

2022/23 Annual Report



Virtual Services Group in action!



Message from the Chair of the



Nigel Gilby
Chair, President
Board of Directors

Feeling connected to each other is a basic human need. *“Social connection can lower anxiety and depression, help us regulate our emotions, lead to higher self-esteem and empathy, and actually improve our immune systems. By neglecting our need to connect, we put our health at risk”* (CMHA.ca, News 2019)

As you can see from the cover story, DBIS’ Virtual Services are highlighted this year. Although we had some experience with online meetings and conversations prior to March 2020, we were fortunate to be able to almost immediately develop Virtual Groups for clients when everything shut down. We knew that it was very important for DBIS clients to have regular, ongoing contact with staff, and each other.

These interim groups created quickly in response to the pandemic developed into a robust set of Virtual Groups which are very well attended and enjoyed by all the clients and staff involved. As expressed by the clients, these connections are vital to their wellbeing and quality of life, validating the quote above from CMHA.

In addition to the Virtual Groups, our Counselling Services are mostly provided virtually, according to the clients/families wishes. Initial referral and application conversations, and needs assessments can also be done

In a world full of algorithms, hashtags, and followers, know the true importance of human connection.

virtually.

All of this makes it easier for clients to receive support, as less travel is required, and where wanted or needed, it is easier for others to be involved such as family members or other healthcare providers, as they can join an appointment from wherever is most convenient.

DBIS continues to look at expansion of these services, and explore new opportunities to use virtual platforms to engage and support clients and caregivers, and other healthcare providers or community partners involved with DBIS clients.

The Client experience survey once again showed high ratings of satisfaction at 91%, which is very rewarding to see given the challenging conditions over the last few years.

There is a new caregiver experience survey in development, which will be



Sue Hillis
Executive Director



Board & the Executive Director

implemented in Fall 2023 and will help us determine the value of caregiver services, and any changes necessary to improve the services and experiences of caregivers using the caregiver support services or those interacting with staff who are supporting their loved ones.

As always we are continuing to refine and learn from our client outcomes data – refining the measures, determining what is most meaningful and can be utilized for measuring ‘success’ as well as making individual and group programming changes.

There are human and financial resource limitations for expansion however DBIS will be opening some new supported independent living units with affordable housing, in Pond Mills in July 2023 using existing resources.

Once again as has been experienced across the healthcare sector, it has been a challenging year for staffing recruitment and retention, so we must express our gratitude to the many staff who worked through shortages during their shifts, did many extra hours, and continued to provide



exceptional client service.

We were very appreciative of our donors who provided funds that enabled us to provide many “Enriching Lives” experiences for clients, as well as subsidy for respite and Residential Transition Services rent, meals, household goods, moving costs, furniture, winter boots, dentures etc.

We thank the DBIS staff from all teams across the organization, who work hard each and every day to ensure that we achieve our Core Purpose – **“DBIS exists to support people with brain injuries to enrich their lives through developing skills and making connections”**.

Nigel Gilby, Chair

Sue Hillis, Executive Director



Virtual Services

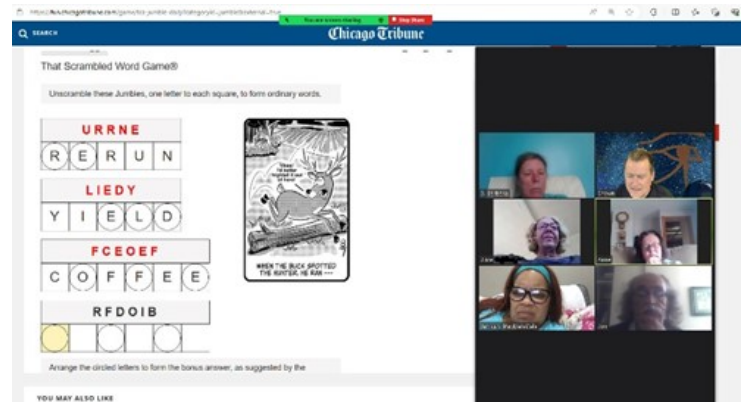
Virtual Services started in the summer of 2020 as way to help keep clients connected and engaged during the pandemic. At the time, no one knew how long COVID restrictions would remain in place. We started with a daily Morning Social group at 8:00 am. Initially only one or two clients were joining. As word started to spread, more clients started attending. Today we have 10 to 14 clients attending every morning.

For some, the Virtual Groups have become an integral part of their day and many have joined while on vacation from various places such as Australia, Portugal, Alberta, Nova Scotia and elsewhere.

At this time we are offering approximately 13 hours of programming each week in Virtual Services. Additional sessions were added to the schedule such as Brain Builders, Bring in the Funk, Cooking Group, Stretch Circle, and many more.

When asked what they like about Virtual Services, the majority stated that the opportunity to socialize is the primary reason they participate. Many say they appreciate the sense of comradery and the friendships that have formed. In fact, several Virtual Services clients have arranged to meet in person and often call each other when someone has not been to a group in a few days.

The Brain Builders clients enjoy the collaborative

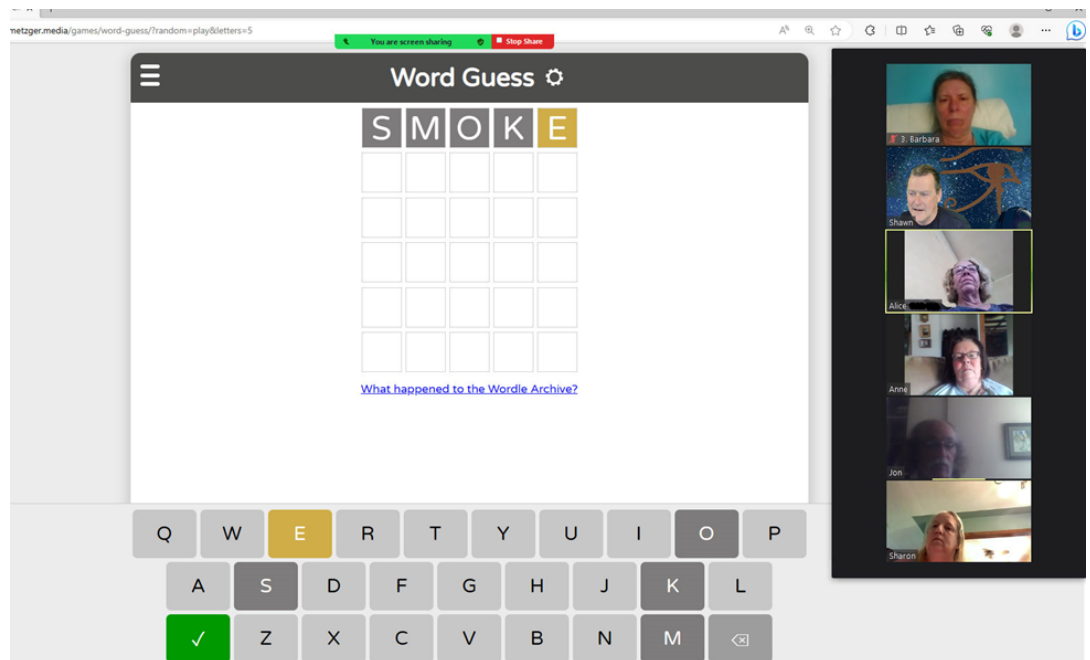


Virtual Services group working to solve a scramble.

nature of the group and enjoy it most when puzzles are solved as a group.

The 3 A's of Awesome has a regular following of clients that benefit from focussing on the power of positive thinking. Others look forward to sharing points of interest such as the sports scores, weather updates, and even asking peers for advice.

There is something for everyone.



Virtual Services working to solve a Wordle. Go team!

Admissions & Waitlist Statistics



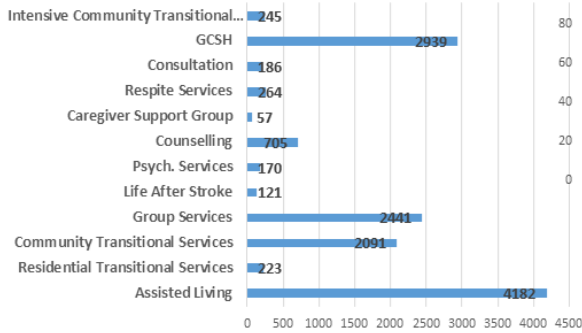
ADMISSIONS
 2018/2019 = 74
 2019/2020 = 205
 2020/2021 = 171
 2021/2022 = 232
 2022/2023 = 221

DISCHARGES
 2018/2019 = 60
 2019/2020 = 58
 2020/2021 = 79
 2021/2022 = 95
 2022/2023 = 162

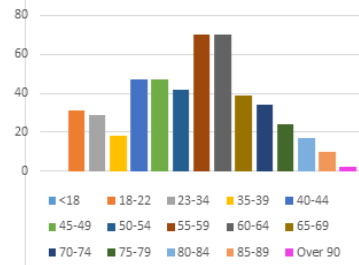
CLIENTS SERVED
 2018/2019 = 477
 2019/2020 = 407
 2020/2021 = 471
 2021/2022 = 720
 2022/2023 = 556

Some clients registered for more than one program

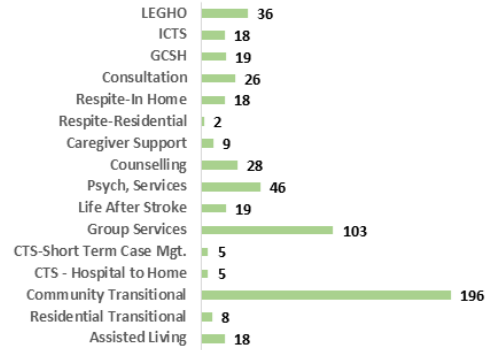
Average # of Days In Service



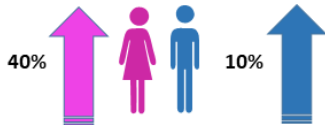
of Clients by Age Category



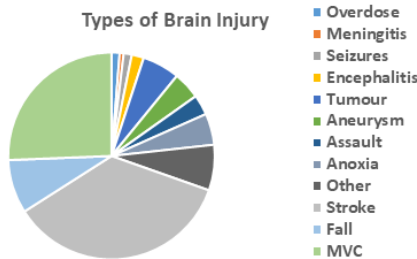
of People Served by Program



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

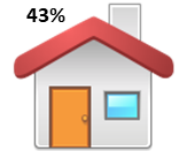


Types of Brain Injury



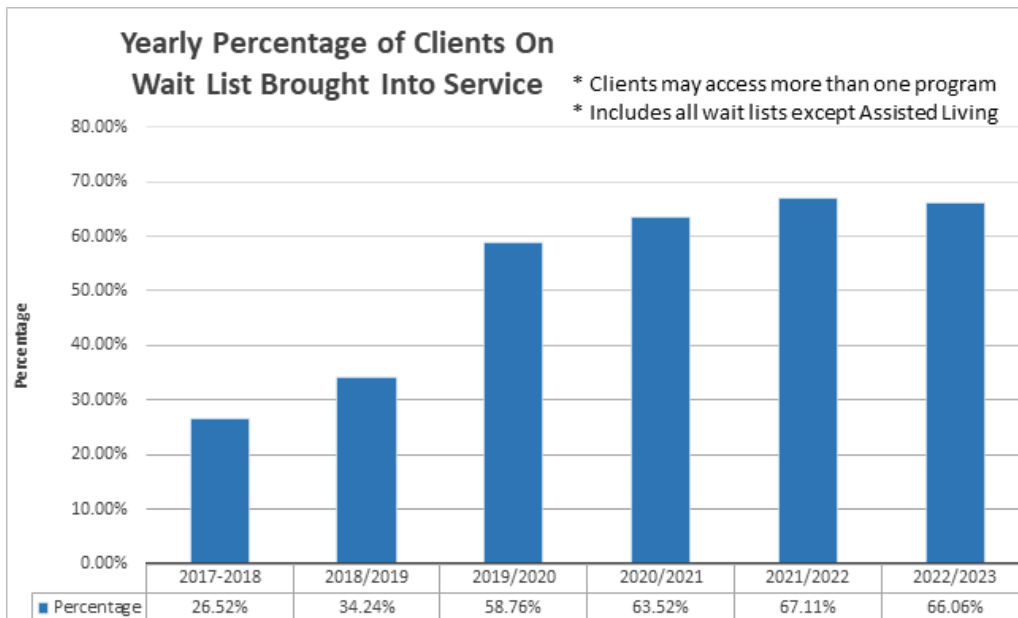
Male 293
 Female 225
 Non Binary 0

Clients Living With Others



Waitlist Reduction Work Continues

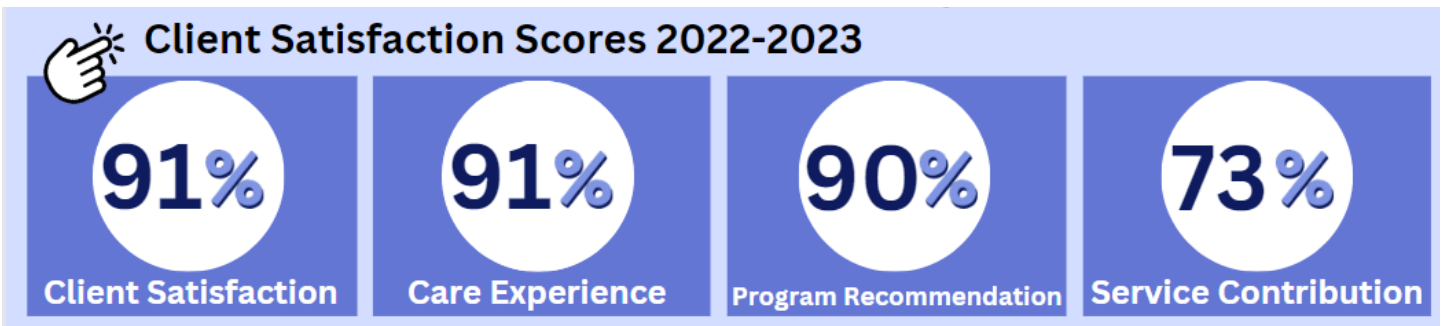
Over the last few years the team at DBIS has worked to reduce the number of clients on our waitlist. As the graph below visualizes, the team has been successful in bringing in a large number of clients annually.



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 caregivers and across 9 programs we received 124 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 a decrease in clients who felt that the help they received contributed most to their independence (69%) when compared to last year’s rating of 75%. There was an increase in clients who reported that the help received from the program or service contributed to their ability to stay at home (74%) vs (60%) from last year’s report. Lastly, (75%) of clients reported that the help they received contributed to their quality of life compared to a rating of 86% from last year.



82% Satisfaction with receiving culturally appropriate & inclusive services



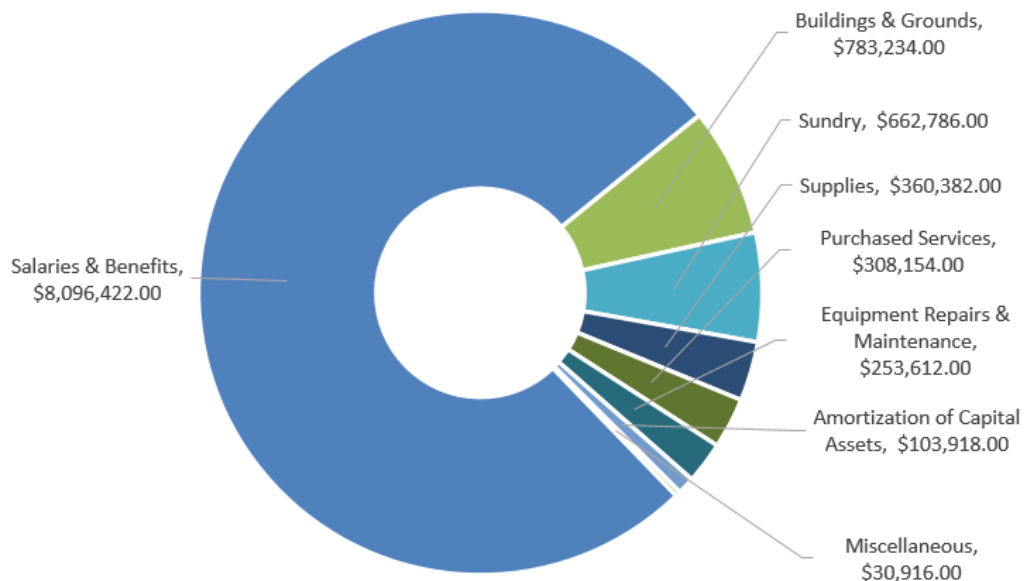
2022-23 by the Numbers

2022-23 Financial Statements

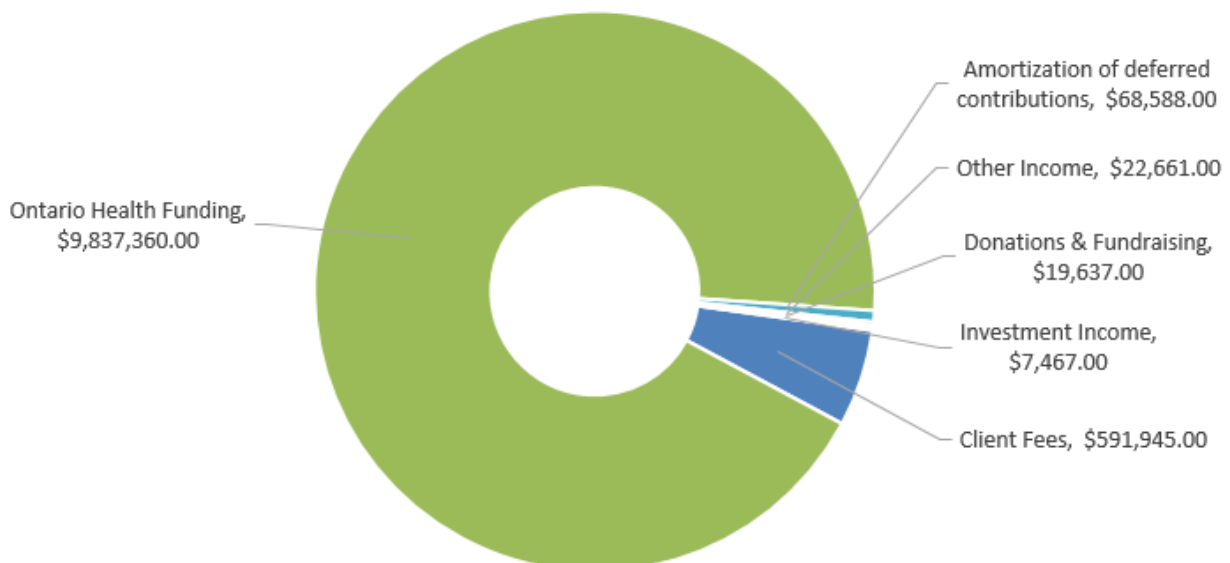
During the year, quarterly financial reports and financial statements were reviewed by the Finance Committee and the Board of Directors. In the spring of 2023, the 2022-23 financial statements were audited by KPMG Chartered Accountants, providing an independent opinion on the financial statements of Dale Brain Injury Services.

The following graphs are a summary of the Revenue and Expenses for the year ended March 31st, 2023. A copy of the financial statements is available upon request.

Expenses



Revenues



Thank You to Our Donors

Thank you to those that donated to DBIS initiatives from April 2022 - March 2023

Enriching Lives Fund/ Walkathon 2022

2378666 Ontario Inc.

Aileen MacQueen

Angie Gunther

Ann Tuinstra

Anonymous

Bark & Purr

Bernie St. Jean

Beverly Wakefield

Bill Stuttle

Bob Ridley

Brian Buckton

Brian Courtis

Brian Cox

Brian Gatschene

Bryan Wakefield

Cameron Outram

Carol Smith

Carol ven der Heide

Carrie Masse

Chris Anlin

Chris Gordon

Christine Flynn

Dan Helwig

Dan Procop

Darren Gremonprez

Darren Sawyer

Dave Berdan

Dawn Holmes

Don Gain

Erin French

Erin Silverthorn

Frieda Verellen

Gary Walsh

Gerald & Linda Traquair

Guy Dane

Jamie Quick

Jane Ridley

Janette Fisher

Jason Dickson

Jeannie Choi

Jeff & Cathy Wilkins

Jeff Doak

Jenny Legros

Jim & Mary Bouzied

Joanne Cretier

John Beni

John Reynolds

Judy Darnell

Judy Joliffe

Julia Rennick

June Howlett

Karen Chychul

Karen Dalton

Kim Pretty

Larry Devine

Lisa Elliott

Marilyn Winter

Mark Lassalir

MaryAnn Kettlewell

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Melissa Smith

Meredith Ramos

Michele Walden

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Rosie House

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Shannon Henry

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Steve Doak

Stew Glousher

Sue Brown

Sue Hillis

Susan Rose

Terry King

Theresa Gall

Thomas Russell

Tracy Lee

Vinni & Shannon Rosehart

Wendy Gotschene

Wendy White

Wink's Eatery

General Donations

Anonymous

Alan Lawrence

Ayeesha Shah

Brian & Renee Penner

Brian Courtis

City of London Charity

Chest Committee

Donald Ridley

Felicity Taylor

Forest City Eagles

Francis Marie Graham

John Molnar

London Hydro ECCO Fund

Lynda Cavens

Lynn Johnson

Michael P J Stapleton

Pay Pal Giving Fund

Robert Atkinson

Rodolfo Ramos

Sandy Rant

Ted Gerhold

Tineke Huiting

Donations in Memory of Jim Buffone

Cliff Wagner

Donations in Memory of

John Mastrandrea

Joe Mastrandrea

Donations in Honour of

Nora & Bill Johnson

Emilie Newell

Donations in Memory of

Gary Russell

Emmanuel Melchiorre

Jacqueline McCann

Jacob Russell

Phil Puype

Tineke Huiting

The Bond Family

Donations in Memory of

Michael McGarrell

Catherine McGarrell

Donations in Memory of

Joe McKeever

Al Sterling

Diane Bentley

Dominic Sterling

Doris McKeever

Janet Sterling

Lee-Anne McKeever

Donations in Memory of

William Johnson

Lynn Johnson

Donations in Honour of

Chester Kielt

Amy Ingratta

Hanna Kielt

Donations in Memory of

Chris Foran

Catherine Leighninger

Barb Kemp

Joanne Ferris

Jessica Foran



ERRORS & OMISSIONS

Every effort has been made to ensure complete accuracy of this list. If any errors are noticed please contact the Executive Assistant at 519-668-0023 ext. 1119.

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