

Memory Lane



Let's take a trip down
Memory Lane and see
how far we've come!

2024 Annual Report



- 1984**
1 'The Dale Home' was established
- 1990**
2 The Dale Centre opened
- 1999**
3 Launched the Cornerstone Clubhouse
- 2002**
4 Supported Independent Living (Outreach) began in Sarnia
- 2009**
5 Nelson was opened
- 2010**
6 The Nigel and Rhonda Gilby Centre for Independence (Albert St) opened + Outreach Services expanded
- 2012**
7 Introduced in-home and building based respite services for families
- 2018**
8 The Nigel and Rhonda Gilby Centre for New Tomorrows (CNT) opened + introduced Residential Transitional beds at Burwell
- 2019**
9 Launched the LAS Day Program at CNT + the ICTS program began
- 2020**
10 Introduced Virtual Services in response to COVID-19 Pandemic
- 2024**
11 Celebrating 40 years of remarkable growth!

(519) 668 0023

www.daleservices.on.ca

345 Saskatoon Street, London ON, N5W 4R4



DBIS exists to support people with brain injuries to enrich their lives through developing skills and making connections.

Let's continue to build
futures, together!





WHO WE ARE

Our Vision

We build futures.

Our Mission

At Dale Brain Injury Services we provide a continuum of high quality, client-centred services to persons affected by an acquired brain injury. By providing services that are accessible, evidence-based and responsive to the changing needs of our clients, our community, and our partners, DBIS supports individuals to maximize their strengths and live healthy, meaningful lives.

Strategic Priorities: Current Actions—Fiscal 2023-2024

Pillar 1: Strengthen / Enhance our Resources (Resource Development and Management)

Strategic Priority	Activity	Update
Develop and maintain sufficient human capital to achieve targets and innovate	Explore and implement retention strategies	New initiatives implemented & ongoing development
	Hiring strategies and redevelopment of recruitment and onboarding processes	In progress
	Training, skill development (learning org) capacity building—Staff Training committee workplan	Small changes this year, 5 year training plan completed, ready to be implemented
Modernize and improve the efficiency of operations	Business continuity plan updates	Completed
	Develop a 3-5 year digital strategy and implementation plan	Completed
	Improve security of systems	Ongoing
Develop and maintain a culture of inclusivity and belonging	Ensure DBIS is a Psychologically Safe workplace	Ongoing, more training
	Maintain a learning organization through a growth mindset	Ongoing
	Implement the DEI Working Group recommended priorities	Implemented
	Expand Rising Strong principles to staff	Rolled out
	Focus on accountability	Rolled out

Pillar 2: Deliver Excellent, Accessible Client Services

Strategic Priority	Activity	Update
Continuously evolve the service model to meet client, family and system demands	Participate in regional LEHGO project by providing staff resources	Ongoing, and new options under development to assist with system pressures
	Implement caregiver experience survey	Completed
	Group Services expansion	Ongoing
	Expand Rising Strong focus	Small changes this year, more next

Pillar 3: Be a Good Partner (Partnerships and Collaboration)

Strategic Priority	Activity	Update
Demonstrate and improve value to system/providers	Expand to other populations	<i>Achieved</i> —Offer respite bed at Burwell for all populations to access
	Develop system benchmarks and KPIs	<i>Achieved</i> —ICTS system KPIs and expanding to all services next fiscal
Investigate partnerships/integration opportunities	Shared Director of Finance with Cheshire London	<i>Achieved</i>
	Continue to be involved in OHT work	<i>Achieved</i> —Continue to work across all 5 OHTs in our region
	Providing educational opportunities	<i>Ongoing</i> —Investigating using our Rising Strong program to provide education to other providers



Nigel Gilby
Chair, President
Board of Directors



Sue Hillis
Chief Executive
Officer

Message from the Chair and CEO

As we celebrate the 40th anniversary of our organization, we reflect with immense pride on the journey that has brought us to this remarkable milestone. For four decades, we have been dedicated to supporting individuals with Acquired Brain Injuries (ABI), in Southwestern Ontario, and it is with heartfelt gratitude that we look back on the significant impact we've made together.

Our mission, from the very beginning, has been to provide compassionate, innovative, and comprehensive care to those needing our support. Over the years, we have evolved and expanded, driven by a steadfast commitment to improve the independence and quality of life for our clients and their families. This anniversary is not only a celebration of our past achievements but also a testament to the growth and development that has shaped our organization into what it is today.

From our more humble farmhouse beginnings, we have grown significantly in both scope and impact. We have expanded our programs, embraced new technologies, and built a dedicated team of professionals who are at the heart of our success. Our services now reach more individuals than ever before, offering a broader range of support and resources tailored to meet the diverse needs of the communities we serve.

This journey would not have been possible without the unwavering commitment of our talented staff and the support of our funders, partners, volunteers and donors. Your generosity and dedication have been instrumental in helping us achieve our goals and push the boundaries of what we can accomplish. Together, we have built a foundation of excellence and compassion that continues to drive our mission forward.

Looking ahead, we remain committed to fostering innovation and enhancing our services. Our vision for the future is to continue to lead with empathy, advocate for those with ABI, and strive for excellence in everything we do. As we embark on the next chapter, we are excited about the opportunities that lie ahead and the positive changes we can bring to our community.

Thank you all for being a vital part of our journey.

Cheers to many more years of growth, impact, and success.

With deepest appreciation,

Nigel Gilby, Chair of the Board of Directors

Sue Hillis, CEO

Sandra's Story

Her DBIS Journey

In 2018 I had a brain bleed and spent 6 months in hospital. We moved to London to continue with my outpatient therapy. It was suggested I contact Dale Brain Injury Services (DBIS) for further support.

I started at Dale attending Group Services and a month later COVID occurred. Shortly after that my husband was diagnosed with terminal cancer.

DBIS connected me to CTS for in home respite supports twice a week. During this time I began relearning how to grocery shop, use a bank card, cook, and worked on my speech. I was provided with emotional supports which helped me deal with my anger, frustration, and resentment. With continuous support, my speech, memory, and ability to complete daily tasks improved.

I was grateful to be considered for an apartment at Albert Street and jumped at the opportunity. Albert street has provided me with a new lease on life. I have my independence! I access the local YMCA, and Group Services twice a week, and have daily activities I enjoy. It was at Albert I realized we all are different but the same, and communication with others was easy. I am happy now I am living independently in the downtown core and socializing with the others at Albert. When I have an issue I need support with I can count on the staff at Albert to help me problem solve. I continue to receive 1~1 support to increase my ability of handling more tasks on my own.

At Albert, I am home!

Life is Good!



Sandra shopping for her move to Albert St!

Programs and Services

Intensive Community Transitional Services: Short term services at home or in the community for people transitioning from hospital to home or long-term care.

Residential Transitional Services: Short term, up to six months, community based assessment and transitional rehabilitation in a structured 24/7 residential environment.

Short Term Case Management: Designed to quickly respond to individuals requiring immediate supports to prevent or resolve a crisis situation. Short term, generally weeks.

Respite Services: Short term, to provide care partner a break from caregiving duties, provided either in their home or in a DBIS residential setting in the London area.

Counselling: Counselling is provided to individuals with an acquired brain injury (including stroke) and/or their caregivers, with a focus on understanding acquired brain injury and development of coping strategies. Services are provided via face-to-face sessions, video conference, or teleconference.

Caregiver Support Services: Services include residential and in-person respite options, counselling, caregiver support groups, virtual coffee chats, information sessions and a Caregiver Facebook group.

Assisted Living Services: Provides 24/7 residential services in a structured, safe environment within the London community. Short term to lifelong.

Community Transitional Services: One-to-one transitional support, rehabilitation and service coordination to individuals in their home or community and are offered for up to 12 months.

Consultation and Training: Provides general education to service providers about Acquired Brain Injury (ABI) (including stroke). Services are available in **Elgin, Oxford, London/Middlesex, Huron, Perth, Grey and Bruce Counties**

Group Services: Services are flexible and provided in a group setting focusing on individual and group goal achievement, increased independence and quality of life. short-term, transitional, or lifelong basis.

For more information call: 519-668-0023

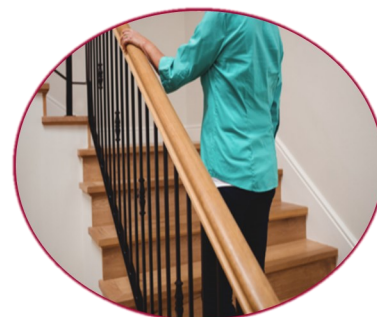
IF's Story

Their Success

On November 5th 2023, IF suffered a hemorrhagic stroke that drastically changed their life. The beginning months of their recovery were spent at University Hospital. By the end of November, IF was transferred to the Complex Care Program at Parkwood where they spent almost one month prior to transitioning to the Stroke and Neurological Inpatient Rehabilitation Program. Although they were reluctant to participate in therapy at first, once they engaged with therapies, they made significant strides. When it came time to transition home in March, DBIS staff met IF and their therapists at Parkwood to learn their care supports. This collaboration enabled the team to provide immediate assistance upon their return home, allowing the family some respite, offering guidance in adjusting to numerous changes, and encouraging IF to continue with their therapy goals.

At the beginning of service, DBIS provided 3-hour sessions, five days a week. Supports focused on building a daily routine and promoting independence in essential areas including getting in and out of bed, dressing, brushing their teeth, shaving, using the washroom, showering, making breakfast, taking medication and managing blood sugar and blood pressure and working on prescribed therapy exercises (physiotherapy, occupational therapy and speech). IF required supervision at all times and a high level of support in most of these activities of daily living. Similarly to their experience at Parkwood, they were initially hesitant to participate, but staff's dedication and compassionate approach helped build a strong rapport, motivating IF to actively participate in their recovery. Soon, we saw a different person, motivated to push themselves and implement strategies suggested by staff to further their independence. Today, IF successfully completes their morning routine largely on their own, only needing supervision and minimal supports for certain higher-risk tasks.

Once IF mastered their morning routine, skills training shifted towards goals such as recording their appointments, home alone safety planning, completing small chores and engaging in meaningful activities. IF really engaged in their sessions and successfully learned the skills needed to achieve their goals quickly. They have mastered new skills around their home that they was not even participating in pre-injury.



Today, IF's main priority is to regain their ability to walk independently. They wish to focus on their therapy exercises to reach their goal. Initially, they required one-on-one assistance to walk due to balance and awareness issues that prevented them from using assistive devices safely. With the support of the Community Stroke Rehab Team, their family, and DBIS staff, IF has practiced their skills for walking daily. Now, they walk with a cane and only requires close supervision. IF has also recently mastered the stairs, requiring only minimal support. Their strong will and determination allow them to continue pushing themselves and make significant progress in rehab. IF's success during their time in the ICTS program has been nothing short of amazing.

At DBIS we know the importance of a collaborative approach to rehab, which includes the essential support of caregiver in our clients' lives. IF's family has been incredibly supportive and engaged from the beginning, always ensuring they have the equipment they need, implementing strategies and suggestions from service providers. Their spouse has been involved in their progress and has made great strides in changing their approach to allow IF opportunities for growth.

IF continues to make progress each and every day and with the continued support of DBIS, their family, other care providers and most importantly their hard work and determination, they will surely continue in a positive direction towards achieving their goals.

Caregivers



Caregivers provide vital care and invaluable support for individuals affected by acquired brain injury and strokes. The demanding nature of the caregiving role can impact a person's quality of life and take an emotional and physical toll.

Dale Brain Injury Services (DBIS) is committed to supporting caregivers through innovative services designed to empower caregivers and strengthen a hopeful and optimistic belief system using the Rising Strong Philosophy.

The Rising Strong Philosophy was developed by the DBIS Clinical Team to help everyone, including staff, clients, and caregivers, develop a better version of themselves by building on what's strong rather than fixing what's wrong. It helps people build a belief system that speaks to each person's individual strength, resilience, and capacity to have a good life in spite of challenges.

Resources

- ♦ Weekly Coffee Chat Group
- ♦ Caregiver Self-Care Booklet
- ♦ Respite Supports at home
- ♦ Individual Counselling
- ♦ Virtual Workshops

We Appreciate You!

OUR VOLUNTEERS

Thank you to all of our dedicated and compassionate volunteers at Dale Brain Injury Services! You play an integral role in fulfilling our mission. We are so grateful to witness the positive impact you have on the lives of our clients.

Our volunteer program offers a diverse selection of roles ranging from client engagement to weekly commitments, leadership roles, and assisting with special events and projects. Regardless of their role, each volunteer contributes to our collective success in supporting those we serve.

Staff are very helpful, the clients are amazing and I'm so grateful for any assistance I can provide.

Volunteering has been an incredibly rewarding experience on multiple levels.

I truly cherish the moments of laughter and shared experiences we've had together.

During 2023-24, there were...

24 DBIS volunteers

AND

A 26% increase in
volunteers

A 32% increase in volunteer
hours

A 98% volunteer
satisfaction rating



Commission on Accreditation of Rehabilitation Facilities

Why does DBIS get accredited?

Accreditation is a comprehensive review to determine if a provider's services meet international standards of quality. Achieving accreditation means the provider is committed to delivering safe and effective services and quality improvement.

Accreditation ensures:

- ⇒ Conformance to quality standards
- ⇒ Accountability to community and funders
- ⇒ Commitment to person-centred care
- ⇒ Increased service efficiency

What is CARF?

CARF International is an independent, non-profit accreditor of health and human services. Through accreditation, CARF assists service providers in demonstrating value by the quality of their services and meeting internationally-recognized organizational and program standards

Countries, states, territories, and provinces on five continents recognize one or more of our areas of accreditation, and many mandate CARF accreditation exclusively.

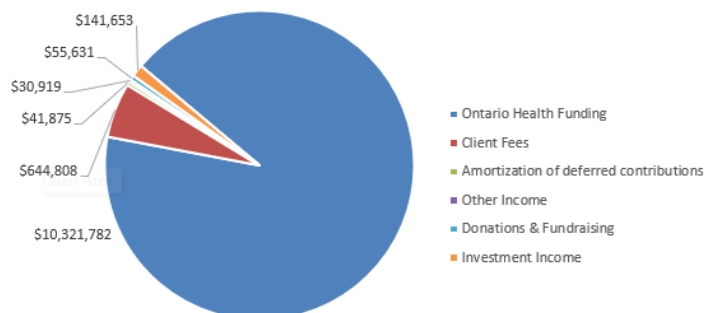
CARF accredits 9300+ service providers, who serve 13+ million people through 66,000 accredited programs and services over 31,000 locations

During the year, quarterly financial reports and financial statements were reviewed by the Finance Committee and the Board of Directors. In the spring of 2024 the 2023-2024 financial statements were audited by KPMG Chartered Accountants, providing an independent opinion on the financial position of DBIS.

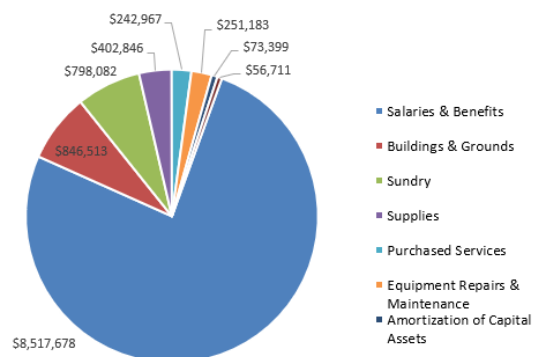
These graphs are a summary of the Revenue and Expenses for the year ended March 31, 2024. A copy of the financial statements is available upon request.

Financial Statements

Revenue

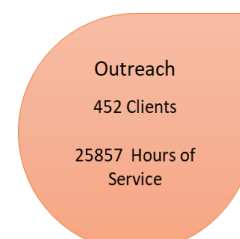


Expenses



2023-2024 By the Numbers

Service Statistics



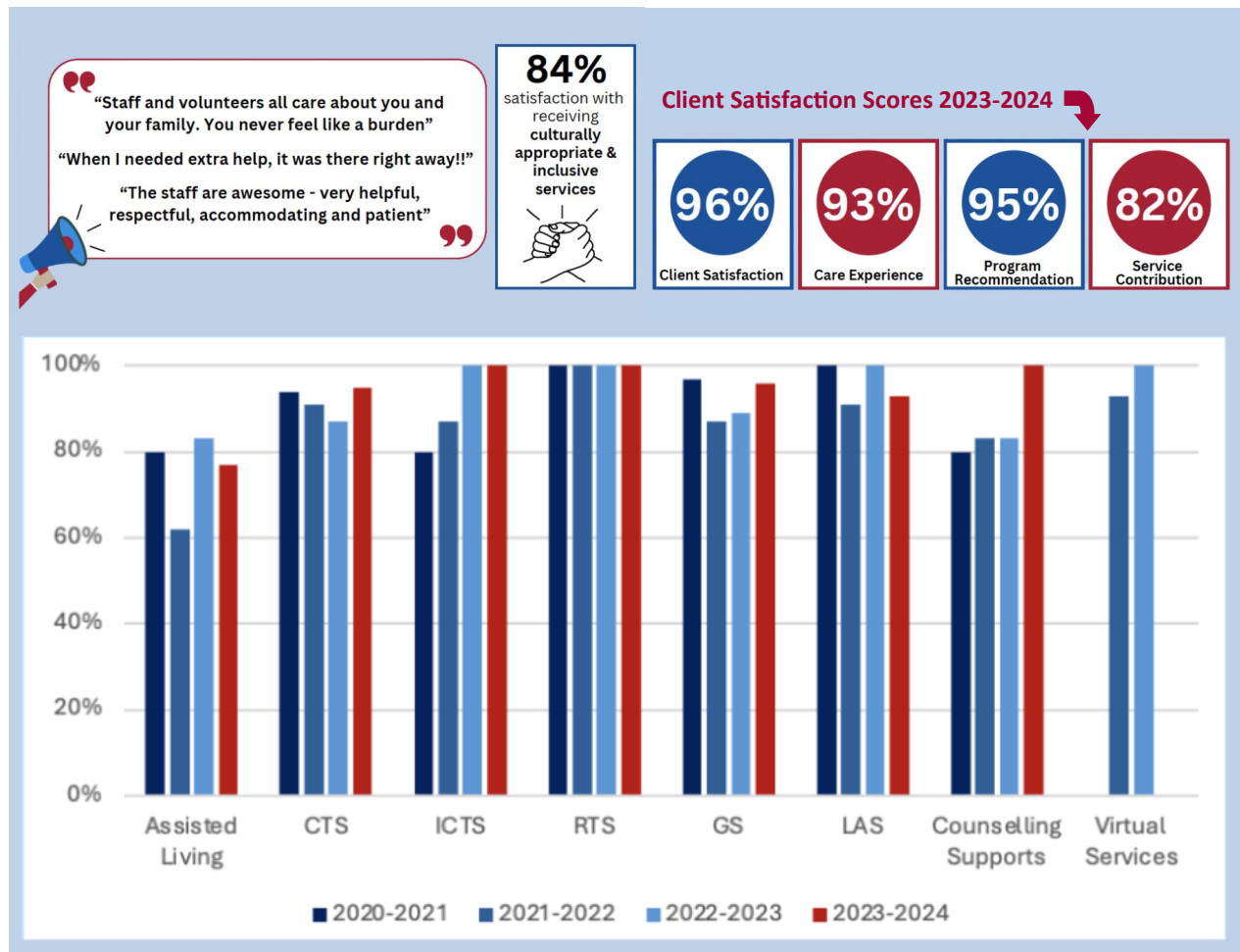
Highlights 2023/2024

- 3rd year in a row of less than/equal to 1% complaints (#Complaints/number of clients served)
- 90-96% client goal achievement across various programs
- Client satisfaction scores rose to 96%, up from 91% last year.
- 3rd year in a row with over 200 new admissions for the year, bringing more than 60% of those on the waiting list into service
- Readmission rate dropped down to 0.02%
- New Supported Independent Living apartments have opened at 99 Pond Mills Road
- 3 year CARF accreditation awarded
- GoldCare HR and Client database software program has been selected for implementation in 2024-25

Client Satisfaction & Experience Survey Results

We continue to collect client satisfaction and experience data 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 across 7 programs we received 95 responses.

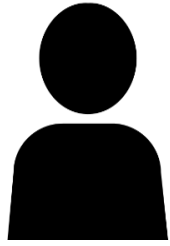
The service contribution score is made up of the program or service's ability to contribute to independence, quality of life, and ability to stay at home. There was an increase in clients who felt that the help they received contributed to their independence (76%) when compared to last year's rating (69%). There was an increase in clients who reported that the help they received from the program or service contributed to their ability to stay at home (79%) vs (74%) from last year's report. Lastly, (92%) of clients reported that the help they received contributed to their quality of life compared to a rating of (75%) from last year.



Dale Brain Injury Services affirms the fundamental principle of equality of all peoples and recognizes the inherent dignity and integrity of every person, as well as our responsibility and commitment to provide equal rights and opportunities without discrimination. We acknowledge that cultural safety is an ongoing process of building relationships and engaging in respectful dialogue.



We are dedicated to the continued progress towards reconciliation and acknowledging the historical and ongoing inequities Indigenous, Black and Peoples of Colour face and are working to continually learn and ensure an organization-wide commitment to addressing racism



Admissions

Dashboard

Gender:

Male: 59%

Female: 41%

Non Binary: 0%



ADMISSIONS

2021/2022 = 232

2022/2023 = 221

2023/2024 = 202

DISCHARGES

2021/2022 = 95

2022/2023 = 162

2023/2024 = 107

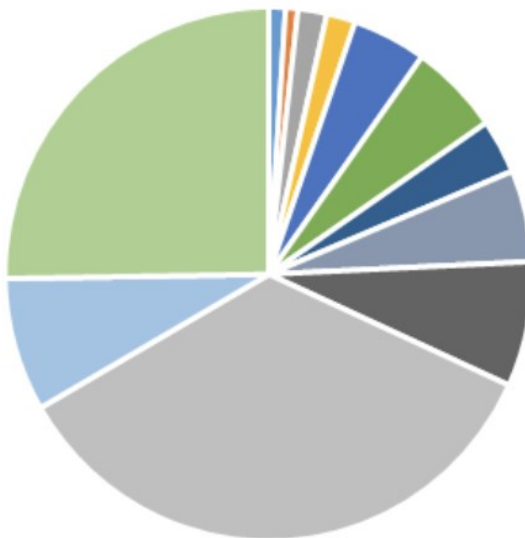
CLIENTS SERVED

2021/2022 = 720

2022/2023 = 556

2023/2024 = 670

Cause of Brain Injury



- Overdose
- Meningitis
- Seizures
- Encephalitis
- Tumour
- Aneurysm
- Assault
- Anoxia
- Other
- Stroke
- Fall
- MVC



THANK YOU!

Enriching Lives Fund

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Sandra Buffone Maddix

Donations in Memory of

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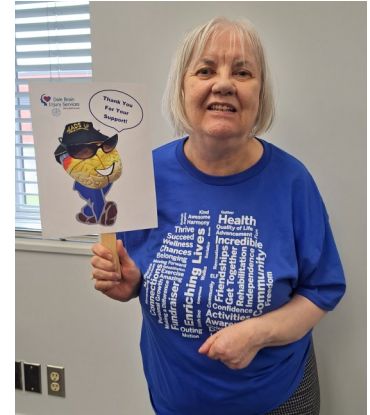
ERRORS & OMISSIONS

Every effort has been made to ensure complete accuracy of the donor list.

We apologize in advance for any errors, please contact 519-668-0023 x1119 to advise.

We are so grateful

With donations like yours we are able to enrich the lives of our clients, survivors of Acquired Brain Injuries (including Stroke).



Help us Move Forward Together in 2024.

You CAN make a difference!

Donate Today

Dale Brain Injury Services

345 Saskatoon Street

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519-668-0023

Email: contact@daleservices.on.ca

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