



## 2017 ANNUAL REPORT



*Life is a journey...*

# Peter & Lyn: “The Mockler’s Reset”

In 2013 Peter was an active person, running 5km a day and in excellent health, and President of a large computer company. His life journey was forever changed on May 13<sup>th</sup> 2013. Peter and his wife Lyn, were in Montreal for Lyn’s brother’s memorial, when Peter fell and hit his head on the cobblestones. It was later determined that Peter had suffered a massive stroke which caused him to fall and then sustain another brain injury when his head contacted the cobblestones.

Peter was in a coma for 7 weeks in a Montreal hospital, before being repatriated to London’s University Hospital in June 2013. Peter remained in a coma with Lyn by his side until he woke in October 2013. Lyn shared that Peter’s comical first words were “OUCH!” as she was in the midst of trimming Peter’s toenails when he awakened.

Peter then began a rehabilitation program to build up his stamina, in preparation for a transfer to Parkwood Institute. Peter was in Parkwood from November 2013

until December 23<sup>rd</sup> 2013 at which point he was discharged and began in-home services through Parkwood in early 2014. Lyn shared that the physiotherapy at Parkwood was fantastic! At this time Peter was unable to walk and so a Long Term Care Home was considered and Peter’s name was placed on the waitlist.

The in-home services via Parkwood were 24/7 for Peter as he was bedridden. With no lift device in the home, two people were required to lift and transfer Peter. It was during this time that Lyn was made aware of Dale Brain Injury Services and she met with the team to learn more about the Programs and Services DBIS offers.

*Reset: to set again or anew.  
If you reset a machine or device, you adjust or set it, so that it is ready to work again.  
~Collins English Dictionary*



**Peter & Lyn Mockler**

After an assessment and review in September 2015, Peter was admitted to DBIS’ 24/7 Assisted Living Program (AL) which allowed him to become more independent, and provided peace of mind for Lyn, knowing he was safe. The AL Program enabled Peter to build his skills; soon he was able to get his own snacks, shower independently, and most importantly regain confidence in his abilities.

As a result of his rehabilitation in the Assisted Living program where he regained skills, confidence, and increased independence Peter moved home to their condo after being discharged from the AL Program in June 2016. Peter’s original discharge date was delayed as Lyn was ill, and working through moving out of the family home and into their new condo. Lyn was incredibly appreciative of DBIS’ flexibility with the discharge date, as it gave her the opportunity to ensure things were in order before Peter’s move back home.

# A journey of a thousand miles begins with a single step. ~ Chinese Proverb

After a short period in the new condo, Peter and Lyn decided to go to their cottage for part of the summer. While at the cottage, Lyn really noticed a difference in Peter's abilities. Lyn shared that she was pleasantly surprised one day while she was working in the garden; Peter came outside to see her all on his own. Peter had regained his ability to freely make decisions on his own, not having to rely on another individual to assist in him going outside if he chose. DBIS staff visited Lyn and Peter at the cottage to ensure that all was going well, and to assist with developing and implementing any new routines or skills that Peter might need in that environment. It was about this time, 3 years later and after much improvement and progress, that Lyn and Peter received a call from the Long Term Care Home; there was a space available for Peter. They were able to happily decline the space, as Peter was thriving at home.

Peter has been attending DBIS' Day Program - Gateway to Connections, for the last 3 years. This program is a self-declared safe and comfortable space for Peter, 5 days a week. Lyn shared *"We feel we have a voice here; DBIS will really listen when we speak"*. Peter feels he can be himself, participating in the array of daily activities such as fitness, current events group, several different music activities, as well as some friendly competition with other members during trivia activities. Being able to socialize with other program members and Staff at the Day Program has been a great benefit to Peter and it is one of his favourite aspects of the Gateway to Connections Day Program. Lyn and Peter both shared that while out in public there are people that look at them differently, not understanding their journey. Gateway to Connections feels like home; *"everyone*

*here is very accepting; this is a judgement free zone"*.

Lyn was invited to participate in a Caregiver Support Group pilot project that took place for 6 weeks, but was later extended to include an additional 4 weeks at the request of those attending. Lyn stated this opportunity to get together with other primary caregivers was a wonderfully positive experience. Everyone in this group, being in different stages of their own journeys, was able to share and support one another; the group grew quite close over the time they were together. Stress takes a toll on your body and having this outlet opportunity was extremely beneficial *"to know you aren't the only one going through this type of situation"* ~ Lyn.

Lyn feels that DBIS offers a seamless continuum of services that provide assistance and support for both Peter and Lyn. *"DBIS looks at the entire circumstance and offers assistance and support, instead of treating 'symptoms' or only looking at surface issues"*. Lyn shared that throughout their journey through the healthcare system, she wishes there was more of a "warm handoff" between services and providers. *"I felt like we were walking through a hallway where the doors kept closing behind us. Dale has offered us a quality of life we wouldn't have been able to have previously."*

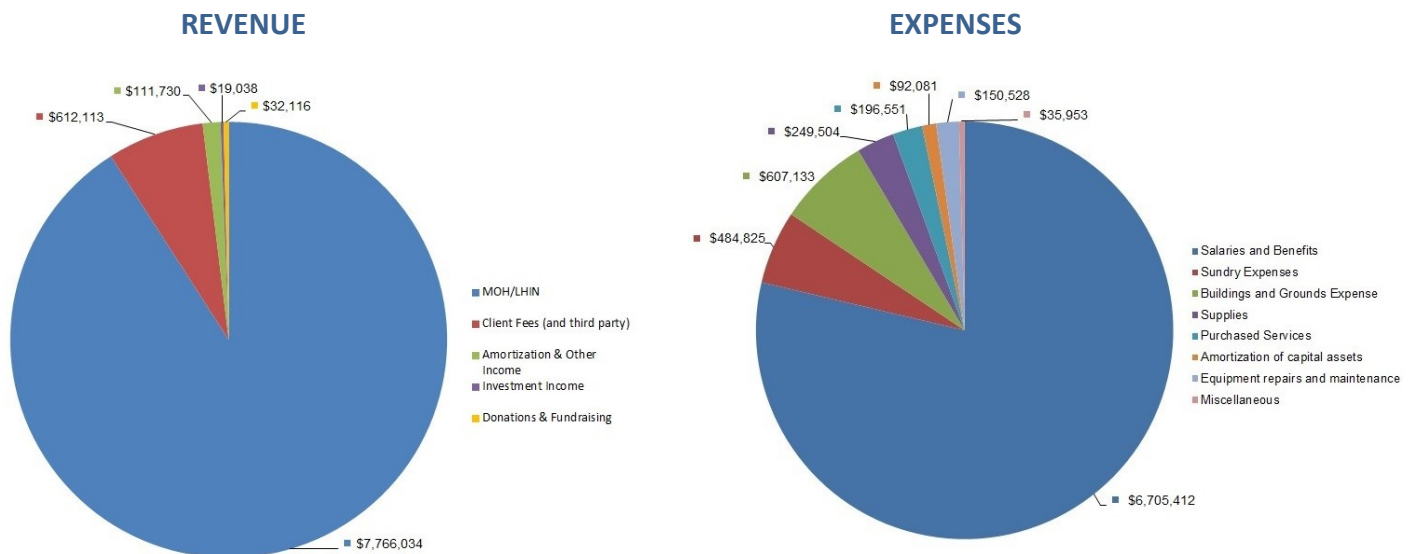


# 2016-17 By The Numbers

During the year, quarterly financial reports and financial statements were reviewed by the Finance Committee and the Board of Directors. In the spring of 2017 the 2016-17 financial statements were audited by KMPG Chartered Accountants, providing an independent opinion on the financial position of Dale Brain Injury Services.

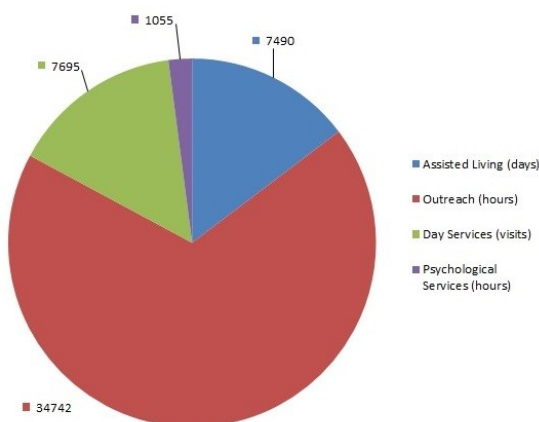
These graphs are a summary of the Revenue and Expenses for the year ended March 31st 2017. A copy of the financial statements are available upon request.

## 2016/17 Financial Statements

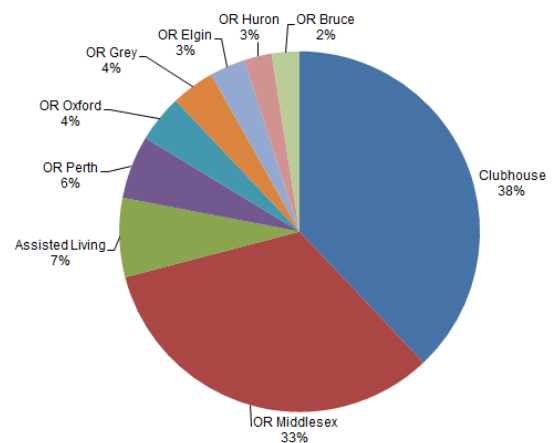


**During the 2016/17 fiscal year, DBIS will have provided 2434 total hours of student placement services amongst 8 individuals.**

## 2016/17 Program Statistics



## Total Number of Clients in Service



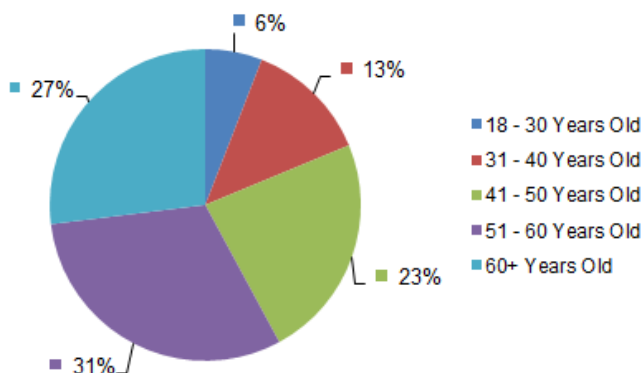
# Strategic Plan Update April 2017

## DBIS Strategic Pillars 2015-18



## By the Numbers Continued...

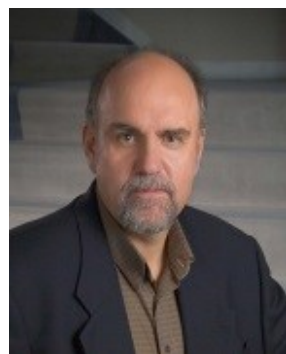
2016/17 Age Groups Served



# Message from the Chair of the Board



Sue Hillis  
*Executive Director*



Nigel Gilby  
*President*  
*Board of Directors*

In this Annual Report we are pleased to be sharing Peter and Lyn Mockler's journey through Peter's brain injury and rehabilitation, and we are honoured that Dale Brain Injury Services has been able to contribute positively to their 'reset'. Their story highlights how unique each client's journey is, and how important it is that DBIS make our services as individually tailored as possible; that they are client goal directed; wraparound; and flexible. In Peter and Lyn's situation, as in many others, the whole family is our client, not just the person with the brain injury. Even though there are resource constraints both human and financial, DBIS staff and programs go the extra mile to ensure that we can walk alongside the client on their journey in the way that best supports them.

Dale Brain Injury Services is also on a continuous journey of growth and improvement. Services develop and change according to the needs of our clients, potential clients, and the healthcare system in our region, as it evolves and adapts to meet the care requirements of people in our communities. As part of our journey this year we established some Aphasia Groups, in partnership with other healthcare providers including: Parkwood Institute's Community Stroke Rehabilitation Team (CSRT), the Victorian Order of Nurses, and Woodstock Hospital. As well we are working with the Stroke Network and Parkwood Institute's CSRT to look at new in-home services for stroke survivors.

The 24/7 Assisted Living Program continued throughout the past year to offer respite services, which enabled families to go on vacation for a weekend or a week, knowing that their family member was safe and enjoying the social interaction with other DBIS clients in the program. As well some Outreach clients who needed some 24/7 care following a medical procedure were able to stay overnight in a comfortable environment with staff that better understand their needs.

The Assisted Living Program also continues to work through redesigning its program based on the recommendations from the Consultants' Operational Review Report received in the spring of 2016. The Operational Review identified a few areas of focus. This past year the Team has worked on three main areas: Client Activities, Meaningful Interactions and Documentation. Client schedules have been reviewed to ensure each client is given the opportunity to participate in activities they truly enjoy and that are meaningful to them. To increase the level of client input with planning and decision making, we have encouraged client participation through co-facilitating house meetings, group sessions, planning outings as well as during individual client meetings to encourage more meaningful interactions between clients and staff. We successfully piloted some changes to streamline our documentation and are undergoing further review to continue to reduce redundancy and increase efficiency. Work will continue on this redesign through the upcoming year.

# & the Executive Director

Our Outreach Program is very busy, and has an extensive waiting list. We continue to stretch our scarce resources across the 7 counties of southwestern Ontario. Full day weekly groups programming continue to be offered in Wingham, St. Thomas and Woodstock and once a month in Owen Sound. Our Consultation and Training Services continue to be in such high demand that we added a part-time Behaviour Therapist to the Team. Consultation & Training provides a wide range of training opportunities from an introduction to ABI to an intense model focused on individual strategies and skill building, modeling, coaching and training known as our “BEST” (Behavioural Education Support Training) Team. Over the past couple of years, the BEST Team has often assisted with clients transitioning from hospital to Long Term Care, or home. The following is a comment from one of the service providers highlighting the impact these services have had:

*"The Dale Brain Injury Services team provided our facility with exceptional support to staff and resident, their ongoing support and follow up in a professional and courteous approach was well received. Many staff have commented on the effectiveness of education offered, the observed benefits of implemented strategies for care and the staff were appreciative of the availability of the team to be on-site to support, implement and answer questions during the process to which they were involved with. The support offered was extremely beneficial and all desired outcomes were achieved."*  
– Long Term Care Home

This year, as for the last several years, we struggle under our financial constraints with no new base funding and ever increasing cost pressures. This means we continue to try to find more efficiencies and consolidate as much as we can, however, there is very little left to ‘squeeze out’ and it unfortunately limits our ability to address our waiting list or enhance services to our existing clients.

Our Gateway to Connections Day Program is maintaining its growth and we expect it to reach capacity in the next few months. Over the past year we heard from the Caregivers that they were looking for ways to learn more about caring for themselves, and initiated a Caregiver Support Group that was led by DBIS’ Clinical Team. We have had a great deal of positive feedback from that group, and another that met over the past year. We are looking for funding to develop more caregiver supports in the upcoming year.

For the first time, we had a staff member, Sharon Howard, Manager of Outreach Services celebrate her 30<sup>th</sup> anniversary with DBIS. We also had several others celebrating their 20<sup>th</sup> and 25<sup>th</sup> anniversaries. This is an indication of the dedication, commitment and passion of our staff members as they work hard each day to make a difference in the lives of our clients. We are very fortunate to have such a flexible, talented and compassionate group of staff who do a wonderful job supporting our clients.

**If you want to go fast, go alone.  
If you want to go far, go together. ~ African Proverb**

# Thank You to Our Donors

Each year we are fortunate to have so much wonderful support from donors. These funds supplement regular client programming to ensure that our clients can participate in community events and activities. We also use donated funds to purchase household supplies, furnishings to set up a home, and clothing such as winter boots, for clients on low, fixed incomes who cannot afford these everyday items. Capital donations go towards major equipment, furnishings and repairs or renovations at our various facilities. We appreciate each of you for contributing to an enhanced quality of life for our clients.

## THANK YOU!



### 9th Annual HEADS UP Walk-a-thon

THANK YOU to everyone who attended, donated, supported, and volunteered at this year's walk-a-thon.

A special thank you to this year's sponsors:

**Fountain Water Products**  
**London Medical Transportation Systems**  
**London Honda**

**Electric Popsicle**  
**Grocery Checkout**  
**Runners Choice**

**Tim Hortons**  
**SDI Builders**  
**NEUPHYSIO**

The awareness raised is invaluable; we couldn't have done this without your support!

**Join us next year, Saturday June 23, 2018 at Springbank Gardens**



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