontario Inc A Gocule Aileen MacQueen Al Hitcock Alan Lawrence Amanda Klassen Amy Bray Amy Ingratta Anna Hobbs Anna Scarpelli Angela Van Brenk Anne Tait Ann Tuinstra Barb & Mike McKech- nie Barry Charles Beth Roberts Bernie St. Jean Bill House Bill Stubbings BJ Laws Blayne Rusland Bob Awrey Bob Briton Brent Boak Brent Watson Brian & Renee Penner Brian McNeil Brian Moses Brienne Bennett Johns Bruce & A Ward Case Family Cathy Monaghan Charlotte Mallia Cheryl Roger Cheryl Snyder Chris McCrady Chris Thorpe Clive Carter Country Pizza	Dana Miles Dan & Tammy Graves Dave Berdan Dave & Laura Lee Dave Pye David Davidson David Green Dawn Holmes Deanie McHardy Deb Teall Spicker Diane Moses Dick Fisher Dodie Bates Don & Jen Fisher Elaine Russell Elizabeth Gough Everton Homes Gayle Grover Gerry Clusiau & San- dra Ford Graham Stuart Guy Dane Hanna Kielt Heather Rempel Heidi Wright Helen Chychul Helen Rusland Ian & Bev Wakefield Irene Izkizer Isabelle Coats Jacki Flood James Kollmell Jan Heinmiller Jane Ridley Jannette Fisher Jason Butler Jeff Laidlaw Jessie Ferguson Jim Bouzied Joanne Cretier Joe Graham John Beal	John & Luba Chychul John Molnar John Renolds John Teeple Jordan Rusland Judy Fancy Judy St. Jean Judy Power Kaitlyn Moses Karen Dalton Keith Corrina Kevin Laidlaw Kevin Smith Krista Aun Kyle Nagy Larry Hagan Leo Jette L Stuart Linda Reid Linda Traquair Lorna Foran Louise Laidlaw Louise St. Pierre Lyn Mockler Lynn Johnson Lynne McSherry Marie Saunders Mark Russell Marla Toulouse Marnie Glaubitz Mary Ann Kettlewell MaryLou & Sam Fisher Matt Rusland Melissa Anker Smith Melissa Smith Meredith Ramos Michael Moses Mike Lindecamp Mike MacQueen Nancy Gravill Nancy Brooks Neil Fowler	Pamela Martell Pat Hobbs Pat Longfield Pat Thomas Paul Krajcur Peter Harrison Randall Johnson Rebecca Stronach Rick Cousins Rick Decock Rick & Elaine Lynas Rita Stukic Rocco Mescia Rob Myall Robin Shauna Ryan O'Hagan Sandra Richardson Sandra Visentin Sandro Petrin Sharron & Don Colter Shawn Osterberg Shelly Daust Sid Engelleiter Sonia Lellamo Steve & Karen Chychul Steve Donaldson Steve Siegel Sue Brown Susan Dravarits Susan Rose Tabatha Peuker Tammy Murray Tammy Ross Terry King Thomas Russell Tim & Beth Hotchkiss Tina Brand Tina Wolff Tineke Huiting Todd Whiteman Tom Hobbs Tom & Ruth Miles	Trevor Graves Tyler Stuart Yogi Taylor General Donations Anonymous Barry & Lynda Cavens Brian & Penny Stager Brittney Vandergunst Chris Gordon Carrie Masse Elizabeth Langley Erin Silverthorn Giles Langley Heather Bilyea Jackie Wells Jane Ridley Jessica Finn Jim & Karen Pfaff Joanne Perttula Joanne Pollock Joe & Karen George Joe Mastrandrea Jose Orellana Kathleen Murphy Karen Moffatt Kelly & LeeAnn Walsh Lisa Artuso Moin Shah Marc Lacoursiere Marc Montiejunas Mary-Ellen Mckerlie Matthew Brown Meredith Ramos Michael Langley Michael Stapleton Neil Fowler Parks & Rec London Renee Lodder Robert Atkinson Rodolfo Ramos Ryan Allain	Sandy Rant Shauna Graf Stephanie Macdonald William McConnell Donations in Memory of Leonora Johnson Anonymous Colleen Zettle H Ross Rowe William McConnell Donations in Memory of Tyler Graham Pam & Merle Snyder Ronald & Arden Cole Donations in Memory of John Mastrandrea My Tribute Gift Paulette Bakelaar Donations in Memory of Martino Buffone Luigi & Maria Cocco Mauro & Rosetta Cuglietta Mary & Vince Lepore Ida Spina Donations in Memory of Michael McGarrell Catherine McGarrell Donations in Memory of Laura Noble Genevieve Laforce
---	---	--	---	--	--



ERRORS & OMISSIONS

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

Please accept our sincere apologies in advance.

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

345 Saskatoon Street, London ON N5W 4R4
Tel: 519-668-0023 www.daleservices.on.ca