

## Our 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 the participants' choices, abilities and existing support services.
- 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.

## Vision Statement

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

## Contact Us



3340 Schmon Parkway,  
Unit 2, Thorold ON, L2V 4Y6



905-687-6788  
1-800-996-8796



905-641-2785



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



[staff@bicr.org](mailto:staff@bicr.org)



ACCESSIBLE FORMATS  
& COMMUNICATION SUPPORTS

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

### Disclaimer:

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



PEOPLE CENTERED CARE

Turning the key to  
opportunity in Niagara  
since 1988

# The Four Principles of People Centered Care

## 1. RESPECT AND DIGNITY

By treating Participants with respect and dignity, we are able to reduce judgement and acknowledge that the person is the expert in their own life.

## 2. PARTICIPATION

Participants who are involved in their decision making and health care choices, have a better quality of life and are better able to advise their Case Facilitator on what is working and what is not.

## 3. COLLABORATION

Collaboration between our participants, family, staff, and community partners can help create a more positive experience.

## 4. INFORMATION SHARING

Everyone involved in the participant's care is responsible for sharing information in a way that acknowledges the person's abilities in order to maintain active engagement.

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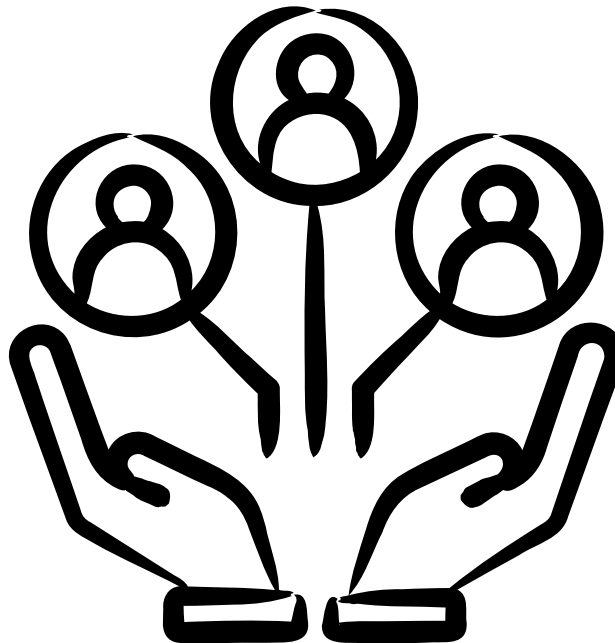
<https://braininjurycanada.ca/en/professionals/supporting-patients-clients/person-centred-care/>

# What is People Centered Care?

People Centered Care uses health and social services equally to develop, plan, and monitor an individual's care.

Participants and their families are at the center of their decision making, allowing for more consideration towards their values, desires, and lifestyles.

By showing compassion and thinking of things from our participant's point of view, we can provide the support they want and need.



# What it Means to Us?

People Centered Care requires our staff to communicate effectively, listen to our Participants, and be adaptable to their needs.

By working with everyone involved with a person's care, we will be able to build better relationships with not only Participants, but their family and friends.

# What it Means to Participants?

As we continue to include Participants in their care, they become more involved and accountable when it comes to decision making processes.

When families and participants are involved, they have better experiences and can receive the care that is personalized to them.

