

**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 Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) 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 Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) 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:

- The Local Health Integration Network (LHIN), Ministry of Health (MOH) and Government of Ontario
- Third party payers
- Fundraising and private donations



## BICR's Main Office

Thorold

Hours of operation are Monday to Friday  
8:00am to 4:30pm

3340 Schmon Parkway, Unit 2

## **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.

## 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. The brain damage may be due to a traumatic injury to the head incurred through a motor vehicle or other traffic accident, a fall, an assault, a sports injury, etc. It may also be caused by other conditions such as a tumour, anoxia, an infection (e.g. encephalitis) or a stroke.
- 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.
- Priority is given to residents of the Niagara Region.
- Individuals who have the desire to increase their independence and express interest in participating in a program to accomplish their goals.
- Individual assessments will be completed for persons experiencing significant behavioural and/or psychiatric challenges.
- The administration of medication will be evaluated on an individual basis.

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.

A transfer to a Long Term Care facility will take place when a participant meets all of the following criteria:

- Individual is an active participant with BICR.
- Individual's care requirements can be met in a Long-Term Care facility.
- There are no available services provided by the agency which could meet the needs of the individual.

There will be additional circumstances to consider and these will be discussed thoroughly before a decision is finalized.



## 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 a 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.

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 understand and change what they do, so that they can function better and enjoy life more with people who matter.

The areas addressed by our psychologist include:

- Psychological, neuropsychological, and behavioral assessments.
- Stress management and emotional self-regulation.
- Relationship and communication.
- Cognitive rehabilitation.
- Biofeedback and neurofeedback.
- Staff and family education.

The main focus for psychology in rehabilitation for persons with a brain injury is to enable participants, families and those who provide support to understand and act in ways that result in progress toward goals that matter.

## **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.
- Group work.
- 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 computer training, literacy, numeracy and cognitive training.
- Physical Exercise: participate in individual and group exercise programs to promote a healthy lifestyle.
- Leisure Development: partake in leisure and recreational activities while socially interacting with others in a group environment.
- Community Skill Development: attending community outings where individuals will have opportunities to socially interact with others.
- Supported Volunteer Placements: contribute as a volunteer with community agencies/organizations, and/or develop pre-employment skills to progress to a supported employment program.



**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
- Employment Planning
- Workplace Assessment
- Job Trials
- Pre-employment training



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

Within Vocational Services there are various groups offered to participants that assist in job readiness.

## 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.



**Pictures from Various Recreation Events**

### **Recreation Services include:**

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 seed-ing in greenhouses and maintaining gardens on the grounds.
- Art lessons using oil paints are offered weekly at Whispering Pines Art Studio in Sherkston.
- Men and Women's social and support groups.

Day trip and vacation opportunities throughout the year include:

- Sporting events (i.e. Blue Jay game, Toronto Rock Lacrosse, etc.)
- Museums and cultural activities (i.e. Royal Ontario Science Centre). Theme parks and fall fairs (i.e. Marineland, Balls Falls Art Festival, Welland Food Festival, etc.)
- Vacations are offered to Geneva Park in Orilla 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.

## COMMUNITY OUTREACH SUPPORT SERVICES

**Community Outreach Support Services (COSS)** provides support to individuals living in the community. Each person receives individualized support from a Case Facilitator to determine their goals in relation to work, education, home and leisure activities.

Services include:

- Development of a plan outlining an individual's goals and the steps necessary to accomplish these goals.
- 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.



**Pictures from Various Community Events**

## **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 Head Injury Association of Fort Erie, is provided two days per week (Mondays and Tuesdays). Group activities include cooking, guest speakers from the community, pet therapy, physical activity at the YMCA, social outings and group learning opportunities.

Individual assistance with planning and learning strategies to increase independence is also provided on a 1:1 basis. This support may include daily activities e.g. budgeting, groceries, meal planning, cooking, and household chores. Advocacy and support in accessing holistic services within the community is also a component of this program to ensure that participants receive adequate access to housing, income sources, and medical care.

## **TRANSITIONAL APARTMENT PROGRAM**

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.

The program is designed to help participants become more independent by developing their independent and living skills over a period of 18 to 24 months.

## 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. In addition, BICR has offices in apartment buildings in both Niagara Falls and Fort Erie. Support at these sites is based on the individual needs of the residents.

Each participant is involved in developing their own rehabilitation goals with assistance from the Case Facilitator and Rehabilitation Counselors.

All programs and scheduled activities are created based on the participant's needs and interests.

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

### Service Locations

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

## **VOLUNTEER SERVICES**

The active participation in citizens of the community provides a valued service to BICR. The agency accepts and encourages the involvement of volunteers at all levels of the agency and within all appropriate programs and activities.

BICR offers volunteer services to its participants on an ongoing basis (if necessary). The following volunteer programs are currently in place:

- Friendly visiting.
- Peer partners.
- Transportation to and from appointments.

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

## **EDUCATIONAL SERVICES**

Educational Services provide a series of informative workshops for staff, participants and families. A variety of topics are offered throughout the year to address varied needs. Topics may include acquired brain injury education, understanding depression, coping with memory problems and managing time effectively. All educational opportunities are featured in the Learning and Leisure Guide which is distributed quarterly to all registered participants and family members.



## **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

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

### **INTAKE COORDINATOR**

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