

**BRAIN INJURY COMMUNITY RE-ENTRY  
(NIAGARA) INC.**

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# **PROGRAM AND SERVICES GUIDE**

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Special accessibility accommodations and materials in alternate formats can be arranged by contacting Brain Injury Community Re-entry (Niagara) Inc. at 905-687-6788 extension 663 or [www.bicr.org](http://www.bicr.org).

We are also interested in your comments and feedback about accessibility at BICR. Please send us your comments.

*Disclaimer:*

*Brain Injury Community Re-Entry (Niagara) Inc. acknowledges funding support for many of our programs and services from the Ontario West HNHB and the government of Ontario.*

*The views expressed in this publication are the views of Brain Injury Community Re-Entry (Niagara) Inc. and do not necessarily reflect those of the Ontario West HNHB or the government of Ontario.*



## **INTRODUCTION TO BICR**

**Brain Injury Community Re-entry (Niagara) Inc. (BICR)** is a not-for-profit organization that provides support services and rehabilitation to individuals living with the effects of an acquired brain injury. Our administrative office is located in Thorold and services are provided throughout the entire Niagara Region.

BICR was founded in 1988 by a group of concerned parents and professionals who felt that specialized services were needed in the region.

A volunteer board of directors oversees our programs, and consists of:

- An organization founder
- Rehabilitation professionals
- Community partners

Funding is provided by a variety of sources including:

- Ontario Health West HNHB, Ministry of Health (MOH) and Government of Ontario
- Third party payers
- Fundraising and private donations



## **BICR's Main Office**

3340 Schmon Parkway Unit 2

Thorold, ON L2V 4Y6

Hours of operation are Monday to Friday  
8:00am to 4:00pm

## **MISSION STATEMENT**

Brain Injury Community Re-entry will provide support and leadership to individuals, their families and/or caregivers within the Niagara Region living with the effects of an acquired brain injury. We promote self-direction, facilitate opportunities for meaningful adaptation, and contribute to the development of the agency and its people. We participate in advancements in the field of rehabilitation, and participate in partnerships that foster ongoing dialogue with the individual and their support network.

## **VISION STATEMENT**

To lead in the field of acquired brain injury rehabilitation, providing advocacy for successful re-entry into the community.

## **STATEMENT OF PHILOSOPHY**

The provision of support services is based on the following beliefs:

- Each individual is a unique adult and is deserving of respect and dignity.
- Support should be flexible, individualized and reflective of choices, abilities and existing support networks.
- Choice often involves some elements of risk. Where possible, individuals will be permitted to experience the result of their choices to the extent that they are able.
- Independence is a dynamic process of accessing people and services as challenges and successes change.

We rigorously promote the rights of the individual and promote recognition of acquired brain injury and how it affects individuals and families through ongoing advocacy and public education.

## MODEL OF SUPPORT

Brain Injury Community Re-Entry (Niagara) recognizes the importance of empowering participants to make informed choices and to be actively involved in making decisions about their lives.

BICR is grounded in a community participation model: Whatever it Takes<sup>i</sup> and uses the following principles to guide services:

**Person – Centered:** Every individual is the best expert in their own lives. No two individuals with an ABI are alike and BICR focuses on getting to know each person as a unique individual. Staff are supporting individuals in activities that are relevant and meaningful to them.

**Respect:** Respect for the individual is paramount. Interventions must not do more harm than good. The participant, and family where requested, are seen as members of the rehabilitation team and are actively involved in the processes of assessment, development of goals, implementation of programs, and the monitoring and evaluation of the plan.

**Collaboration:** Staff work with participants to develop SMART goals that are **Specific, Measurable, Agreed upon, Realistic and Time-based**<sup>ii</sup>. Staff adopt this collaborative approach of “doing with” not “doing for” when working with participants. To do this, staff develop an understanding of the participant in the context of their previous lifestyle, relationships, abilities, values, behavioural patterns and personality. BICR encourages independence where the focus of rehabilitation is on real life, functional skill development.

**Focus on Strengths:** Services build on the participant’s strengths and capabilities. Rehabilitation efforts maximize strengths and focus on working with individuals to adapt to new ways of doing things. Staff recognize, appreciate and educate participants on reasonable risks.

**Community Interdependence:** BICR recognizes that everyone needs someone sometime. Natural supports last longer than professional supports. Therefore helping participants to develop and maintain meaningful relationships, leads to an increase in “Social Capital”<sup>\*\*</sup> (Condelluci)<sup>iii</sup> and is also an important element of the community rehabilitation process.

<sup>\*\*</sup> Social capital broadly refers to those factors of effectively functioning social groups that include such things as interpersonal relationships, a shared sense of identity, a shared understanding, shared norms, shared values, trust, cooperation, and reciprocity.

<sup>i</sup> Barry Willer, John Corrigan, Brain Injury 8(7): 647-59 November 1994.

<sup>ii</sup> SMART Goals: George T. Doran (1981).

<sup>iii</sup> Social Capital: The Key to Macro Change, Book by Al Condelluci and Jeffrey Fromknecht 2014.

## **ELIGIBILITY CRITERIA**

### **ACCESS TO THE PROGRAMS AND SERVICES PROVIDED BY BRAIN INJURY COMMUNITY RE-ENTRY IS BASED ON THE FOLLOWING CRITERIA:**

- Diagnosis of an acquired brain injury is defined as damage to the brain, which occurs after birth. This can be caused by: a traumatic event, such as a car accident, a fall, an assault or a sports injury. Also included are medical problems or disease, such as tumour, a brain aneurysm, an infection or stroke. Neurodegenerative disorders and congenital birth defects are not considered ABIs.
- Specialized nursing needs are addressed by other professional agencies.
- Age Criteria: Individuals who are 18 years of age or older. Consideration is given to individuals 16 to 18 years of age.
- You must reside in Niagara Region.
- Individuals must engage in working toward a mutually agreed upon goal.
- The person has the ability to participate and benefit from a rehabilitation program. This includes formulating realistic mutually negotiated SMART goals focusing on the establishment of independence at home, at work, at school and/or in the broader community.
- Significant psychiatric challenges should be managed and should not preclude the individual from being able to participate in services.

Admission will be deemed to have occurred when an external candidate begins to receive any component of service from BICR.

BICR recognizes that none of its existing supports are long term in nature when medical, physical, or specialized care needs of the individual surpass the agency's scope of services.

## PROGRAMS



In order to address the varied needs of individuals with a brain injury, we have developed a number of programs. During an intake meeting, these programs are explained to an applicant and family members. Decisions for attendance at programs are made based on the individual's desires and goals, the family's wishes, availability and the recommendations from professionals.



Residential Services & Transitional Apartment Program

## **INTAKE SERVICES**

### **Application Process:**

To receive information on services, individuals can contact the BICR office to speak to the Intake Coordinator.

The Intake Coordinator will:

- Explain the services available for individuals and family members.
  - Send written material concerning programs and services.
  - Determine if BICR services are suitable to meet an individual's needs.
  - Arrange an intake meeting to further discuss services and/or complete an application and the forms necessary for admission.
  - Discuss what goals and achievements are important to the individual.
  - Review the application and any relevant reports, including medical information, to assist in determining eligibility.
- Explain the admissions process to access services.

There are times when, due to a large number of applications, a waiting list exists. It is important to contact BICR early in an individual's rehabilitation to initiate the application process.

## **CASE COORDINATION**

Case Coordination is a time-limited service that provides initial service coordination to individuals who are deemed eligible.

This support may include:

- Assistance with linking the individual to other services in the community.
- Introduction to recreational and educational programs offered at BICR.
- Advocating with the individual with regards to immediate concerns such as transportation, housing, finances, etc.
- Providing assistance with developing personal goals.
- Assisting with the transition to BICR services as openings become available.

## **PSYCHOLOGICAL SERVICES**

Psychological Services help people to better understand their own unique strengths and challenges following a brain injury, so that they can cope more adaptively and strive to enjoy life with meaning and purpose.

The areas addressed by our Psychologist include:

- Psychological, neuropsychological, and behavioral assessments.
- Psychotherapeutic treatment after brain injury (supporting insight and awareness, managing stress and emotional regulation, collaborative problem-solving, redevelopment of personal identity)
- Neurobehavioural intervention (understanding the connection between brain and behaviour and developing appropriate management strategies)
- Cognitive rehabilitation.
- Staff and family education.

The main focus for Psychology in rehabilitation for persons with a brain injury is to assist participants, families and others who provide support to overcome challenges, make progress towards goals that matter and improve quality of life.

## **SOCIAL WORK PROGRAM**

The Social Work Department at BICR offers services to both the individuals with a brain injury, as well as family members. The Social Work program is personalized and goal-oriented and includes:

- Individual and family assessment.
- Individual, couples, and family counseling.
- Linkages and partnerships with other community agencies to facilitate optimal provision of services, i.e. alcohol & substance abuse.
- Family education.
- Support and advocacy.

## PERSONAL EFFECTIVENESS TRAINING PROGRAM

In partnership with the March of Dimes Canada, Personal Effectiveness Training (P.E.T.) offers day programming for individuals who require assistance with developing skills prior to looking for work, volunteer placements or becoming active in the community.

### Services include:

- **Skill Training:** learn from a variety of functional skill activities and participate in group activities, i.e. Life skills such as personal growth and self-awareness, fostering social skills for community reintegration, and meditation and mindfulness for emotional wellbeing.
- **Physical Exercise:** participate in individual and group exercise programs to promote a healthy lifestyle. E.g. tai chi, adapted yoga, swimming, and other activation activities.
- **Leisure Development:** take part in leisure and recreational activities while socially interacting with others in a group environment.
- **Community Skill Development:** engage in opportunities where participants can practice and get feedback on their life skills in real community settings with support .
- **Volunteer Placements:** participate in supported opportunities to give back to society as a volunteer with community organizations.



**Pictures from PET Activities**

## VOCATIONAL PROGRAM

Brain Injury Community Re-entry (Niagara) Inc., developed a Vocational Services component in November of 1999 for the purpose of assisting participants in identifying work related goals based upon their interests and abilities.

BICR serves individuals who have sustained an acquired brain injury and are willing to commit to a vocational goal.

The vocational options are as follows:

- Volunteer Placements
- Job Placements
- Job Coaching
- Vocational Assessment
- Job Readiness Program
- Seasonal employment
- Employment Planning
- Workplace Assessment
- Job Trials
- Pre-employment training
- Support of Educational Goals
- Return to work plan



**Pictures of Volunteer Venture Activities and Work Placements**

## RECREATION AND LEISURE SERVICES

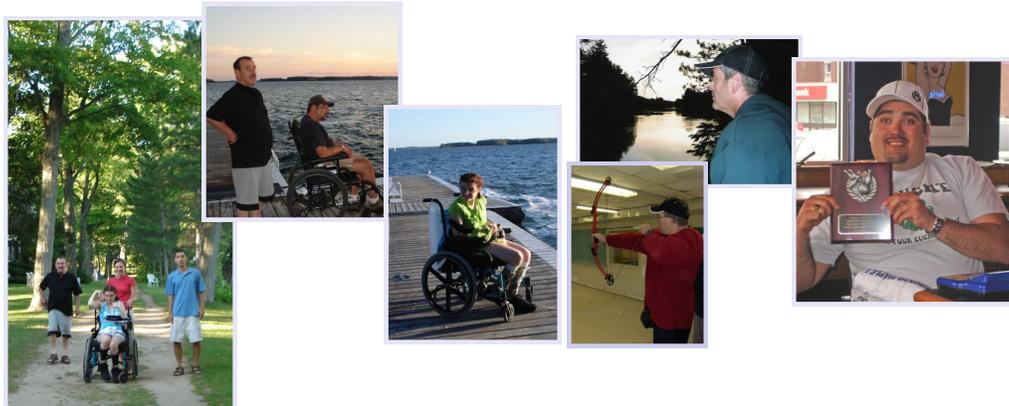
BICR provides service and support to individuals who are interested in accessing and expanding social and recreational opportunities within the community.

A quarterly publication entitled Learning and Leisure Guide along with a Recreation Calendar provides an outline of recreational and therapeutic group activities being offered. Ongoing groups include:

- WRAP (Work, Rest and Play), this group operates in partnership with the Niagara Parks Commission. BICR participants volunteer weekly to assist in seeding in greenhouses and maintaining gardens on the grounds.
- Men and Women's social and support groups.
- Canoeing, Darts, Music Trivia, and Bingo events.

Day trip and vacation opportunities throughout the year include:

- Sporting events (i.e. Blue Jays game, Hamilton Tiger Cats, Toronto Rock Lacrosse, as well as other local professional sporting events).
- Museums and cultural activities (i.e. Royal Ontario Museum, Ontario Science Centre, Performing Arts Center). Theme parks and fall fairs (i.e. Canada's Wonderland, Marineland, Balls Falls Art Festival, Welland Food Festival).
- Vacations are offered to Geneva Park in Orillia where individuals can relax with a book under a shady tree or complete a craft, take a nature hike, swim and canoe on the calm lake of Geneva Park. Planned vacations to Mexico and Cuba have been arranged at the request of participants.



**Pictures from Various Recreation Events**

## COMMUNITY OUTREACH SUPPORT SERVICES

**Community Outreach Support Services (COSS)** – People who are referred to the COSS program after an Acquired Brain Injury (ABI) may be experiencing a variety of challenges with returning to their pre-injury lifestyle that they would like the COSS program to assist with. ABI can impact every area of a person's life including how they interact with the people around them, how they remember, plan and organize daily activities, how they get around in the community, how they feel about their injury and what they understand about how it has changed their life. Each new COSS participant will be assigned a Case Facilitator (CF). The CF will gather information from a variety of sources including: medical/rehabilitation documentation, functional assessment tools, interviews and direct observations to help the participant identify their personal strengths and needs. Some of the areas that COSS typically provides rehabilitation support include but are not limited to: pre-vocation and vocation, education, financial, home and leisure activities.

**An Individualized Service Plan (ISP)** will be negotiated with the participant and significant others and will define the rehabilitation/support activities that the participant will be encouraged to engage in with the CF. Often these activities include things like:

- Assistance with planning and learning strategies to increase independence.
- Support to complete daily activities, e.g. budgeting, groceries, meal plans, cooking, household chores.
- Strategies to improve learning, problem solving and memory limitations.

The COSS program is committed to assisting people with community re-integration after ABI. Services typically are time limited, therefore, participants are encouraged to identify other people in their support network who could be part of their long term support plan if that is needed.



**Pictures from Various Community Events**

## **RESIDENTIAL SERVICES**

BICR currently operates four community based residential homes that are located throughout the Niagara Region: two in Welland, one in St. Catharines and one in Niagara Falls. These homes provide support 24 hours a day, 7 days a week.

Participants in the Residential program are involved in developing their own rehabilitation goals with assistance from the Case Facilitator and Rehabilitation Counselors. Programming for participants is scheduled based on the participant's interests and needs. Assistance in accessing community supports is provided on an individual basis.

The role of the staff is to assist participants with a variety of tasks, including the completion of activities of daily living, participating in meaningful, productive activities and establishing frequent community engagement. An individual's rehabilitation is based on the mutual effort between the participant, family members, staff, and partnerships in the community.

## **ST. PAUL TRANSITIONAL LIVING PROGRAM**

St. Paul transitional program is a partnership with Canadian Mental Health and is located in Niagara Falls. It is a 24 hour (7 bed) residential setting that provides support to participants that are dually diagnosed with ABI and Mental Health. Out of the seven available beds two of the beds are set up as independent apartments. All applicants accepted in to the program will have a repatriation agreement before beginning placement. St. Paul staff will assist individuals with setting up daily schedules that will help them in building the necessary skills to achieve their goals. Depending on the participants goals, all support plans will be tailored to each individual and their specific discharge environment.

All applications to St Paul are submitted through Hamilton Health Sciences and reviewed by an admissions committee. The admission committee consists of CEO (BICR), Program Manager (St Paul), Psychologist (BICR), Hamilton Health Sciences (HHS), Canadian Mental Health and a Regional Systems Navigator . This team meets on a regular quarterly basis to review each application. This group will decide the appropriateness of the applicant and assist in developing a priority list. The day to day movement and waitlist are monitored by BICR and Hamilton Health Sciences.

## **BUCKLEY TOWERS SUPPORTED INDEPENDENT LIVING**

Based in the city of Niagara Falls this program provides transitional living opportunities for participants. Each individual lives in their own apartment with rental costs geared to income. A separate apartment is maintained for staff. Hours of support are based on the requirements of the participant. Apartments are located on various floors throughout the building.

## **BOWDEN STREET-SUPPORTED INDEPENDENT LIVING**

The Bowden Street SIL apartments are located in Fort Erie and represent a partnership between BICR and Niagara Regional Housing. This program is staffed daily to support participant needs. Staff provide support based on mutually agreed upon goals. This may include assistance with medical appointments, budgeting and cooking. Participants also have access to all other services offered through BICR.

### **Summary of Service Locations:**

St. Catharines	Richardson Court	Residential Site
Welland	Promenade Richelieu	Residential Site
Welland	Parkdale Place	Residential Site
Niagara Falls	St. Paul Avenue	Transitional Living Program
Niagara Falls	Buckley Towers	Supported Independent Living
Fort Erie	Bowden Street	Supported Independent Living

## **RURAL SERVICES**

The Niagara Region is a diverse geographical area that has many smaller outlying communities with limited programming, services and transportation systems when compared to the larger centers within the region. For this reason, BICR has dedicated resources to provide services along the rural shore of Lake Erie from Fort Erie to Wainfleet. These services include: Group programming in partnership with the Brain Injury Association of Fort Erie (BIAFE), is provided two days per week (Mondays and Tuesdays). Group activities include cooking, guest speakers from the community, pet therapy, activation activities, social outings and group learning opportunities.

## **VOLUNTEER SERVICES**

The active participation by citizens of the community as volunteers with the agency provides a valued addition to the services of BICR. The agency accepts and encourages the involvement of volunteers at all levels of the agency and within all appropriate programs and activities.

Participants of BICR may receive support from volunteers through; Friendly visiting; peer partners, transportation assistance, fundraising and student placements.

If you think you may benefit from any of these volunteer programs, please speak to the Intake Coordinator.

## **EDUCATIONAL OPPORTUNITIES**

BICR may offer or share information about educational workshops for staff, participants and families throughout the year. Topics may include ABI education, mental health education, the benefits of mindfulness practice, caregiver issues and ethics. Educational opportunities may be featured in the Learning and Leisure Guide.



## **CONTACT INFORMATION**

### **Brain Injury Community Re-entry (Niagara) Inc.**

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Thorold, Ontario L2V 4Y6

Phone: 905 687-6788 or 1-800-996-8796

Fax: 905 641-2785

Internet: [www.bicr.org](http://www.bicr.org)

### **INTAKE COORDINATOR**

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Email: [intake@bicr.org](mailto:intake@bicr.org)