



**CHIRS**

Community Head Injury Resource Services

# Annual Report

## 2023-2024

## **MISSION:**

**CHIRS EXISTS TO IMPROVE THE QUALITY OF LIFE FOR PERSONS LIVING WITH THE EFFECTS OF ACQUIRED BRAIN INJURY**

## **VISION:**

**TO BE LEADING-EDGE IN THE PROVISION OF EVIDENCE-BASED COMMUNITY AND CLIENT-CENTRED SERVICES IN THE FIELD OF ACQUIRED BRAIN INJURY**

*This annual report is a brief overview of the 2023-2024 fiscal year and is intended to highlight just a few key activities and performance indicators.*

*In line with the organization's **2020-2025 Strategic Plan**, CHIRS continued to enhance its **Centre of Excellence** by sharing its expertise in the ABI sector and beyond through conference presentations and delivery of training to external partners. **Increasing Capacity of Client Services** was realized through a housing partnership with Reena and a commitment to explore future opportunities to expand. **Strengthening Financial Capacity** remained a priority and CHIRS met all service delivery targets as set out by Ontario Health funding agreements.*

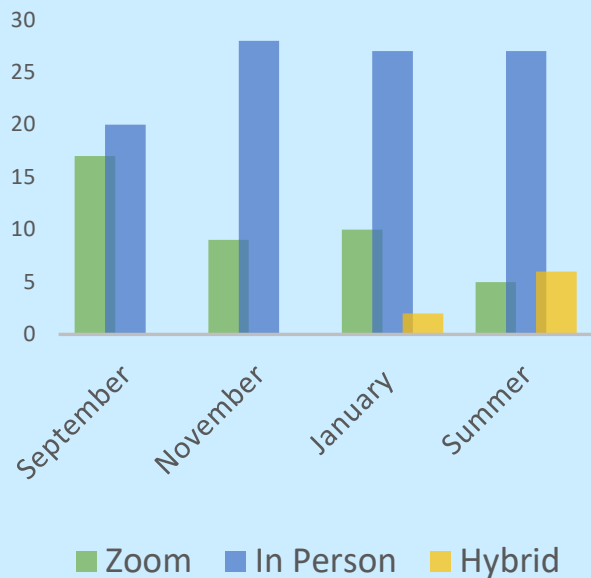
*Challenges this year included a major flood at 62 Finch that disrupted but didn't derail programs and operations. Our staff, who are our finest resource, proved once again that our collective resilience is one of our greatest strengths.*



# Client Engagement



*One exciting trend since last September is that over the winter, weekly day programs went back to being in person as services continue to rebound from the pandemic.*



## NEW PROGRAMS SINCE LAST SEPTEMBER

- *Bucket Drumming*
- *Mall hop*
- *Make & take*
- *Podcast group*
- *Hoots band*
- *Wed special events group*
- *Yoga Therapy Trial*
- *Monthly Special events*

# Capital Resources

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*Ontario Trillium Foundation funded 3 new vehicles which will definitely go a long way to help clients access the community.*



*A new security system was installed at Finch along with the resurfacing of the very well used parking lot.*



## **OUR IT AND ADMIN TEAMS HAVE MADE UPGRADES TO MAKE SURE WE'RE ALL CONNECTED AND PRODUCTIVE**

- *VOIP Phone Service Enhancements- enhance call clarity, reduce connection issues*
- *Laptop Fleet Upgrades- upgrade aging computers/laptops to ensure compatibility and enhance security features*
- *Service and Care plans for our outreach programs are being phased in online.*

## HUMAN RESOURCES



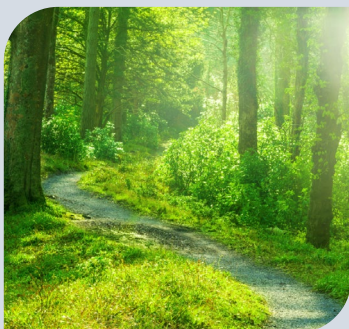
*This year CHIRS onboarded **24** new residential and community facilitators, with the help of staff who assisted with job previews and interviewing and training. It takes a community to build a community and make sure our new staff members feel welcome.*

## EMPLOYEE WELLNESS

*This year there were **36** employee wellness events, including the wellness tip of the month covering topics from financial wellness to recognizing everyday joy. They organized challenges which encouraged healthy eating by trading recipes and promoting physical activity with a collective walk to Las Vegas, to name a few. There were also a host of special events.*

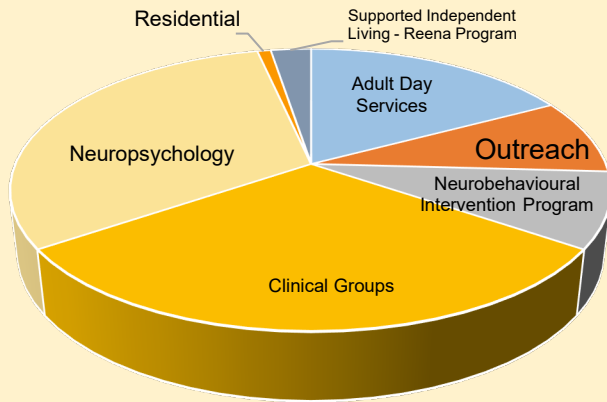


## HOOPP PENSION PLAN



*There was very **BIG** news for CHIRS staff this Spring. On May 16, We entered the HOOPP pension program, one of Canada's largest and most respected defined benefit pension plans. This benefit more than matches your personal retirement savings and goes a long way toward helping CHIRS staff members plan for a secure future.*

## REFERRALS



*The intake team was busy fielding 124 referrals for service.*

## CLINICAL TEAM

*The CHIRS clinical team continues to develop individual services and clinical groups to meet that need. Groups this year included a mix of virtual, hybrid and in-person sessions with topics designed to address emotional wellbeing, and cognitive compensation.*

### CLINICAL GROUPS SERVED **296** PARTICIPANTS

- *Positive Psychology*
- *Living Well With Brain Injury*
- *Goal Management*
- *Cognitive Rehabilitation following ABI*
- *Skills For Emotional Well Being*
- *Women's Support Groups*
- *Men's Support Groups*
- *Family Support Groups*



## NEUROPSYCHOLOGICAL ASSESSMENT CLINIC



*The clinic completed **37** full assessments with the assistance of Neuropsychology students, who helped to keep the service running strong. We are positioned for more expansion next year.*

## OCCUPATIONAL THERAPY

*Occupational Therapy Services were expanded with the addition of a second Occupational Therapist on the team!*

### OT UPDATES

- *OT department expansion*
- *Leadership, training and clinical coaching*
- *Assessment and interventions*
- *Wheeltrans Clinics*

