

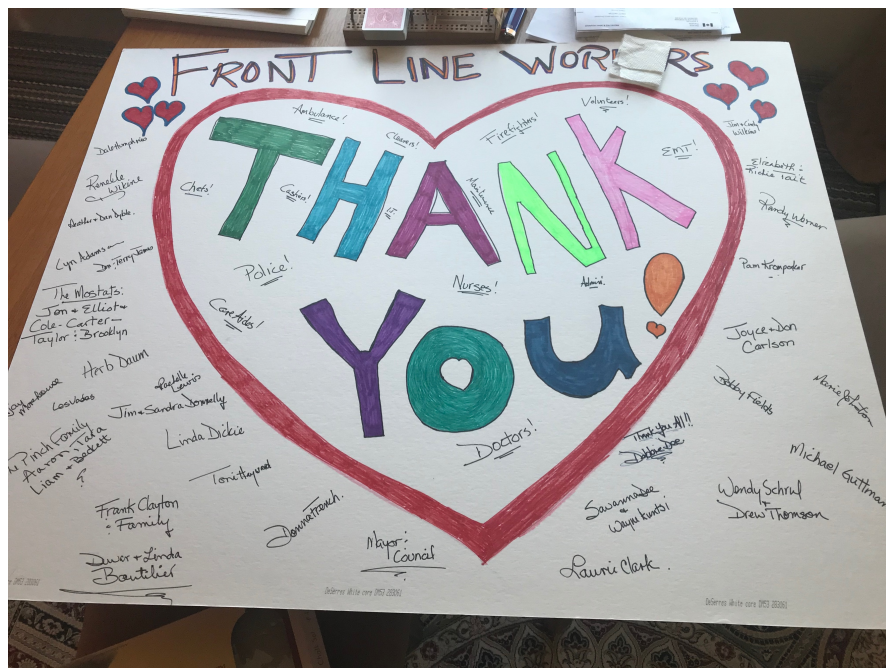


Powell River Brain Injury Society

Annual Report

April 01, 2020 to March 31, 2021

Prepared for: Vancouver Coastal Health Authority



From all of us to all of you...Thank you!

Established 2003

Mission statement: to promote prevention, recovery, education, community awareness and life beyond acquired brain injury.

Powell River Brain Injury Society

Staff:

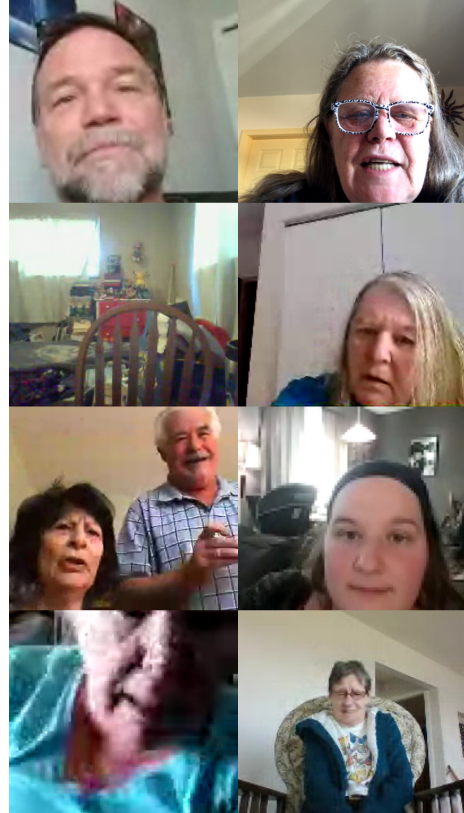
Deborah Dee – Executive Director
Leanne Kerntopf – Program Manager
Ginevra Kuboniwa – Outreach Manager
Dewar Boutilier – Head Gardener
Jim Wilkins – Peer Support Worker
Linda Boutilier – Peer Support/Outreach

Volunteers:

None this year due to the pandemic

Board of Directors:

Doug Logan, President
Jena Lohrbach, Vice-president
Jim Donnelly, Secretary
Dan Dyble, Treasurer
Jerry Francis, Director



This year we met by Zoom for April and May – reopened in June.

The Powell River Brain Injury Society is a federally registered not for profit charity providing support, services, education, and awareness relating to acquired brain injury.

Mission Statement:

To promote prevention, recovery, education, community awareness and life beyond acquired brain injury

We acknowledge the financial support of Vancouver Coastal Health.

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INDIVIDUAL AND FAMILY SUPPORTS

Support groups:

The Society provides weekly core services including support groups.

Examples of these are:

- Creative Expressions Art and Music Therapy
- Psychosocial Support for the understanding of acquired brain injury
- Peer Support
- Cognitive Enhancement through Physical Fitness Training
- Memory and Anger Management Workshops
- Reading and Writing through Poetry and Song
- Speech training through singing vocal techniques



Dewar and Linda left for Saskatchewan to the family farm.

Counseling and advocacy services:

- Provide a variety of individual supports including letter writing, form filling, and crisis management
- Work with other agencies and professionals as appropriate for referral purposes
- Provide a confidential and trusted service that clients depend and count on.

One-to-one supports:

- Maintain contact with clients through telephone and Internet reminders
- Post weekly messages about up-coming events and appointments.

Outreach is a priority, as the difficulties faced by this population are well understood by the Society. Some of the issues include social isolation, depression, anxiety and other particular issues and their unique needs.

This year, due to the pandemic our Outreach Program looks different. Our Outreach worker still visits Texada Island every month to offer services and support to our clients who live there. Work has included tax preparation, assistance with home clean up, a monthly social outing to a local coffee shop, emotional support, help with set up of a mobile phone service, help with budgeting and assistance in procuring food. Outreach now also includes parking lot visits, many phone calls and video meetings and any other way that we can think of to ensure our clients are not feeling lost in the pandemic fog. We are also now counselling for fears about the vaccine.

Information and referral services:

A reference library containing informational, technical and research materials is available as well as video and Internet education opportunities for our members and their families. There is a large inventory in the general library of craft and art books that encourage creative expression.

Information is available on several social media sites including Facebook and Twitter, and the Society website is kept up to date with a large inventory of information ranging from activity calendars to twitter followers to the latest research and technological breakthroughs in the profession.

Drop-In Centre Operations:

The Brain Injury Drop-In Centre is a hub for persons in our community who require support and services.

It is a vital and vibrant Centre that provides a welcoming and safe environment.

Many drop-in activities are coordinated weekly and all are well attended.

We assist our clients to increase and/or maintain a reading and writing level with a weekly Reader and Writers group. Each week the clients choose a topic and we write a short story about it. When finished we encourage a Haiku on the story and then we all read aloud to each other, sharing our stories and Haiku.



Cahn, our Canada World Youth participant from Viet Nam came to visit before Covid.

Arts and Crafts is a big part of our programming as we encourage the clients to sell the items they create. We have purchased a booth at the summer Farmers Market and the clients can attend up there for free 2 mornings per week and sell their creations. Alternatives to traditional employment is a big part of what we do at the Centre. Even though the clients for the most part cannot go back to their place of employment we offer every opportunity that we can for them to have a new way to earn money and feel like a part of the community again. Being a contributing member of society is a major goal for us to assist our clients with.

Volunteer Coordination:

Volunteers are the backbone of any community and ours is no exception.

We value and respect the volunteer hours that this group provides and we would like to take this opportunity to thank them for their dedication.

We look forward to the end of the pandemic when we can welcome our valued volunteers back to the Centre.

Volunteers, we wait to welcome you back



CLIENT COORDINATION SUPPORTS

Support and service

The Society provides intense short term and intermittent support to coordinate access to generic services; to support clients in periods of crisis and transition.

We also facilitate and develop service access for members to government and non-government agencies and have developed positive working relationships with the city and region. We work closely with the medical professionals and when appropriate with other professions to assist in discharge planning and hospital and rehab support. We do what we can to assist our clients in need of housing, however like everywhere else affordable housing is an issue we struggle with.

Workshops are provided free of charge on such topics as:

- pain management
- memory enhancement
- general brain injury education
- fitness training

These assist clients and family members in the transition back to community.

We also provide work experience opportunities for our clients in several areas, including gardening, computer basics and internet research techniques, cooking, organizing and resume writing and job search skill building. We support our clients in alternatives to traditional employment in income earning through a program whereby we take their crafting skills and as mentioned previously, purchase a booth at the local farmer's market so they can go and sell their crafts and artwork. All proceeds stay with the client.

Our Friday Feast Program provides a healthy meal for lunch each Friday and we provide take home containers for clients so they also have food for the weekend.



Jimmy is ready for a feast - woohoo

OTHER SPECIAL PROJECTS AND INITIATIVES

Community Education:

- Created a highly visible community education program that has increased the awareness of acquired brain injury in our community
- Provide education and information through several initiatives each year
- Work closely with the local RCMP detachment to increase awareness of the need for helmet safety and the reduction of traffic incidents
- Provide workplace safety information to City Hall
- Presentations to Mayor and Council
- Participation by invitation to the P.A.R.T.Y. Program
- Participation by invitation to Men’s Health Day
- Each Grade 4 and 5 class has open invitation for presentation
- Attention cat advertising campaigns
- “Heads Up Crew” Brain Injury education team
- Community Garden tours
- Participation in the Advisory committee on Poverty Reduction



We love Bob Ross, can you tell?

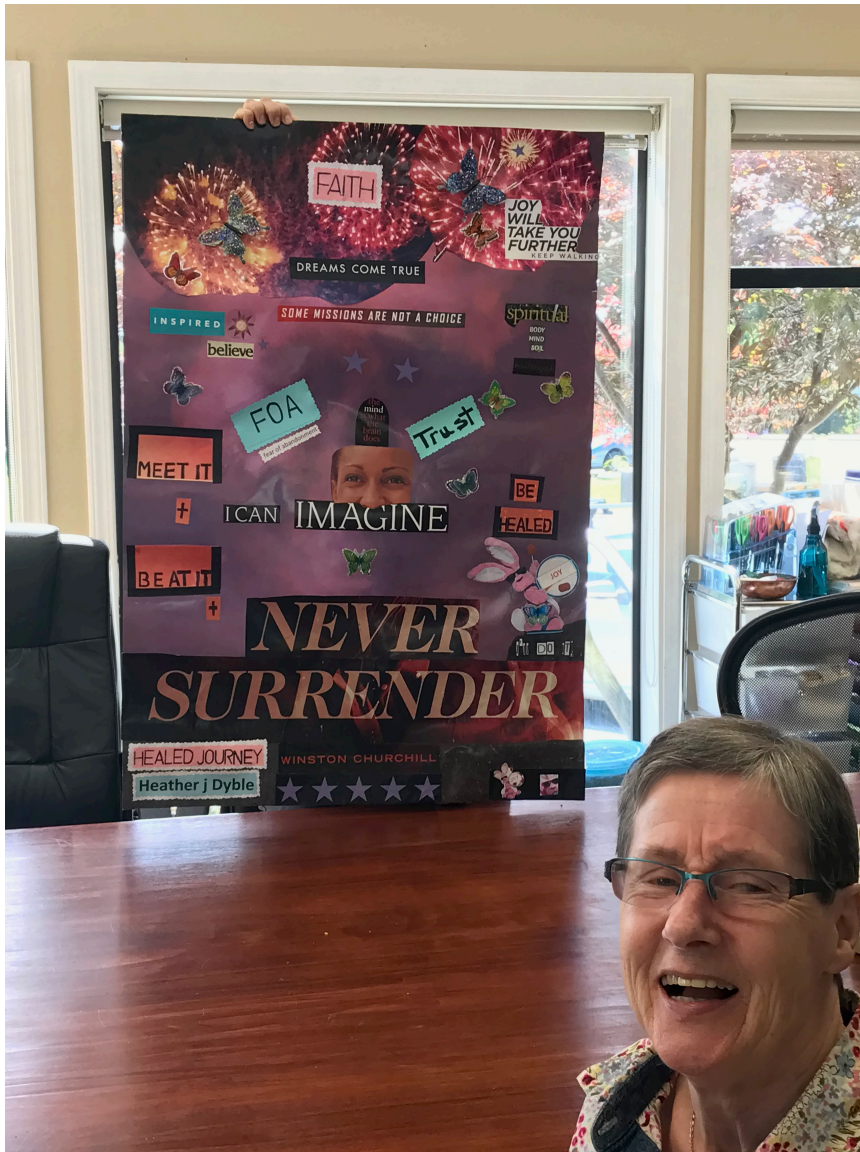


Dale with her hand made Llama

Support to families:

Family members are encouraged to attend and participate in programming. We are included in the lives of our members. All literature and programming are created with inclusion of the family in mind and encourages the participation of family members.

We are very happy with and proud of the success of this program and the success it has fostered in the lives of our clients.



Heather with her project 😊

Staff Training:

The Society actively seeks out and participates in continuing education training and workshops. The Society values the staff and their sensitivity to the needs of the clients. Staff training is accomplished through community fundraising activities.

Conference attendance for our clients and staff:

It is vital for clients and family members to have the opportunity to connect with peers through conference attendance. It is equally important that staff be allowed the opportunity to network and learn what type of work is being done by their peers.

Due to the pandemic we are not physically attending conferences however, we do endeavor to ensure that our clients stay in contact with other people from around the province and country. It is important to us that our clients understand that they are not the only ones who are feeling how they feel or experiencing the symptoms that they do.

This is one of the most important things we do, as it reassures our members that there are others out there who are experiencing the same difficulties in managing the effects of their brain injuries as they are here. It is encouraging when new connections and friendships are made on a peer level.

THE YEAR IN REVIEW

As we work our way through the pandemic protocol we keep updated on the public health orders and how our operations fit in to the matrix.

We had some changes to our staff. We are very happy to welcome Leanne to the team. She has proven herself to be a worthy candidate for succession when our current ED retires. Her work ethic, thirst for continuing education and compassion for the clients are a valued part of our services and support. We were asked to hang our Unmasking Brain Injury project at the local

Art Gallery. This project has had a very positive impact on our clients and the public have embraced the feelings that the masks bring out. They are a very powerful education tool for us. WE also had the masks at the local mall over the Christmas season. Many people commented on how powerful they all were. Once again, we set up our pop-up store in the mall at Christmas, and by all accounts this was again successful, albeit different with Covid protocols in place. Paintings and baking and soap and carvings, clothing and pottery and all manner of wonderful things were sold.

Our relationship with Vancouver Coastal Health remains strong. Thanks to the funding for the Outreach Program we were again able to leverage that into a 4 day per week program that reaches into the community to provide services and support. The bi-weekly contact with our clients on Texada Island remains successful. The trips to the Island are important to our clients who cannot get here to the Centre for programming or assistance. We have helped with such issues as phone service, doctor appointments, house repairs and ministry visits. A lot of time is spent on the phone with clients who require us to address an issue they are having with any number of things i.e., CRA and tax returns, doctors, lawyers, landlords, or any number of other people. Our Outreach worker also spends time attending appointments, such as the doctor or lawyer. Our Outreach worker spends time liaising with other health care professionals and of course, facilitating individual and small workshops, helping clients with filling out forms, and filing reports.

We have a new accounting firm, and for the first time we will receive Review Engagement Financial Reports, a step up from the Notice to Reader, but not quite a full audit. We are now moving to full audit for the 2020-2021 fiscal year.

During the first quarter of the year we were busy in the office preparing grants to leverage our funding to keep our programming vital. We log visits every day, take temperatures, ask the appropriate Covid questions and ensure we know the information for contact tracing if necessary.

We were unable to attend city hall in person this past June for brain injury prevention and awareness month so we made a written submission for June to be declared in our city. The Mayor of Powell River is a strong supporter of ours and gave a wonderful speech in council chambers extolling our services and support.

We were unable to attend summer festivals and galleries due to the pandemic, so we set up a virtual store for the clients to have another opportunity to sell their work. Our clients are very talented and many of them have sold pieces of art and other crafts. The garden is growing very well this year. It is a wonderful asset to our programming. It is a teaching tool, an enhanced social skills venue, a point of community pride for the whole area, and wonderful source of food security for our population.

This year we were unable to attend the Farmer's Market due to the pandemic. We look forward to the coming summer season as restrictions have relaxed enough to now allow crafters instead of just food vendors. The clients have been busy all spring getting ready for the sales season. There are about 10 clients who alternate and sell their arts and crafts. Everything from spice packets to worm compost, to knitting and beading and paintings. It is a good source of alternative income for them. The Fall Fair is the final time for them at the end of September. We look forward now to the Christmas bazaars and more opportunities for the clients to gain a bit of income. It is also an excellent self-esteem booster.

Our board continues to be busy governing the business of the Society. Their visioning session went well. They came away with a renewed energy and each has a new and deeper understanding of what it is they are doing and who for.

Coming in to the New Year we had high expectations for another successful and productive calendar year. We began our seedlings in the centre windows in early February like every other year. We had our planning sessions and were getting our schedule ready for spring and summer fairs and bazaars. We ended February hearing about a pandemic, and by mid-March we had closed our drop in centre to group programming. We had fully expected to have a complete shutdown to at least the end of June. Our Executive Director, our Peer Support worker and our head gardener were deemed to be essential workers. The Centre remained open for phone calls, crisis management, tax preparation, and one to one over the phone when required. Voice mail, email, and snail mail was all checked regularly, invoices were paid, staff had weekly zoom meetings on the latest information for our area regarding COVID-19.

It took a couple of weeks to figure out the best process for having the clients remain in contact with each other. It is very important that relationships be maintained, and this population is very supportive of each other. We finally landed on Facebook Messenger Video and twice weekly we would set up video chats with 8 people at a time. Our Peer Support worker kept in constant contact with the clients by phone and other means and scheduled them for the video chats. He also did daily and weekly check ins and reported on the staff log.

Since February we have lost another three of our Brainiac family. We spent a lot of time in TLC mode, with the clients requiring extra monitoring, which we did with open and honest conversation. We made sure staff and volunteers were also monitored as our community is close knit and the losses hit hard. We are lucky to have each other, and this would not be possible without the financial support of Vancouver Coastal Health and our other partners and friends.

As always, we make every attempt to provide what our clients ask for, whether it be assistance with forms and advocacy, or art projects, or any other ideas they have that they believe will improve the quality of their lives. This is our mission plain and simple: be the catalyst that helps our clients navigate the sometimes-murky waters of acquired brain injury.

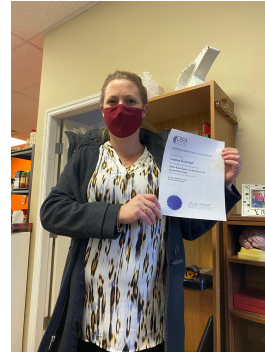
New opportunities are always right around the corner and we look forward to seeing what new prospects arise for Brain Injury and the community.

As always, we give a special mention and thanks to the Vancouver Coastal Health team who continue to provide financial and others supports; we could not provide the services we do without you.

I would be remiss to not include a big thank you to our many and varied volunteers. Working in the garden, helping out at the art table, playing cards and talking with clients, helping in the gym and the pool, and so much more. Your dedication is heartwarming and we thank you for all that you do to help with the success of our programming.



Linda and Ginny the Christmas Elves



Ginny & Leanne completed a brain injury course



Bill making his Garden Geckos

MESSAGE FROM THE PRESIDENT

Thank you all for another successful, albeit tough, year at the Centre. I continue to be amazed at the resiliency of people. I ask you to take a moment to look back. Back at what you have been through. Back at what the others here have been through. Back at what this town has been through. Province, Country, Society as we know it. It's amazing.



Now, look around, and ahead. There will always be things that need to get done. On every level. How can we do that? Individually, one step forward. As a group, one step forward. As a town, country, society, one step forward. Take care of yourself, and you take care of everyone.

I also reflect on the tragic losses of the past. My losses. Your losses. Our losses. Society's Losses. Losses that cannot be corrected. But we can go forward. We go individually, and we go together.

The "Powell River Brain Injury Society" members, staff, and Board of Directors met our challenges over the last year. 2020 saw our Society provide services and communication, as needed. We continue to promote our client's arts and crafts, holding writing and art sessions, and the ongoing work in the garden area. Our Society and its staff coordinated fitness, nutrition, and many other social activities here at the Centre.

The Powell River Brain Injury Board of Directors changed with directors coming and going, and we look forward to the new energy of the coming year. We will be working on succession planning, policy work, and visioning sessions. We continue to work with our accounting firm, to define transparent accounting and detailed funding information. With our recent 'full audit' rating, we can achieve higher funding levels in the future.

The last year saw Covid risks waning and the relief of the stress. Our Executive Director continues to take the lead on our service environment, and skillfully adapt protocols for the changing conditions. I personally want to thank Debbie for keeping everyone in our Brainiac family safe. Heading into our 19th year of service, I want to thank each our Staff, the many volunteers, and our Executive Director, Debbie Dee, for their dedicated contributions. I want to thank our many funding sources for continuing to support us during these challenging times. I also want to thank the Board Directors for their diligent efforts to keep us on track. Your participation is much appreciated. In conclusion, I know the future of the Powell River Brain Injury Society is very bright for the rest of 2021 and beyond.

Doug Logan, President - Powell River Brain Injury Society.

MESSAGE FROM THE TREASURER

The 2020-21 financial year has been busy despite the Covid impacts. This is our second year with books done by DMD and the first year the society has chosen to upgrade our accounting standards to a Full Audit. Our Executive Director and staff carried the extra load of organizing this additional information while managing the increased operational pressure to deal with the pandemic procedures. The full report will be addressed by the auditor and myself at the AGM.



“The Year of COVID” was a year of financial uncertainty as operational costs continued and rose to meet COVID requirements. Fortunately, program financial support was continued even through the weeks that the center was closed to clients. We are thankful to Vancouver Coastal Health, Community Gaming, Brain Injury Alliance, ICBC, Walmart, the City of Powell River, and the Federal and Provincial Governments for their ongoing support through this difficult year. We also had generous donations from local Powell Riverites that helped keep our finances on track.

We finish this year with a strong financial base to build the 2021-22 programming and I look forward to working with Debbie Dee, our Executive Director in the coming year to continue the progress we have made through the past two years.

Dan Dyble, Treasurer

MESSAGE FROM THE EXECUTIVE DIRECTOR

Despite the pandemic, the Powell River Brain Injury Society continued to play a vital role in the overall health of our region. I couldn't be prouder of our team. The staff, board, clients and their family members have all pulled together during this tough year to continue to provide services and support. I feel fortunate to work with such dedicated professionals.



Over the past 18 years we have created programs aimed at elevating the quality of life for our population. Creative Expressions Art group encourages creativity and an alternative to traditional employment for our clients who have the opportunity now to sell their creations at several places in our community. 100% of the proceeds go to the client. Employment programs enhance existing skills and foster new learning systems for employment. Social programs are critically important.

This year Covid-19 continued to bring uncertainty and fear. We spent a great deal of time dissecting the information that clients brought to us, things they had read on social media or heard/seen on TV or the internet. We adjusted our programming and spent a lot more time on outreach. Our Centre adhered very well to our Covid protocol and we have been successful in continuing to operate with some clients still attending daily and others coming in on a rotating basis. We have not had to turn anyone away. Currently we are counselling on the effects of the vaccine and helping our clients understand the importance of being vaccinated.

As always, I would like to take this opportunity to thank Vancouver Coastal Health Authority for their support. I would also like to thank our many and valued volunteers, who have been in constant contact wondering when they can return. Right now, due to the pandemic we are not accepting the volunteers in to the Centre, although we do have one dedicated volunteer who looks after our worm farm and helps with the garden.

Statistical analysis tells us that we continue to be doing the right thing and travelling in the right direction. Feedback surveys from the clients are once again revealing about the work we do and it is gratifying that all comments have once again been positive.

Respectfully Submitted:

Deborah Dee, BMT, FAMI – Executive Director

STATISTICS

2020/2021	apr-jun	jul-sep	oct-dec	jan-mar	TOTAL
Total people	120	143	105	115	153
named people	120	107	96	114	130
unnamed people/visits	0	0	10	1	11
named visits	558	590	702	806	2656
Total visits	558	590	702	806	2656
Logged calls*	39	92	76	61	268
Clients	88	92	89	91	97
cause					
tbi	68	71	70	70	73
stroke	7	7	6	7	7
aneurysm	3	3	2	3	3
tumor	2	2	2	2	2
anoxic	2	2	2	2	2
unknown	6	7	7	7	10
gender					
male	39	39	43	44	44
female	30	41	39	39	41
mobility					
partially affected	17	15	19	17	17
wheelchair	2	2	2	2	2
ethnicity					
first nations	4	4	4	4	4
age group					
18-34	6	6	4	5	6
35-50	20	21	28	22	28
51-65	45	45	45	47	51
Non-clients	44	58	57	59	59
family/friends	26	22	20	27	27
activity leader	1	1	2	2	2
requesting info	8	12	90	16	16
support worker	4	5	4	4	5
volunteer	6	6	5	5	6
other	0	0	0	0	0

* clients, family, support, & other regular attendees

**actual calls likely to be much higher

Example from one client

Gender: Male

Age: 45+

Ethnicity: Caucasian

Mobility: Partially affected

Month	Visits	Program	
		Drop in	Appt
Apr-Jun 2020	28	25	3
Jul-Sept 2020	19	17	2
Oct-Dec 2020	36	34	2
Jan-Mar 2021	22	22	0
Total	105		

MEASURES

There are several means by which we formulate, analyze and measure our services. Structural measures give us a sense of our ratio of service provider to client, process measures allow us to make accurate reflections on the services and support we offer to the clients by way of satisfaction surveys. Outcome measures signify the end result of our work, both with our population and in the community in general. We gather several forms of information to consider how we actually impact the lives of our clients and our community and whether or not we are having the intended effect. Analysis of this allows us to modify current programming if required, carry on the way we are, and gives us suggestions for new and improved services and support.

Client feedback sessions are producing successful results. Phenomenological data is gathered and analyzed through objective reports, both written and verbal. Both qualitative and quantitative results are produced. We have the clients complete service and support surveys, asking such questions as impact on their lives, anything they want to change, anything they want to add or delete and any other suggestions. We also have a survey for staff satisfaction that is completed on a bi-annual basis by the clients.

We focus our measurements on overall attendance, objective reports, and analysis of surveys, general community awareness and knowledge as per the outcome of increased visibility, community policing statistics and health numbers.

By all account we are meeting and exceeding our expectations.

CONCLUSION

The Powell River Brain Injury Society provides a vital and important service to our community.

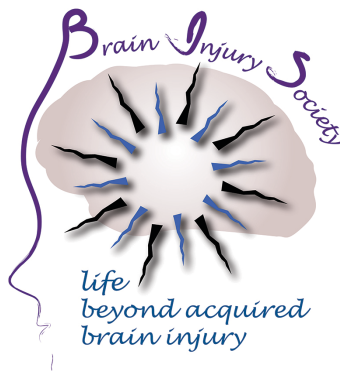
We have leveraged core funding by approx. 30% each year through the Brain Injury Alliance, Direct Access Gaming Policy and Enforcement and Annual fundraising campaigns and donations. We are continually seeking new grant and sponsorship opportunities and ways to partner in our community.

Each of our employees provides hundreds of hours a year of volunteer activity for the Society. We are very lucky to have such a dedicated group and I cannot thank each of them enough.

We estimate that our service ratio remains well above the industry standard. We are proud of this number. With a small staff, we have managed to provide service and support for each and every person who comes through our doors with minimal or no wait time.

If one life remains unchanged and uninjured and one family does not suffer the life long and life-altering effects of acquired brain injury then it is all worth it. We will continue to provide excellence in service delivery and support and increase our community visibility with the outcome being a reduction in the number of acquired brain injuries in our region.

Thank you!



Providing service, support, education and awareness since 2003

WHAT THE CLIENTS HAVE TO SAY:

These sentences were generated by the clients themselves as a way to be involved in the Annual Report. We are happy to present the inaugural page of “What the Clients have to Say”

- I really enjoy coming here, it has been really helpful. All the staff help out a lot when I have a problem. I enjoy our lunches on Friday. – Dale Humphries
- I have been accessing the centre 2 or 3 times a week and have found it to be a nice reprieve from other social groups and gatherings which can have too much stimulus. Also, it is nice to have a creative day with other folks. My normal is to create in isolation. Generally, a good energy group. – Whitney Lafortune
- I have enjoyed every time I have come here, each time the staff was awesome and helpful. I really enjoy coming here. – Bill Leary
- Acquired Brain Injury (ABI) Debbie, Ginny and Leanne (DGL) gives us a terrific place (ABI) There’s lots of fun, laughter, and encouragement. I/m glad I am here Monday to Friday. - Heather Dyble
- I enjoy every day when I attend the Brain Injury Society. May God bless them all for their patience and understanding. Keep up the good work. – Pauline Ricketts.
- I like coming to the brain injury society because they help me and give me coffee and I like people that come here. – Les Vadas