

Acquired Brain Injury Information and Resource Package

Ninth Edition May 2020



Produced by



Fraser Valley Brain
Injury Association



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We understand that mobility can be a challenge. That's why we are happy to set up video-conference meetings and home visits (once restrictions are lifted). As compassionate advocates, the lawyers at Simpson, Thomas & Associates have built-up a respected reputation through exemplary conduct. We are experienced in helping car accidents victims, particularly those suffering from life-changing injuries such as traumatic brain injury. As an experienced team that puts your needs first, we will advise about your rights and options while guiding you through the legal process.

Helping Victims on Their Road to Recovery

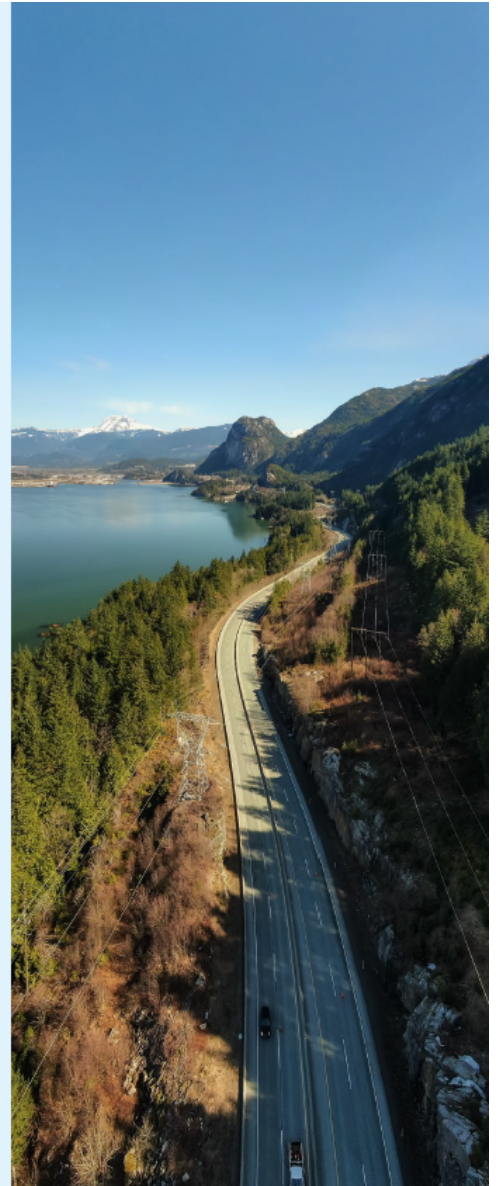
Garry Zlotnik of ZLC Financial, one of the leading structured settlement firms in British Columbia, said the following about ST&A's role in this field:

"Simpson & Company (now Simpson Thomas & Associates) is a trailblazer in the structured settlement field. Early on this pioneering law firm in personal injury recognized the tax advantages and the worry-free security available to seriously injured clients by a structured settlement. Simpson Thomas & Associates continues to be an avid supporter in this regard.

The firm's clients have benefited greatly from the firm's highly trained lawyers and the guarantee of a secure, tax-free income provided by structured settlements.

Thanks to this firm's perseverance and conscientious approach their clients can focus on getting their life back supported by the financial security and peace of mind provided by their structured settlement."

– Gary Zlotnik, ZLC Financial Group



"The efforts of your highly competent legal team resulted in my seriously injured brain damaged son being looked after and financially secured for the rest of his life. We are most grateful. I highly recommend the law firm of Simpson, Thomas and Associates."

– J. HW



"Bernie Simpson and the lawyers at Simpson, Thomas & Associates were trailblazers in starting the movement of personal injury lawyers advocating for the rehabilitation needs of their clients. I am aware of several instances where Bernie Simpson personally went to Korea, India and Arizona to help set-up rehabilitation programs necessary for his clients' recoveries."

– John Simpson

Former Case Manager and Founding Board Member of Fraser Valley Brain Injury Association

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Introduction

People with brain injuries and their families work with health service providers and community service organizations to identify and learn to use various strategies to help address any of the difficulties that they may be having. This information package is designed to assist with the search for resources and services available in your community.

While this package is updated periodically by FVBIA to reflect changes in community resources, websites and telephone numbers, please be advised that numbers and resources can change without notice.

Thank you to our advertisers. This resource would not be possible without your support.

This package may not be complete. If any additional resources could be included or you require services that are not listed here, please contact the FVBIA at 604-557-1913 or Toll-free 1-866-557-1913.

Contact Enquiry BC toll-free at 1-800-663-7867, 2-1-1 <http://www.bc211.ca/>, 4-1-1 <https://411.ca> or <http://redbookonline.bc211.ca> for other resources and information.

Please note: Inclusion in this Information and Resource Manual does not imply an endorsement by the Fraser Valley Brain Injury Association nor does it guarantee eligibility for services.

Each organization has its own criteria for providing services.

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Acquired Brain Injury Information

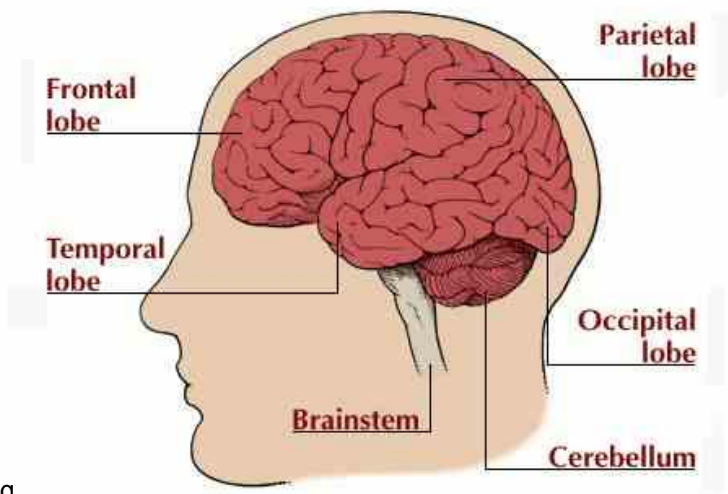
The World Health Organization defines an acquired brain injury as:

'Damage to the brain, which occurs after birth and is not related to a congenital or a degenerative disease. These impairments may be temporary or permanent and cause partial or functional disability or psychosocial maladjustment.'

World Health Organization (Geneva 1996)

These are some examples of things that can cause acquired brain injuries:

- **Traumatic forces to the head which cause damage to the brain**
 - Car crashes
 - Gunshot wounds to the head
 - Objects falling on the head
 - Falls
 - Assaults
- **Stroke**
 - Blood flow to the brain blocked by a blood clot or a blood vessel bursting in the brain.
 - Embolism
 - Thrombosis
 - Aneurysm
- **Bleeding in the brain**
 - Intracranial surgery
 - Hemorrhage
 - Hematoma
- **Lack of oxygen to the brain**
 - Anoxia/hypoxia
 - Near-drowning
 - Cardiac arrest
 - Drug overdose
- **Infections in the brain**
- **Toxic exposure**
 - Carbon monoxide poisoning
 - Inhaling toxic chemicals
 - Solvent sniffing
 - Excessive and prolonged use of drugs and/or alcohol
- **Fluid build-up in the brain**
- **Brain tumours**



Understanding Changes after Acquired Brain Injury

Acquired brain injuries can result in changes to how a person functions in the following areas:

➤ **Physical Changes**

- Problems with walking, sitting, transfers, bathing, household tasks
- Slurred speech
- Chronic pain including headaches
- Fatigue and sleep difficulties

➤ **Cognitive Changes**

- Taking more time to make sense of information
- Problems with planning, organizing or starting tasks
- Problems with vision
- Problems understanding conversations, coming up with the right word, talking in grammatically complete sentences
- Lack of focus
- Poor memory
- Difficulty with judgement and decision making
- Perseveration – getting 'stuck' on a topic, idea or activity
- Confusion – may not know the date, year, time of day, where you are
- Impulsivity – act before you think
- Disinhibition – no "social filter" to tell you when you shouldn't do or say something

➤ **Emotional Changes**

- Irritability – "short fuse"
- Mood disorders like depression, anxiety, anger management problems
- Emotional lability – crying for no apparent reason
- Emotional or behavioural outbursts
- "Normal" emotional responses to the incredibly devastating impact of the brain injury
- Sadness, anger, frustration, loss of sense of self, anxiety about having another stroke or injury

➤ **Social Changes**

- Awkwardness or inappropriate behaviour because of difficulty reading social cues
- Isolating yourself because you feel different and therefore leading to being treated differently
- Trouble with social and work relationships because of awkwardness and poor coping skills
- Family breakdowns
- Loss of privacy, independence, future plans, income
- Change in roles – e.g. was a caregiver, now has to receive care from others



Understanding the Brain

Here is a simplified analogy of how the brain works:

"I find it helps to understand how the brain works if you think of the brain as a company. The company runs at peak efficiency when all the parts are working. Up at the front of the company (frontal temporal lobes) are the vice presidents, and there are several vice presidents. They make the plans for the company; they decide who is going to do what and when. As things get under way, they get feedback or information as to how well things are going and they judge it - that looks good or not so good; and they make further decisions – change that, keep this; and show appreciation or annoyance. So, up at the front you have planning, organization, decision-making, judgment and appreciation.

In the middle (parietal association cortex) are the managers and each manager runs his own department. On the left side of the brain is a speech department (move the tongue and lips and throat muscles), a language department (find the words that you want, know what the words mean) and a motor department (move the right arm and right leg). On the right side is another motor department (move the left arm and left leg), and a spatial reasoning department (find your way around a building, know where you are when driving a car, down to the basic getting your arm through a sleeve). Also over there is a music department and a few incidentals. The right side is the picture side and the left side is the talking side.



Now the managers, they know what the plan is from the vice presidents, and they make sure it gets carried out. In order to do this, they communicate frequently with each other; they send messages back and forth.

At the bottom, (limbic region, amygdala, basal ganglia) are the workers. They don't know what the plan is from the vice presidents, but they know their job and they do the same job day in and day out. Things like appetite control, need for water, staying alert and awake or going to sleep, and basic emotions – turn on the tears, make the face red, and increase the pulse rate.

Basically, in a brain injury, someone gets fired. It can be a vice president, a manager or a worker, depending on the injury. You can also have someone going on a leave of absence; that occurs when there is a temporary swelling or loss of blood supply that is returned in a short time. The result of the injury is to reduce the efficiency of the company. Messages are sent but are not picked up. The vice presidents get annoyed, the managers get fatigued, and the emotional workers get overwrought. Confusion reigns. A primary purpose of rehabilitation is to find out who got fired and who is still on the job, so messages can be re-routed and the company can become more and more efficient again."

Verna Amell, Ph.D.
Psychologist

<http://www.vch.ca/Documents/Brain-as-Company.pdf>

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www.fvbia.org

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201 – 2890 Garden St. Abbotsford, BC, V2T 4W7 Ph.: 604-557-1913 T.F.: 1-866-557-1913 Fax: 604-850-2527 info@fvbia.org

Funded in part by the Province of BC, Brain Injury Alliance & Fraser Health Authority Acquired Brain Injury Services

Fraser Valley Brain Injury Association

Mission Statement

Fraser Valley Brain Injury Association promotes holistic awareness, prevention and wellness for people with acquired brain injury, their supporters and the community.

The Fraser Valley Brain Injury Association (FVBIA) started in 1991 as a support group for individuals who had an acquired brain injury and their families in the Chilliwack area and later in Abbotsford, BC. John Simpson, a renowned case manager in the field of brain injury, facilitated the groups. The members of these groups formed FVBIA in 1997.

The purpose of FVBIA is to provide support, assistance and information to people who have an acquired brain injury, their families and other caregivers. Conservatively, we know that approximately 22,000 people in BC sustain an acquired brain injury each year from car crashes, falls, assaults, blows from blunt objects, sports related injuries, anoxia, brain tumours, stroke, aneurysm, infections, diseases, metabolic causes such as anorexia and diabetes as well as people who have drug/alcohol interactions, toxins or brain surgery.

FVBIA is involved in coordinating the development of appropriate services, opportunities, rehabilitation and training for people with acquired brain injury.

FVBIA is actively involved in promoting the prevention of brain injury through promotion of correct use of bicycle helmets. We are also active in advancing public awareness, knowledge and appreciation of the specific needs of people with brain injury and their families. We provide free in-services about brain injury and resources to agencies, schools, students, families, local hospitals and service providers. We believe prevention to be the greatest cure. Please contact our office for information on services pertaining to prevention, education and safety.

In addition, FVBIA provides case management services for adults and children. Support groups for survivors and families are also offered throughout the Fraser Valley. We also offer a variety of health and wellness supports and groups. FVBIA has contracted the operation of drop-in programs in Chilliwack and Abbotsford for people with an acquired brain injury with Communitas Supportive Care Society. Please contact us for information as services and programs do change over time.

Fraser Valley Brain Injury Association (FVBIA)
201 – 2890 Garden Street
Abbotsford, BC V2T 4W7
Email: info@fvbia.org

Phone: 604-557-1913
Toll-free: 1-866-557-1913
Fax: 604-850-2527
Website: www.fvbia.org



@fvbi



<https://www.facebook.com/FVBIA>



<https://www.pinterest.com/carolpaetkau/fraser-valley-brain-injury-association/>

FVBIA is funded in part by Fraser Health's Acquired Brain Injury Program, the Province of BC, Brain Injury Alliance, as well as through donations, memberships, grants and various fundraising events.
FVBIA is a Registered Charity.

www.fvbia.org

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Funded in part by the Province of BC, Brain Injury Alliance & Fraser Health Authority Acquired Brain Injury Services

Fraser Valley Brain Injury Association Programs and Services

FVBIA offers support to children, youth and adults with acquired brain injuries, their families and supporters through a variety of different programs.

Please call Fraser Valley Brain Injury Association for more information on case management services, social and leisure programs, skill development, children's summer camps, prevention activities and other resources that are presently available.

FVBIA holds several workshops and events throughout the year. Current programs and upcoming events are listed in FVBIA's E-News Newsletter.

Fraser Valley Brain Injury Association's E-Newsletter is on our website <https://www.fvbia.org/newsletters>.

Newsletters are emailed out every two months.

To subscribe to the newsletter, please contact FVBIA at info@fvbia.org or subscribe online at <http://fvbia.us6.list-manage.com/subscribe?u=f3ced8a134&id=f274cbb6a1>



Drop In/Leisure Programs

Drop In/Leisure Programs are available in Abbotsford, Chilliwack and Hope, BC. These programs offer a social place for people with acquired brain injuries (ABI) and their families to provide mutual support and education.

Abbotsford: Call 604-557-1913 or toll-free 1-866-557-1913 for more information or check the FVBIA website www.fvbia.org for the latest edition of the E-News newsletter for details.

Chilliwack Drop-In: Call 604-557-1913 or toll-free 1-866-557-1913 for more information or check the FVBIA website www.fvbia.org for the latest edition of the E-News newsletter for details.

Hope Leisure Program: Call 604-557-1913 or toll-free 1-866-557-1913 for more information or check the FVBIA website www.fvbia.org for the latest edition of the E-News newsletter for details.

For details on other drop-in and leisure program times and locations in the Lower Mainland, please contact the FVBIA office at 604-557-1913 or toll-free at 1-866-557-1913.

Case Management Services

Effective Case Management is the cornerstone to recovery after acquired brain injury. FVBIA offers skilled Case Management to identify areas of need and help navigate the complex path back into the community.

Education/Networking Groups

Education/Networking groups are offered in Langley, Abbotsford and Chilliwack. The groups focus on sharing, developing skill and learning to function as well as possible with the cognitive and emotional challenges of acquired brain injury.

Fraser Valley Brain Injury Association Programs and Services continued:

Support Groups

Fraser Valley Brain Injury offers a variety of support groups throughout the Valley for people with brain injuries and family members.



Children's Activities

Fraser Valley Brain Injury offers Young at Arts Summer Camp(s) for children affected by ABI. Children who have an acquired brain injury, siblings and children who have a parent(s) with ABI join together in fun-filled activities focussed on art and nature.

ABI Education & Prevention

Why is it so important to wear a helmet? Why are concussions such a big deal? FVBIA provides answers to these questions by providing education about bike/safety and helmets in the community.

Creative Art & Photography Groups

Previously undiscovered talents are brought out in FVBIA's various art and photography groups throughout the Fraser Valley. Not only do these groups produce amazingly talented artists and photographers, they help define a sense of purpose after life changing injuries.

"Tiger Raspberry" courtesy of Dave Hildebrand 2013



Pay it Forward (PIF): Health and Wellness for ABI

A healthy lifestyle is essential for promoting brain health and physical/emotional recovery after acquired brain injury. FVBIA focuses on a holistic approach to health and recovery, emphasizing psychological, social, physical and mental wellness and empowers participants to offer their skills to others. FVBIA offers a variety of group and individual programs based on participant physiological, cognitive, social and emotional needs as well as their interests (such as nutrition/community kitchen, physiotherapy, recreation therapy, arts and photography, yoga, tai chi, fitness centres, pets). Professionals in these areas are brought in to present to the groups and active participants are also invited to share their skills and interests with other participants.

Corrections Liaison Program

FVBIA provides brain injury education and support to inmates with ABI and staff of Federal and Provincial institutions.

For other brain injury organizations and resources in British Columbia, please check the

Brain Injury Alliance website www.braininjuryalliance.ca

or the BC Brain Injury Association website www.brainstreams.ca.

Community Resources

Alcohol, Addictions and Drug Treatment

Abbotsford Addictions Centre 604-850-5106
<https://archway.ca/programs/#addiction>

Alcohol & Drug Information Referral Service 604-660-9382
<https://www.healthlinkbc.ca/mental-health-substance-use/resources/adirs>
Toll free: 1-800-663-1441
or
<https://www.healthlinkbc.ca/services-and-resources/find-services?fromgs&findquery=Substance%20Abuse%20Counselling>

Alcoholics Anonymous Meetings
Abbotsford: <http://abbotsfordaa.org/index.php/meetings/> 24 Hr hotline: 604-615-2911
Chilliwack: 604-819-2644
Langley: 604-533-2600
Mission: 24 Hr Hotline: 604-864-1552
Vancouver: <http://www.vancouveraa.ca/> 604-434-3933
Canada or US locations http://www.aa.org/pages/en_US/find-local-aa 24 Hr Phone: 604-615-2911

Al-Anon Family Groups and Alateen Meetings 604-688-1716
<https://al-anon.org/al-anon-meetings/>

Narcotics Anonymous, Lower Mainland: [Nar-Anon](#) 604-873-1018
Toll-free 1-866-683-6819

BC Smoking Cessation program 811
<https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents/what-we-cover/drug-coverage/bc-smoking-cessation-program>

QuitNOW Smoking Cessation www.quitnow.ca Toll-free 1-877-455-2233

Chilliwack Addictions & Prevention Services (C.A.P.S.) 604-795-5994
<http://www.pcrs.ca/caps> Email: caps@pcrs.ca
CAPS provides effective and coordinated alcohol and drug prevention and treatment services for adults, youth, and families living in Chilliwack.

Langley Community Services, Substance Use Services 604-534-7230
<https://www.lcss.ca/programs-and-services/substance-use-services/> (intake worker ext. 1108)
An outpatient service providing free, confidential counselling, referrals to residential and day treatment, support & relapse services for youth, adults and seniors.

Kelty Mental Health Toll-free 1-800-665-1822
<https://keltymentalhealth.ca/substance-use>
Links children, youth and families with appropriate mental health and addictions resources as well as eating disorders, all services are free.

Alcohol, Addictions and Drug Treatment Continued:

SMART recovery www.smartrecovery.org
Mutual support meetings are free and open to anyone seeking science-based, self-empowered addiction recovery.

The Alcohol and Drug Information and Referral Line BC Wide (ADIRS) Toll-free 1-800-663-1441
<https://www.heretohelp.bc.ca/visions-alcohol-vol2/calling-alcohol-and-drug-helpline-can-provide-impetus-change>
We're here to help you find quality information, learn new skills, and connect with key resources in BC.

First Nations Health Authority Toll-free 1-855-550-5454

Aboriginal Mental Health Liaisons Toll-free 1-866-766-6960
<https://www.fraserhealth.ca/health-topics-a-to-z/aboriginal-health> and
<https://www.fraserhealth.ca/Service-Directory/Services/Population-Based-Services/aboriginal-health> and
<https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-use/mental-health---community-services/aboriginal-mental-health-liaisons>

Vancouver-Specific Resources:

Vancouver Coastal Health –Mental Health and Substance Use Services Toll-free 1-866-658-1221
<http://www.vch.ca/your-care/mental-health-substance-use/substance-use-services>

Insite - Supervised Injection Site 604-687-7483
http://www.vch.ca/locations-services/result?res_id=964

Onsite – Detox Facility 604-803-3507
http://www.vch.ca/Locations-Services/result?res_id=1397

Prism (LGBT2Q+) services 604-331-8900
http://www.vch.ca/Locations-Services/result?res_id=184

Vancouver Access Central Toll-free 1-866-658-1221
http://www.vch.ca/Locations-Services/result?res_id=1188
Detox and addiction housing

Vancouver Crisis Centre <https://crisiscentre.bc.ca/contact-us/> Toll-free 1-866-661-3311
If you are in crisis and/or distress and require immediate response.

Vancouver Coastal Health- Access & Assessment Centre 604-675-3700
<http://www.vch.ca/your-care/mental-health-substance-use/vancouver-access-assessment-centre>

bc211.ca

GET THE **HELP** YOU NEED **24/7**
CALL / TEXT 211



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Know your limit, play within it.



Brain Injury Association in British Columbia

BrainTrust Canada www.braintrustcanada.com

Toll-free 1-800-762-3233

BrainTrust Canada is a progressive non-profit association that has provided community rehabilitation to persons with brain injury in the Okanagan since 1986. The association provides individualized community support and rehabilitation to maximize independence after brain injury. These services include residential, pre-employment, health maintenance, education, financial, compensatory strategy development, advocacy, and family support.

Bulkley Valley Brain Injury Association www.bvbia.ca

250-877-7723

The Bulkley Valley Brain Injury Association serves Hazelton, Houston and Smithers. They strive to ensure that services and support are provided in a respectful and timely manner to people affected by brain injury.

Campbell River Head Injury Support Society www.crhead.ca

250-287-4323

Campbell River Head Injury Support Society provides education, support, advocacy and fellowship to brain injury survivors, their caregivers, families and education to the public about brain injury. The society is comprised of survivors, family members, caregivers, and health care professionals.

Comox Valley Head Injury Society www.cvhis.org

250-334-9225

The Comox Valley Head Injury Society (CVHIS) is a non-profit organization providing programs and support services to brain injury survivors, their families and caregivers in the Comox Valley. Since 1993, their mission has been to promote the health and well-being of their members and reduce incidences of brain injury in their community through prevention-based education. CVHIS's support services are confidential and use strength-based, harm reduction approaches.

Fraser Valley Brain Injury Association www.fvbia.org

Toll-free 1-866-557-1913

The Fraser Valley Brain Injury Association is a charitable organization that has been offering support and services to people with acquired brain injuries and their families since 1997. They provide a variety of programs throughout the Fraser Valley from Langley to Boston Bar.

Kamloops Brain Injury Association www.kbia.ca

250-372-1799

The Kamloops Brain Injury Association serves individuals with acquired brain injuries, their families, caregivers and associates by offering specialized programs and life skills education. KBIA also facilitates education and awareness regarding acquired brain injury and offers prevention workshops and seminars to the community.

Nanaimo Brain Injury Society www.nbis.ca

250-753-5600

The Nanaimo Brain Injury Society provides support, education and advocacy to people on central Vancouver Island with acquired brain injuries, their families and friends.

North Okanagan Shuswap Brain Injury Society www.nosbis.ca

250-833-1140

The North Okanagan Shuswap Brain Injury Society offers a comprehensive range of services to survivors of an acquired brain injury, their family and friends, crucial to regaining a productive life. Survivors offer each other support through social activities, recreational activities and peer support. Information and support is vital to assist families in the initial stages of brain injury.

Northern Brain Injury Association <http://nbia.ca>

Toll-free 1-866-979-4673

The Northern Brain Injury Association was founded in 2002 in response to the lack of services that were available for Northern British Columbia survivors of brain injury, and their families. The NBIA was incorporated as a society in 2007 and became a registered charity in 2009. The Northern Brain Injury Association serve a geographic area that is approximately two thirds of the entire province of BC.

Brain Injury Associations in British Columbia Continued:

Powell River Brain Injury Society www.braininjurysociety.com Toll-free 1-866-499-6065
The Powell River Brain Injury Society is committed to providing the best service delivery available to their clients living with acquired brain injury, their families and their caregivers. They offer services aimed at understanding and coming to terms with the changes that will take place when you or a loved one is living with a brain injury.

Prince George Brain Injured Group Society www.pgbig.ca Toll-free 1-877-564-2447
The Prince George Brain Injured Group provides community rehabilitation and services to more than 300 survivors of brain injury every year. At PGBIG, they combine a warm and welcoming environment, skills and knowledge.

South Okanagan Similkameen Brain Injury Society www.sosbis.com 250-490-0613
The South Okanagan Similkameen Brain Injury Society (SOSBIS) is a non-profit organization made up of people with brain injuries, family members, and professionals dedicated to assisting survivors and their families to achieve the greatest level of independence and quality of life. They serve the entire South Okanagan Similkameen Region (Osoyoos, Oliver, Keremeos, Princeton, Okanagan Falls, Penticton & Summerland).

Victoria Brain Injury Society www.vbis.ca 250-598-9339
Victoria Brain Injury Society gives survivors and their loved ones that which the medical professional cannot: long-term support through the many steps, both backward and forward, of life after brain injury. From those just released from hospital, to those who have lived with their injuries for decades, survivors consistently express gratitude and relief once they have walked through the Society's doors.

Kootenay Brain Injury Association www.kootenaybia.ca 778-460-4500
Kootenay Brain Injury Association offers support, guidance and education to both the person living with the effects of acquired brain injury and those who care for and about them.

Other:

BC Brain Injury Association
<https://www.brainstreams.ca/our-work/the-bc-brain-injury-association/>
Brain injury resource list

Brain Injury Alliance
<https://www.braininjuryalliance.ca/>

Brain Injury Alliance Dr. Gur Singh Memorial Education Fund
<https://www.drkursinghgrants.ca/>
Education, Training and Employment Support for British Columbians Living with Acquired Brain Injuries

Brain Injury Canada
<https://www.braininjurycanada.ca/>



Brain Injury Drop In Day Programs and Support Groups

Fraser Valley Brain Injury Association <i>ABI Drop in program in Hope. Medical proof required.</i>	www.fvbia.org	604-557-1913 Toll-free 1-866-557-1913
Communitas Supportive Care Society <i>Operates ABI Drop-in programs in Abbotsford & Chilliwack. Medical proof required.</i>	www.comunitascare.com	604-850-6608 Toll-free 1-800-622-5455
Semiahmoo House Society <i>ABI Day Programs & Drop-In program in Surrey, BC. Referral from Fraser Health required</i>	www.semi-house-society.com/abi.html	604-536-1242
Strive Centre Headway New Westminster www.striveliving.ca/adults-services/headway-centre <i>ABI Drop-In programs in Vancouver and New Westminster. Scheduled programs also available.</i>		604-520-0130 778-370-5499

Caregiver/Family Support

Family Caregivers of British Columbia
<https://www.familycaregiversbc.ca/>
To improve the quality of life for family caregivers through support, information, and education. A Caregiver Self-Assessment tool is available if you are feeling burned out.



Caring for the Caregiver – Government of BC
<https://www2.gov.bc.ca/gov/content/family-social-supports/seniors/caring-for-seniors/caring-for-the-caregiver>

Service Canada
<https://www.canada.ca/en/employment-social-development/campaigns/ei-improvements/access-care.html>
<https://www.canada.ca/en/employment-social-development/programs/ei/ei-list/reports/compassionate-care.html>
<http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns300-350/315/menu-eng.html>
<http://www.cra-arc.gc.ca/medical/>
Compassionate Care Benefits, Caregiver Amount Tax Credit, Employment Benefits

Canadian Center for Elder Law
<https://www.bcli.org/elder-law-resources/execsum/chapter6> 604-822-0142

Fraser Valley Brain Injury Association Family Focus Group
<http://www.fvbia.org> 604-557-1913
Monthly group meetings for family members of people with brain injuries. Toll-free 1-866-557-1913

Child and Adolescent Services

- Abbotsford Childcare Resource & Referral <http://www.abbotsfordccrr.ca/> 604-850-7934
- Archway Community Services – Youth Resource Centre 604-870-4972
<http://www.yrc.ca>
Provides services for youth and families in conflict, youth justice services, counselling and support services
- Abbotsford Youth Commission <http://www.abbyouth.com> 778-880-8559
The Abbotsford Youth Commission exists to identify, promote, improve, increase and provide services and programs for youth in Abbotsford.
- Child and Youth Mental Health 310--6789 (24 hours)
Suicide crisis line: Toll-free 1-800-SUICIDE
Toll-free 1-800-784-2433
<https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/child-teen-mental-health>
- Chilliwack Child & Youth Committee <http://childandyouth.com>
- Chilliwack Community Services - Youth Services 604-792-4267
<http://www.comserv.bc.ca/youth-services> or ccsinfo@comserv.bc.ca
We walk alongside of youth, assisting them to achieve their personal dreams and preparing them to become successful adults who contribute to the community.
- Community Brain Injury Program for Children & Youth in BC Toll-free 1-877-451-5511
<http://mybrainonline.ca>
Provides a continuum of services to children, youth and adults with disabilities.
- Encompass Support Services Society Langley 604-534-2171
www.encompass-supports.com or support@encompass-supports.com
Offers a variety of free, accessible community programs and activities for all ages with a primary focus on children youth and families in the communities of Langley.
- Fraser Valley Child Development Centre <http://www.fvcdc.org>
Abbotsford/Mission Toll-free 1-877-850-2686
Chilliwack/Fraser Cascade Toll-free 1-877-820-8760
Provides early intervention, school aged and specialized services (including access to speech, occupational and physical therapists) that are community-based, accessible, inclusive and responsive to the needs of children at all stages of their development.

Child and Adolescent Services Continued:

GF Strong Rehab Centre Adolescent and Young Adult Program 604-737-6291
http://www.vch.ca/locations-and-services/find-health-services/?program_id=1399

Provides rehabilitation services and other specialized services to adolescents and youth 12-19 with an ABI. Referrals must be made by a physician or a nurse practitioner.

BC Help Line for Children 310-1234
<https://www2.gov.bc.ca/gov/content/safety/public-safety/protecting-children/reporting-child-abuse>

A 24-hour province-wide toll free line for children needing help, or for any person who knows of a child who is abused or neglected.

Parent Support Services Society of BC Toll-free 1-877-345-9777
<https://www.parentsupportbc.ca/>

To protect the safety and wellbeing of children and promote the health of all families by partnering with those in a parenting role and their communities to build support, advocacy, education, research, and resources.

Youth in BC Helpline & Live Chat Online www.youthinbc.com
Greater Vancouver 604-872-3311
Howe Sound & Sunshine Coast Toll-free 1-866-661-3311
Toll-free 1-800-SUICIDE
Toll-free 1-800-784-2433
Mental Health Support 310-6789

*Live Chat Online from Noon to 1AM in BC & Yukon
YouthInBC.com is first and foremost an on-line crisis chat service, where you can chat 1-on-1 with a trained volunteer from the Crisis Centre, where our service is based.*

Kids Help Phone Toll-free 1-800-668-6868
<https://kidshelpphone.ca/>
A 24-hour service for children and adolescents in need

Langley Youth and Family Services *by appointment only 604-514-2900
<https://city.langley.bc.ca/city-services/health-social-services/youth-family-services>

To provide an early intervention counselling service working with the Langley RCMP, the community and families toward preventing child and youth entry into the criminal justice system.

Legal Services Society <http://www.lss.bc.ca> Toll-free 1-866-577-2525
We provide information, advice from duty counsel lawyers, and representation in certain cases. The law is complicated, but not everyone can afford a lawyer. We can help you with your legal issue.

Child and Adolescent Services Continued:

Ministry of Children and Family Development
<http://www.gov.bc.ca/mcf>

Centralized Screening	Toll-free	1-800-663-9122
Abbotsford		604-870-5880
Chilliwack		604-702-2311
Hope		604-869-4900
Langley		604-514-2711
Mission		604-820-4300

Delivers inclusive, culturally respectful, responsive and accessible services that support the well-being of children, youth and families.

Sunny Hill Health Centre for Children Toll-free 1-888-300-3088
www.bcchildrens.ca/Services/SunnyHillHealthCtr/default.htm
Sunny Hill Health Centre provides specialized development and rehabilitation services for children, youth and their families.

Youth Employment:

BC Centre for Employment Excellence – Programs for Youth
<http://www.cfeebc.org/resource/youth/> info@cfeebc.org
Offers job search assistance, training, workshops as well as specialized services to Immigrants, Aboriginal people, Francophones, people with disabilities, youth, older workers, multi-barriered people, and those living in rural and northern communities.

Young Canadians <https://www.canada.ca/en/services/youth.html>
Help with resume writing, finding a job, researching a career suited to an individual, train for work and more.

WorkBC <https://www.workbc.ca/Resources-for/Youth.aspx> Resources for Youth Toll-free 1-877-952-6914
Helps youth find jobs, explore career options, gain work experience & skills, and create or expand your own business.

Chilliwack Resource Centre 604-702-9595
<http://www.chilliwack.com/main/page.cfm?id=1387> cwkr@shaw.ca
Referral service, provides information on free community services, income tax preparation, resume creation, phone/fax/photocopying services, community resources, office training, education, social events and more.



Community Support Services

Community Services:

Archway (formerly Abbotsford Community Services) <https://archway.ca/> 604-859-7681
Provide a variety of services to the public such as volunteer drivers, Planned Parenthood, Meals on Wheels, substance use services, and much more for all members of a family.

Agassiz/Harrison 604-796-0266
www.fvessc.com/agassiz-harrison-community-services

Chilliwack 604-792-4267

www.comserv.bc.ca

Hope Community Services 604-869-2466

<https://dosomegood.ca/organization/hope-community-services>

Mission 604-826-3634

www.missioncommunityservices.com

Langley 604-534-7921

www.lcss.ca

Salvation Army

<https://salvationarmy.ca/contact/>

Abbotsford 604-852-9305

Chilliwack 604-792-0001

Langley 604-514-7375

Provides a variety of services such as assistance with short-term shelter, life skills, providing support, aiding in employment searches, and offering volunteer opportunities.

Concussion Support

Acquired Brain Injury-Self-Management Program 604-737-6291
http://www.vch.ca/Locations-Services/result?res_id=1190

CATT Online – Concussion Awareness Training Tool

<https://cattonline.com/>

The Concussion Awareness Training Tool (CATT) is a series of online educational modules and resources with the goal of standardizing concussion recognition, diagnosis, treatment, and management.

Fraser Health Acquired Brain Injury and Concussion Services 604-520-4175

<https://www.fraserhealth.ca/Service-Directory/Services/Clinics/acquired-brain-injury-and-concussion-services>

GF Strong Rehabilitation

Early Response Brain Injury Service (Concussion Service)

604-714-4186

For people that are experiencing post-concussion symptoms for more than 6 months and less than 1 year. Two streams of service: Group education session and a rehabilitation program for people with mild TBI. Provides education and support to adults who have experienced a concussion. Provides rehabilitation, community support and residential services to adults who have experienced a brain injury. Service may be provided in the client's home.

http://www.vch.ca/locations-and-services/find-health-services/?program_id=512

www.fvbia.org

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Funded in part by the Province of BC, Brain Injury Alliance & Fraser Health Authority Acquired Brain Injury Services

Counselling, Counselling Services and Support

Contact Fraser Valley Brain Injury Association at info@fvbia.org or 604-557-1913 for professional counsellors in your area who have experience working with people with acquired brain injuries and their families.

BC Association of Clinical Counsellors Toll-free 1-800-909-6303
<http://bc-counsellors.org>

Crisis and Emergency Supports:

Ann Davis Transition Society (Chilliwack) 604-792-2760
<http://www.anndavis.org>

Ann Davis Transition Society provides education, prevention and support services to those affected by abuse or violence.

Canadian Association for Suicide Prevention 613-702-4446
<https://suicideprevention.ca/Archive-Directory>
Find a crisis centre serving your area.

Telecare BC 1-888-852-9099
<http://www.telecarebc.com/home>

The Crisis Intervention and Suicide Prevention Centre of BC 1-800-784-2433
<http://crisiscentre.bc.ca>

Fraser Health Crisis Line / Options Community Services Toll-free 1-877-820-7444
<https://www.options.bc.ca/program/fraser-health-crisis-line>
You can call the Crisis Line about anything that is causing you concern, worry or distress.

SAFER (The Survival Manual) <http://survivalmanual.org/> 604-879-9251
The Survival Manual is a compilation of services for anybody facing change, addiction, a crisis situation, homelessness, hunger or anything urban living throws our way.

Sexual Abuse Support Services (SASS) 604-534-2171
Counselling provided by Encompass Support Services Society, Langley
<https://www.encompass-supports.com/sexual-abuse-support-services.html>

VictimLink BC 24 hours/7 days a week Toll-free 1-800-563-0808
<http://www.victimlinkbc.ca>
VictimLink BC is a toll-free, confidential service available in more than 110 languages, including 17 North American Aboriginal languages. It provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services.

Counsellors, Counselling Services and Support Continued:

Other:

BC Neuropsychiatry Program (Vancouver Coastal Health) 604-822-9758
<http://www.bcnp.ca/>

Serves adults with brain injury causing serious disturbances in behaviour, mood, intellectual abilities as well as those with psychiatric disorders that present as physical disturbances. Acute assessment and treatment. Outpatient clinics.

Disability Alliance of BC Toll-free 1-800-663-1278
<http://disabilityalliancebc.org/programs/> Toll-free 1-877-940-7797

Advocacy Access & many other DABC programs and direct services, and the Tax AID Helpline

Our mission is to support people, with all disabilities, to live with dignity, independence and as equal and full participants in the community. Help with PWD,PPMD, CPP Disability, RDSP, and the DTC.

GF Strong Adult Concussion Services (GFACS) 604-737-6291
(Vancouver Coastal Health/GF Strong Rehabilitation Centre)
http://www.vch.ca/locations-and-services/find-health-services/?program_id=512

Two streams: Education session and Rehabilitation program for people with a concussion who've been assessed by their physician then treated here for depression/anxiety, headaches & sleep issues.

Fraser Health Authority Acquired Brain Injury Program 604-520-4175
<https://www.fraserhealth.ca/health-topics-a-to-z/brain-injury/brain-injury-services>

Provides short term rehabilitation, neuropsychological assessments and community support services for those with limited or no third-party funding. Medical documentation of injury required.

Fraser Health Concussion Clinic (ABI Program) 604-520-4175
<https://www.fraserhealth.ca/Service-Directory/Services/Clinics/concussion-clinic>

Early intervention services for adults with concussion/mild TBI, (Not work-related), serves entire Fraser Health region. Referrals up to 6 months post injury for 16+.

GF Strong Outpatient Acquired Brain Injury Program 604-734-1313
http://www.vch.ca/locations-services?search_term=acquired,brain,injury

InfoChilliwack <http://infochilliwack.com/#/search>
Online inventory of health and social services in Chilliwack.

Planned Lifetime Advocacy Network (PLAN) www.plan.ca 778-819-1726
For those who have a child or a relative with a disability this question – “Who will take care of our children when we are gone?” is real and pressing. The families who founded PLAN searched and discovered solutions to securing the future for loved ones with disabilities.

Counsellors, Counselling Services and Support Continued:

Positive Living Society of BC Toll-free 1-800-994-2437
<http://www.positivelivingbc.org/services>
Provides a variety of services for people living with HIV in Vancouver and the Fraser Valley.

Self-Management Programs:

University of Victoria's Institute on Aging & Lifelong Health – Ladner Toll-free 1-866-902-3767
<https://www.selfmanagementbc.ca/CommunityPrograms>
Free, interactive 6-session workshops offered. Programs are for adults and there is no cost to attend. Programs offered include Chronic Conditions Self-Management Program, Chronic Pain Self-Management Program, and more.

The HOMES Society 604-852-7888
<https://homesociety.com/>
Welcoming men and women who need a supportive home in the community, training, mentoring, planning, work information and therapeutic options using the Philosophy of Gentle Teaching.

Stroke Recovery Association of BC 604-688-3603
<http://strokerecoverybc.ca> Toll-free 1-888-313-3377
Learn how to recover from stroke and take back your life. Find expert advice, guides, videos, community group programs designed for stroke survivors in BC, and best of all – hope.

WorkSafe BC's Brain Injury Program 604-232-7787
<https://www.worksafebc.com/en/health-care-providers/rehabilitation/head-injury> Toll-free 1-866-244-6404
Focus is on early recognition of mild TBI and early education. May be coordinated with a graduated return-to-work program. Assessment & treatment through community-based facilities through Lower Mainland.

Hospice Societies:

Abbotsford Hospice Society & Holmberg House 604-852-2456
<http://abbotsfordhospice.org>

Cascade Hospice (Home) 604-795-6088

Chilliwack Hospice Society 604-795-4660
<http://www.chilliwackhospice.org>

Langley Hospice Society 604-530-1115
<http://langleyhospice.com>

Mission Hospice Society 604-826-2235
<http://www.missionhospice.bc.ca/home>



InfinityHealth

ICBC and Veterans Affairs Canada Approved Provider

InfinityHealth.ca

P 778-278-1179 · F 604-357-1666

Our goal is to find a **unique solution**
for **each client's specific needs.**

We provide options for Occupational Therapy, Kinesiology,
Home Physiotherapy, and Vocational Placement Services.

www.fvbia.org

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Funded in part by the Province of BC, Brain Injury Alliance & Fraser Health Authority Acquired Brain Injury Services

COVID-19 Information and Resources

How to Practice Social Distancing

Please note that guidelines on COVID-19 are constantly evolving.

For current information, please refer to:

<https://www.healthlinkbc.ca/health-feature/coronavirus-disease-covid-19>

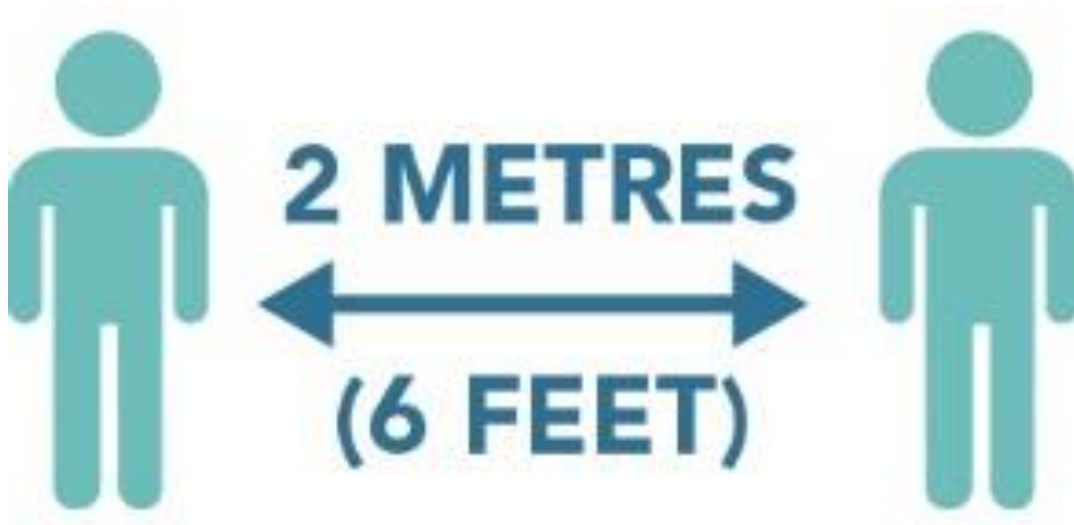
There are many ways to practice physical distancing:

- Stay home as much as possible
- Use technology to keep in touch with friends and family
- Host virtual play dates for your kids
- Use food delivery services or online shopping
- Exercise at home or outside alone
- Work from home and conduct virtual meetings

In public:

- Keep about two meters (six feet) or the length of a queen-sized bed apart when possible
- Keep your hands at your sides
- Greet others with a wave instead of a handshake, a kiss or a hug
- Shop or take public transportation during off-peak hours when possible
- Avoid crowded places and all in-person gatherings of any size are strongly discouraged.
- Limit contact with people at higher risk of getting sick (e.g. older adults and those in poor health).

http://www.bccdc.ca/health-info/diseases-conditions/covid-19/common-questions?utm_campaign=20200313_GCPE_AM_COVID_1_ADW_BCGOV_EN_BC_TEXT



<https://www.gov.mb.ca/covid19/prepareandprevent/index.html>

COVID-19 Information and Resources

Banking and Mortgage Assistance

Effective April 2020, Bank of Montreal, CIBC, National Bank of Canada, RBC Royal Bank, Scotiabank and TD Bank have made a commitment to work with personal and small business banking customers on a case-by-case basis to provide flexible solutions to help them manage through challenges such as:

- pay disruption due to COVID-19;
- childcare disruption due to school closures;
- or those facing illness from COVID-19.

This support will include up to a six-month payment deferral for mortgages, and the opportunity for relief on other credit products.

Royal Bank of Canada

RBC has said it will be by cutting interest by 50 per cent for small business and personal clients who are already deferring minimum payments on their credit cards.

Starting on April 6, 2020, clients who qualify will be able to take advantage of the change.

In order to be considered, clients will have to do a financial review with an RBC advisor, and once approved, the 50 per cent difference will be credited to their account.

CIBC

- **CIBC** is also offering up to six months of mortgage relief and some relief on loans.
- **CIBC** is reducing credit card interest.

In a release, the bank has said that clients who are experiencing financial problems and request to skip a payment will get a temporary lower annual rate of 10.99 per cent. That will be retroactively applied to March 15, 2020 for those who already received relief.

Bank of Montreal

There is a relief program now available for BMO customers who have been affected by COVID-19 and are facing financial challenges.

If you are a personal banking customer, please visit their website [Financial Relief page](#) so they can help.

For further information, visit their website at

<https://www.bmo.com/main/personal/bmo-branches-coronavirus-update/>

COVID-19 Information and Resources

Car Insurance

ICBC Car Insurance

Customers on a monthly Autoplan payment plan, who are facing financial challenges due to COVID-19, can defer* their payment for up to 90 days with no penalty. Payment deferral is also available for fleets.

Please use the [online resource tool](#) to apply for a deferral, by 6 pm at least one business day before your next payment is due. You will receive an email confirming receipt of your request after the request has been processed.

Please note the total sum of deferred payments will be withdrawn on your requested date of deferral. If you are approaching your deferral payment due date and you do not want this payment withdrawn on that date, please call us at 604-661-2723 or 1-800-665-6442 to discuss payment options.

****Payment deferral refers to the postponement, or delay, of payment owed, not payment forgiveness. You will be making the deferred payment at a later date.***

Fleet customers now have the option to suspend their insurance instead of cancelling their plates. We are waiving the new plate fee when re-plating or adding a new vehicle to their fleet.

For non-fleet customers, we are waiving cancellation and plating fees associated with cancelling and re-plating at a later date.

ICBC customers – including volunteers – will now be able to use their vehicles for the delivery of essential goods, such as food or medical products and services, without changing their insurance or paying a higher premium.

Customers whose Learner Driver's Licences (class 5-8) expire during the pandemic will not have to pay the fee for the first knowledge test once testing resumes.

Other Car Insurance Carriers

If you carry optional car insurance through another insurance company, please contact them directly to see how they are helping customers through the COVID crisis.

COVID-19 Information and Resources

Financial Assistance

The Government of Canada also has financial programs to help individuals during COVID-19. Government programs and subsidies are continually changing so please check out their website for more information and other programs not listed here.

<https://www.canada.ca/en/department-finance/economic-response-plan.html#individuals>

Temporary Salary Top-up

For low-income essential workers (those who earn less than \$2,500 per month on a full time basis), that the provinces and territories have deemed essential in the fight against COVID-19.

Canada Child Benefit

An extra \$300 per child through the Canada Child Benefit (CCB) for 2019-20. This will mean approximately \$550 more for the average family. This benefit will be delivered as part of the scheduled CCB payment in May. Those who already receive the CCB do not need to re-apply.

Special Goods and Services Tax credit payment

One-time special payment starting April 9 through the Goods and Services Tax credit for low- and modest-income families. The average additional benefit will be close to \$400 for single individuals and close to \$600 for couples. There is no need to apply for this payment. If you are eligible, you will get it automatically.

Income Tax Filing Due Date

The filing due date for 2019 income tax returns for individuals has been deferred until June 1, 2020. Any new income tax balances due, or instalments, are also being deferred until after August 31, 2020 without incurring interest or penalties.

Mortgage payment deferral

Homeowners facing financial hardship may be eligible for a mortgage payment deferral of up to six months. The deferral is an agreement between you and your lender.

Typically, the agreement indicates that you and your lender have agreed to pause or suspend your mortgage payments for a certain amount of time.

After the agreement ends, your mortgage payments return to normal and the deferred payments (including principal and accumulated interest) are added to the outstanding principal balance and subsequently repaid throughout the life of the mortgage.

Canada Emergency Response Benefit (CERB)

A taxable benefit of \$2,000 every 4 weeks for up to 16 weeks to eligible workers who have lost their income due to COVID-19.



COVID-19 Information and Resources

Telephone

Telus

For Home Services customers:

- Waiving home internet overage charges¹ for customers without unlimited data plans until April 30
- Fees waived for the next two months for families currently participating in our Internet for Good program.
- Offering FREE channel previews on Optik TV – [View channel previews](#)
- Offering [TELUS Online Security Basic](#)

For all customers: (1st month free)

- Powerful protection for your connected devices, online privacy and personal information.
- Pausing the in-flight increase to Long Distance Pay-Per-Minute phone plans, with credits automatically applied to April bills for customers who have incurred incremental costs in March.

For Mobility customers:

- Waiving all Easy Roam®, Travel Passes and pay-per-use roaming charges for postpaid and small business customers until April 30.
- Offering FREE educational activities encouraging families to '[Learn, Do and Share](#)' with our friends at Microsoft
- Offering FREE TELUS Wise digital safety [online workshops](#) and printable [activities](#) for youth
- Offering flexible payment options for consumer and small business customers who have been financially affected by the crisis.

Shaw

If you are having any concerns paying your monthly Shaw Internet bill due to hardship resulting from the COVID-19 situation, contact them at 1-844-330-7429 to discuss your options.

All Shaw Cable and Shaw Direct customers have been given access to a number of channels for free during this period to help keep them informed and their family entertained.

To ensure their customers have reliable and up to the minute information they've included CBC News Channel, CTV News Channel, CP24, LCN and RDI (subject to availability). For kids at home they have also included Family, Family JR, CHRGD and Treehouse TV

Rogers

These changes have been automatically applied and customers are not required to take any action.

Waiving long distance

Waiving long distance charges for wireless and wireless home phone consumers and small businesses for calls to anywhere in Canada until April 30, 2020.

Waiving roaming fees

Waiving Roam Like Home and all pay-per-use roaming fees [in all countries where they offer roaming](#) for all postpaid consumers and small businesses travelling outside of Canada between March 16-April 30, 2020.

Keeping you connected

Rogers will also be ensuring that services will not be suspended or disconnected for any customers experiencing financial difficulties over the next 90 days. In addition, we will support their customers facing financial uncertainty because of COVID-19 with more flexible payment options.

COVID-19 Information and Resources

Utilities

BC Hydro

COVID-19 Customer Assistance Program – BC Hydro - COVID-19 Relief Fund

If you've lost your job or income, the Relief Fund provides you with a credit to your account to reduce your bill.

- The credit will be equal to three times your average monthly bill.
- You will not have to pay this back.
- The application window is open and you can apply until June 30, 2020.

This new fund is in addition to the other services they offer:

The COVID-19 Customer Assistance Program gives you the option to defer payments or arrange a flexible payment plan to help you pay your bills.

The [Customer Crisis Fund grant](#) is a one-time grant for residential customers dealing with financial hardship of job loss, illness or loss of wages.

For more information: <https://www.bchydro.com/index.html>

Fortis BC

Waiving late payment fees

Fortis BC has waived all late payment fees for natural gas, electricity and propane bills. This means that if you have a balance currently owing, you will not have to pay a late fee. This applies to homeowners, renters and small businesses. They understand you have many concerns right now, and they're here to work with you to bring your account up to date without penalty

Suspending disconnections

At this time, Fortis BC will not disconnect any customer from the energy they need, whether it be natural gas, electricity or propane, due to financial hardship – regardless of the amount owing.

Flexible payment options

Fortis BC customer service representatives are here to help if you're facing financial difficulty for any reason. Together, they'll tailor a flexible payment solution that will fit your needs. Call them about your concerns and allow their team to help you find a way forward.

You can reach them, Monday to Friday, 7 a.m. to 5 p.m. at:

Natural gas - 1-888-224-2710

Electricity - 1-866-436-7847

You can also email them at gas.customerservice@fortisbc.com or electricity.customerservice@fortisbc.com and access your [Account Online](#).

Education

Ministry of Advanced Education
 Private Training Institutions Branch
<https://www.privatetraininginstitutions.gov.bc.ca/>
Information for students on a broad range of occupations. Toll-free 1-800-661-7441
PTI@gov.bc.ca

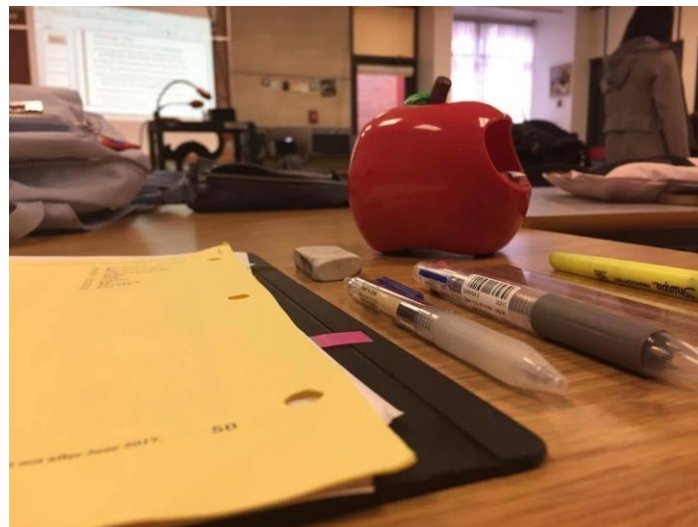
Student Aid BC <https://studentaidbc.ca> Toll-free 1-800-561-1818
Student loans and grants.

University of the Fraser Valley <http://ufv.ca>
 Abbotsford (Main) Switchboard Toll-free 604-504-7441
 Chilliwack Switchboard 1-888-504-7441
 Centre for Accessibility Services 604-792-0025
 Ext. 4528 604-504-7441
<https://www.ufv.ca/accessibility/> Toll-free 1-888-504-7441
 Ext. 4528
 Adult Education 604-864-4621
AdultEd@ufv.ca

BC Adult Basic Education (ABE) and Adult Basic Education University
 Preparation https://www.ufv.ca/calendar/current/ProgramsR-Z/UUP_ABE.htm
 Abbotsford 604-854-4578
 Chilliwack 604-795-2807
 Hope 604-869-9991

For those who want to:

- *Review and improve their English, computer, math, or science skills to meet employment requirements or for personal benefit.*
- *Enhance their life, educational, and employment readiness skills.*
- *Complete secondary school to earn the B.C. Adult Graduation diploma (Adult Dogwood).*
- *Complete prerequisite courses for post-secondary programs*



Epilepsy and Seizure Disorders

BC Epilepsy Society

<http://www.bcepilepsy.com/>

604-875-6704

info@bcepilepsy.com

Centre for Epilepsy & Seizure Education in BC

<http://www.esebc.ca/>

604-853-7399

info@esebc.ca

Equipment and Technology

Assistive Technology British Columbia

<http://www.at-bc.ca/>

604-264-8295

Provides assistive technology resources to make learning environments usable for people with disabilities throughout British Columbia.

BC Centre for Ability (Main Office Vancouver)

www.centreforability.bc.ca

604-451-5511

Provides community-based services that enhance the quality of life for children, youth and adults with disabilities and their families in ways that facilitate and build competencies and foster inclusion in all aspects of life.

CanAssist

<https://www.canassist.ca/>

250-721-7300

Develops innovative technologies and programs where there are gaps in existing services. We work with the exceptional students and faculty at the University of Victoria and partners in the wider community.

The Disability Foundation and Affiliated Societies

<http://www.disabilityfoundation.org/affiliated-societies.html>

604-688-6464

info@disabilityfoundation.org

The programs we support inspire people with disabilities through outdoor activities like sailing, hiking and paddling, or through the self-expression that comes from music and gardening, or the independence that comes from custom assistive devices. We also support participants to access other community resources.

Pos-Abilities

<https://pos-abilities.org/>

604-961-0117

<https://pos-abilities.org/assistive-devices/>

Langley Pos-Abilities Society is a non-profit volunteer supported agency that helps improve the quality of life for people with disabilities, including those living with mobility issues, hearing loss, blindness, plus many other conditions requiring assistive devices. Can loan or give refurbished equipment to someone in need.

Technology for Living

<https://technologyforliving.org/>

604-326-0175

Toll-free 1-866-326-1245

Help accessing respiratory equipment and services; Help assess, install and maintain environmental control systems, Help plan for independent living; Provides self-help resources; Fills supply orders; Provide aid and information over the phone; Organizes events.

Equipment and Technology continued:

Community Brain Injury Program for Children and Youth

<http://mybrainonline.ca/>

The program mandate is to provide community-based services that enhance the quality of life of children, youth and adults with disabilities and their families in ways that facilitate and build competencies, and foster inclusion in all aspects of life.

604-451-5511
Toll-free 1-877-451-5511

Spinal Cord Injury BC <https://sci-bc.ca/>

Spinal Cord Injury BC (SCI BC) is a not-for-profit organization dedicated to helping people with spinal cord injuries, and with related disabilities, adjust, adapt and thrive. Currently, we serve over 1,500 British Columbians with SCI, and their families and friends, by providing answers, information and unique community experiences.

604-324-3611
Toll-free 1-800-689-2477
info@sci-bc.ca

Chilliwack & District Senior Resources Society

<https://www.cdsrs.ca/resources>

Has listings of local support groups or individuals with medical equipment for sale.

604-793-9979
info@cdsrs.ca

CNIB Foundation

<https://cnib.ca/en/programs-and-services/tech?region=bc>

For people with visual impairments. Unleashing the power of technology lets you lead an independent life. Our "Technology" programs level the playing field, providing skills and training that focus on the accessible, available, and affordable technology.

Toll-free 1-800-563-2642
info@cnib.ca

Disability Alliance BC <http://disabilityalliancebc.org>

Advocacy Access Program
Tax AID Helpline

Our mission is to support people, with all disabilities, to live with dignity, independence and as equal and full participants in the community.

604-872-1278
Toll-free 1-800-663-1278
Toll-free 1-877-940-7797

GF Strong Assistive Technology Service

http://www.vch.ca/Locations-Services/result?res_id=913

The service consults with and supports a client team in the assessment, selection, and application of technology to further an individual's goals related to communication, vocation, education, leisure, and independent living.

604-737-6263

MEDChair <http://www.medichair.com/>

Our personal motivation comes from witnessing the change in the lives of our clients as their newly discovered mobility, accessibility and independence allows them to accomplish more than they ever thought possible. Financing available at some locations.

Toll-free 1-888-802-4857

Neil Squire Society <http://www.neilsquire.ca/>

We are committed to social inclusion & economic equity. We serve people with disabilities and their future employers, filling gaps in services and expertise. We facilitate innovative technology solutions to improve productivity for people with disabilities.

604-473-9363
Toll-free 1-877-673-4636
info@neilsquire.ca

Equipment and Technology Continued:

North Shore Disability Resource Centre www.nsdrc.org
The NSDRC offers many programs and services to people with disabilities. Our programs welcome the participation and support of family, friends and volunteers.

604-985-5371
nsdrc@nsdrc.org

Red Cross Health Equipment Loans Program
<https://www.redcross.ca/in-your-community/british-columbia-and-yukon/health-equipment-loans>
(A referral from a Healthcare Professional as identified by the Health Authority or Health Organization is required.)

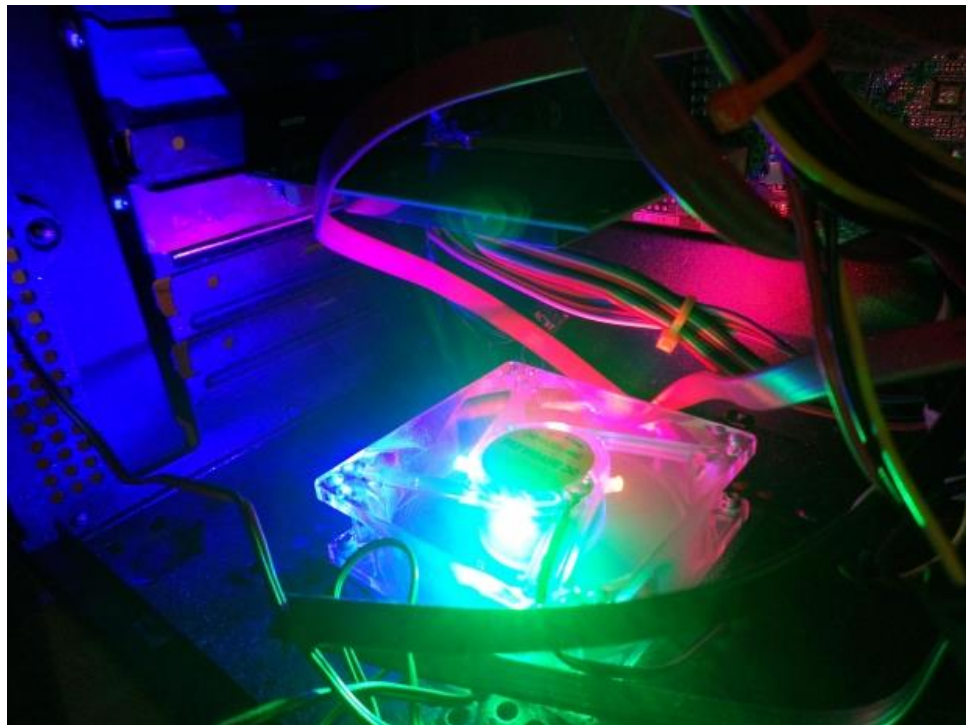
Toll-free 1-800-418-1111

Richmond Centre for Disability
www.rcdrichmond.org
The RCD's purpose is to give people with disabilities the opportunity to participate in the community to the fullest extent of their ability and to improve their quality of life by working for – Inclusion, Independence & Empowerment.

604-232-2404
rcd@rcdrichmond.org

Rick Hansen Foundation
<https://www.rickhansen.com/news-stories/blog/rick-hansen-accessibility-team-work>
Since its formation this year, the Rick Hansen Accessibility Team is working with businesses and organizations to help make them accessible to the public, through accessibility surveys and valuable input.

Toll-free 1-800-213-2131
info@rickhansen.com



Financial Support, Tax Credits and Rebates

Please note: Each organization has its own criteria for providing services. Please contact the organization directly for further information.

Disability Alliance of BC http://www.disabilityalliancebc.org/	604-875-0188
Programs	604-872-1278
Advocacy Access Help Line	Toll-free 1-800-663-1278
<i>Advocacy group with respect to pension plan, disability appeals, MHR and MCF, disability rights, building access and home support.</i>	
Chilliwack Community Services (debt counselling, legal advocacy) http://www.comserv.bc.ca/family-services	604-792-4267
<i>Free non-judgmental service available to anyone with financial problems.</i>	
Ministry of Social Development and Poverty Reduction http://www.gov.bc.ca/sdsi	
Chilliwack /Agassiz	604-703-6900
Abbotsford	604-870-5811
Hope	604-869-4929
Mission	604-814-1000
Langley	604-532-3666
<i>Income Assistance, EI, CPP, Child Tax Benefits, inquire about Disability Benefits</i>	
Planned Lifetime Advocacy Network (PLAN) www.plan.ca	778-819-1726
<i>Assists with financial issues and applying for disability benefits</i>	
Canada Revenue Agency Excise Gasoline Tax Refund http://www.servicecanada.gc.ca/eng/goc/gasoline_tax_refund.shtml	Toll-free 1-800-959-8281
<i>Federal Gas Tax Rebate can be as much as 1.5 cents per litre</i>	
Revenue Services of BC (Fuel Tax Refund for those with a Disability) https://www2.gov.bc.ca/gov/content/taxes/sales-taxes/motor-fuel-carbon-tax/fuel-tax-refund/apply-for-refund?keyword=provincial&keyword=fuel&keyword=tax&keyword=rebate	Toll-free 1-877-388-4440
<i>Provincial Fuel tax rebate, 25% ICBC disability discount</i>	
Credit Counselling Society https://www.nomoredebts.org/	Toll-free 1-888-527-8999
<i>Free credit counselling, low cost debt solutions, and education to Canadians.</i>	
Disability Tax Credit http://www.cra-arc.gc.ca/tx/ndvdl/sgmnts/dsblts/dtc/menu-eng.html	
<i>The disability tax credit (DTC) is a non-refundable tax credit that helps persons with disabilities, or their supporting persons reduce the amount of income tax they may have to pay. You may need to contact an accountant for more information about eligibility requirements.</i>	
BC Housing https://www.bchousing.org/housing-assistance	Toll-free 1-800-257-7756
<i>Provides information on housing subsidies and low-cost housing.</i>	

Financial Support, Tax Credits and Rebates Continued:

Homeowner's Grants Administration https://www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/home-owner-grant	250-356-8904
<i>Disability Grant for those who qualify for aid or reduction in property taxes</i>	Toll-free 1-888-355-2700
Property tax deferment - for local taxes, contact your local city hall - for rural tax information- Service BC	Toll-free 1-800-663-7867
Canada Mortgages and Housing http://www.cmhc-schl.gc.ca/en/index.cfm	604-731-5733
Residential Rehabilitation Assistance Programs (R.R.A.P.) <i>Funds renovations needed to accommodate any disabilities</i>	Toll-free 1-800-639-3938
Special Education Technology BC (Set BC) http://www.setbc.org <i>Specialized equipment and funding</i>	Tech Support only Toll-free 1-866-738-3375
Government of Canada Income Security Programs https://www2.gov.bc.ca/gov/content/family-social-supports/seniors/financial-legal-matters/income-security-programs <i>Old Age Security</i> <i>Guaranteed Income Supplement</i> <i>Canada Pension Plan</i> <i>Survivors and Disabled Benefits</i>	Toll-free 1-800-277-9914
CPP (Canadian Pension Plan) http://www.servicecanada.gc.ca/eng/services/pensions/cpp/index.shtml	Toll-free 1-800-277-9914
	For TTY/DD device users only Toll-free 1-800-255-4786
	For Vocational Rehabilitation Program Toll-free 1-800-277-9914
	For service in French Toll-free 1-800-277-9915
<i>CPP includes a disability pension, child and spouse benefits, and death benefits. You may be eligible for a monthly pension if you are under 65, have had to stop work because of a medical condition and paid into the CPP for at least four of the last six years or paid into CPP for at least 25 years and made valid contributions to the Plan in 3 of the last 6 years.</i>	
Canada Revenue Agency (Individual Income Tax Enquiries) http://www.cra-arc.gc.ca/	Toll-free 1-800-959-8281
Hearing Impaired/TTY	Toll-free 1-800-665-0354
Child Tax Benefits	Toll-free 1-800-387-1193
Seniors' Supplement	Toll-free 1-877-815-2363

Food Banks

Food Banks

<http://www.foodbankscanada.ca/utility-pages/find-a-food-bank.aspx>



Abbotsford	604-859-5749
Agassiz/ Harrison	604-796-2585
Aldergrove	604-857-1671
Chilliwack	604-792-3663
	604-792-0001
Hope	604-869-2466
Mission	604-826-3634
Langley	604-533-0671

Government Services

Enquiry Canada <http://canada.gc.ca>
Information on Federal Government services

Toll-free 1-800-0-Canada
Toll-free 1-800-622-6232

Service BC Contact Centre - Enquiry BC
http://www.servicebc.gov.bc.ca/about_servicebc/

In Victoria	387-6121
In Vancouver	604-660-2421
Elsewhere in B.C.	Toll-free 1-800-663-7867
Outside B.C.	604-660-2421



www.fvbia.org

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201 – 2890 Garden St. Abbotsford, BC, V2T 4W7 Ph.: 604-557-1913 T.F.: 1-866-557-1913 Fax: 604-850-2527 info@fvbia.org
Funded in part by the Province of BC, Brain Injury Alliance & Fraser Health Authority Acquired Brain Injury Services

Health Services

Each Health Authority has specific programs or departments for acquired brain injury services. Contact your region's health authority office for information.

Health Authorities:

Provincial Health Services Authority (PHSA) (Vancouver) 604-675-7400
<http://www.phsa.ca/>

Fraser Health Authority (Surrey) 604-587-4600
<http://www.fraserhealth.ca/> Toll-free 1-877-935-5669
 Acquired Brain Injury Program 604-520-4175

Interior Health Authority (Kelowna) 250-862-4200
<http://www.interiorhealth.ca/Pages/default.aspx>

Northern Health Authority (Prince George) 250-565-2649
<http://www.northernhealth.ca/> Toll-free 1-866-565-2999

Vancouver Coastal Health Authority (Vancouver) 604-736-2033
<http://www.vch.ca/> Toll-free 1-866-884-0888

Vancouver Island Health Authority (Victoria) 250-370-8699
<http://www.viha.ca/> Toll-free 1-877-370-8699

Other Health Services:

Adult and Youth Addiction Services Lower Mainland 604-660-9382
 Outside Lower Mainland Toll-free 1-800-663-1441

BC NurseLine - "811 Health Link" Toll-free 1-866-215-4700
<http://www.healthlinkbc.ca/servicesresources/>

BC Cancer Agency (Fraser Valley Centre) Toll-free 1-800-523-2885
<http://www.bccancer.bc.ca/default.htm>

Brain Tumour Foundation of Canada Toll-free 1-800-265-5106
<http://www.braintumour.ca/>

Cerebral Palsy Association of BC (Vancouver) Toll-free 1-800-663-0004
<http://bccerebralpalsy.com>

Eating Disorder Resource Centre of BC (Kelty Resource Centre) Toll-free 1-800-665-1822
<http://keltyeatingdisorders.ca/>

Heart and Stroke Foundation of BC & Yukon Toll-free 1-888-473-4636
<http://www.hsf.bc.ca/> Vancouver Office 778-372-8052
 Research, health promotion and advocacy Head Office 604-736-4404

Health and Seniors Information Line Toll-free 1-800-465-4911
http://www.seniorsservicesociety.ca/bc_health.html

Other Health Services Continued:

Healthy Kids Program Toll-free 1-866-866-0800
<http://www.eia.gov.bc.ca/publicat/bcea/HealthyKids.htm>

Health Link BC – Dietician Services 604-732-9191
<http://www.healthlinkbc.ca/servicesresources/> Toll-free 1-800-667-3438

Medical Services Plan (MSP) and Fair Pharmacare
<https://www2.gov.bc.ca/gov/content/family-social-supports/seniors/health-safety/health-care-programs-and-services/pharmacare>

Health Insurance BC Outside Vancouver & Victoria Toll-free 1-800-663-7100
<http://www.health.gov.bc.ca/insurance/index.html> Vancouver area 604-683-7151

Health Units:

Health Units can provide information and regarding nutrition, speech and hearing, child development, dental, public health & other issues.

Fraser Health Authority Head Office 604-587-4600
<http://www.fraserhealth.ca/>

Abbotsford Health Unit 604-864-3400
104 – 34194 Marshall Road

Agassiz Health Unit 604-793-7160
7243 Pioneer Ave, P.O. Box 104

Chilliwack Health Unit 604-702-4900
45470 Menholm Road

Hope Health Unit 604-860-7630
444 Park Street

Mission Health Unit 604-814-5500
32618 Logan Ave

Langley Public Health Unit 604-539-2900
22033 Fraser Highway

For contact information for Health Units outside the Fraser Valley, contact your Health Authority.

Home Care Services

Comfort Keepers
www.comfortkeepers.com

Toll-free 1-866-965-6015

Fraser Health Home and Community Care Services
<https://www.fraserhealth.ca/health-topics-a-to-z/home-and-community-care/accessing-home-and-community-care-services#.Xk3vBihKjIU>

Toll-free 1-855-412-2121

Nurse Next Door
www.nursenextdoor.com

604-670-0258

Right at Home Canada
info@rightathomecanada.com
www.rightathomecanada.com/fraser-valley

604-330-9909

Offer a full range of home care and nursing care services for those with physical, medical, or memory impairment.



Home Health Care & Assistance

www.fvbia.org

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201 – 2890 Garden St. Abbotsford, BC, V2T 4W7 Ph.: 604-557-1913 T.F.: 1-866-557-1913 Fax: 604-850-2527 info@fvbia.org

Funded in part by the Province of BC, Brain Injury Alliance & Fraser Health Authority Acquired Brain Injury Services

Housing and Residential Services

BC Housing - Rental Assistance Program www.bchousing.org 604-433-2218
Supportive Housing and rent subsidy program Toll-free 1-800-257-7756
for working families, emergency housing

BC Non-Profit Housing Association 604-291-2600
<http://bcnpha.ca/> Toll-free 1-800-494-8859

Archway Community Services – Abbotsford 604-859-7681
<https://archway.ca/program/supportive-housing-hearthstone/>
List of emergency shelters, Hearthstone Supportive housing.

Communitas Supportive Care Society (Abbotsford) 604-850-6608
<http://www.comunitascare.com>
Individualized Living Options Program

Fraser Health Authority Acquired Brain Injury Services 604-520-4175
<http://www.fraserhealth.ca/your-care/home-and-community-care/home-health-services/acquired-brain-injury-program/services/acquired-brain-injury-services>
Residential care services provided to people who can't live independently & require 24-hour supervision & support. Services may include: Short-stay residential rehabilitation; Family care homes; Group homes.

Homeless Outreach Providers:

Salvation Army Abbotsford 604-852-9305
Salvation Army Chilliwack 604-792-0001
Transition Society Hope 604-869-5111
Stepping Stone Langley 604-530-5033
Community Services Mission 604-826-3634

<http://missioncommunityservices.com/homeless-outreach>

Strive Living Society 604-936-9944
<http://striveliving.ca/>
Assisted Independent Living Program provides accommodation options, family care homes and semi-independent living

Residential Tenancy Office www.rto.gov.bc.ca Toll-free 1-800-665-8779
Provides information about your rights as a tenant/ landlord and dispute resolution services.

Tenant Resource & Advisory Centre (TRAC) Information Hotline 604-255-0546
<http://tenants.bc.ca/> Toll-free 1-800-665-1185

Vancouver Resource Society www.vrs.org 604-731-1020
Provides accessible housing with support services, assisted living, independent living, apartment living

Housing and Residential Services Continued:

Private Residential Facilities Specializing in Acquired Brain Injury:

Lower Mainland/Fraser Valley

Bear Creek House 604-503-6050
13799 88th Avenue Surrey, BC, V3W 3L2

Cheshire Home Society 604-540-0686
<http://cheshirehomes.ca/>
501-625 5th Ave. New Westminster V3M 1X4

Connect Langley (Connect Communities) 604-534-0705
www.connectcommunities.ca
20445 - 73A Avenue, Langley, BC, V2Y 1V1

The Evergreen Hamlets at Fleetwood – H & H Total Care 604-597-7906
<https://www.evergreenhamlets.com/>
8382 – 156th Ave Surrey, BC, V3S 3R7

PLEA Folkstone 604-597-7906
<https://www.plea.ca/adult-programs/folkstone/>

Graceland Gates/Ruby Willows 604-871-0450
<http://gracelandgates.ca/welcome/>
6587 238th Street, Langley, BC, V2Y 2H3

Hylan Home (Gate) 604-510-4283
32223 Hylan Avenue, Abbotsford, BC, V2T 1S8

L & T Rehabilitation Services 604-850-8122
202 - 2661 Kingsway, Vancouver, BC, V5R 5H4
<https://www.kellysearch.com/listing/l-t-services-ltd-vancouver-bc>

Kamloops

Westsyde Care Residence 604-439-7545
<http://www.thehamletsatwestsyde.com/>
2980 Westsyde Road, Kamloops, BC, V2B 7E9

Ponderosa Community Respite Program 250-579-7675
<http://www.interiorhealth.ca>
425 Columbia Street, Kamloops, BC V2C 2T4

Kelowna

Avonlea Care Centre Limited 250-374-5735
<http://www.avonleacare.com/>
1658 Blondeaux Crescent, Kelowna, BC, V1Y 4J7

Connect Lake Country (Connect Communities) 250-762-4378
www.connectcommunities.ca
11438 Bottom Wood Lake Road, Winfield, BC, V4V 1V4

Housing and Residential Services Continued:

Private Residential Facilities:

Victoria

Cridge Centre for the Family

250-479-5299

<http://cridge.org/>

MacDonald House (B I Services)

1251 Santa Rosa Avenue, Victoria, BC, V8Z 2V5

Prince George

Prince George Brain Injured Group <http://www.pgbig.ca/>

Office

250-564-2447

1237 4th Ave, Prince George, BC, V2L 3J5

Quince Street House

250-562-6265

2012 Quince Street, Prince George, BC, V2L 5B4



There may be other qualified residential facilities or family care homes in your area than the ones listed here. Please contact your local brain injury association for more information. Your local Health Authority may have housing resources as well if you qualify for services.

Indigenous Peoples

Please note that this is not a complete list of all resources and First Nations Communities.

A:yelexw Center for Hope and Healing
<https://www.seabirdisland.ca/index.php/service/ayelexw-center-for-hope-and-healing/> 604-796-2177
Toll-free 1-800-788-0322

Aboriginal Housing
<http://www.bchousing.org/Initiatives/Creating/AHI>

Aboriginal Housing Providers List (BC Housing)
<http://www.bchousing.org/Find/aboriginal/AHL>

Aboriginal Homeless Outreach Program (Housing Matters BC)
http://www.bchousing.org/Options/Emergency_Housing/AHOP
Provides access to housing, income assistance, community-based support services. Use link to find services in your community.

Aboriginal Transformative Justice Services 604-251-7201
<http://www.povnet.org/node/2583>

BC Aboriginal Network on Disability Society (BCANDS) 250-381-7303
www.bcands.bc.ca Toll-free 1-888-815-5511
Provides a variety of support services and resources to promote the betterment of aboriginal people with disabilities

Community Futures – CFDC Sto:lo 604-858-0009
<http://www.stolocf.ca/>
Offers business support, lending and training

Chawsthil Integrated Health Team Fraser Health East 604-702-4975

First Nations Health Authority 604-693-6500
<http://www.fnha.ca/> Toll-free 1-866-913-0033
*Healthy living, Communicable Disease Control, eHealth
Environmental health, Health human resources, Research, Knowledge Exchange, and Evaluation, Health and wellness planning, Maternal, Child and Family Health, Mental Wellness and Substance Use, Traditional healing, Nursing services*

First Nations in BC Knowledge Network
<https://fnbc.info/resources>
A space to exchange information between First Nations communities

First Peoples Language Map of BC
<http://maps.fphlcc.ca/>
Access indexes of all the languages, First Nations and Community Champions

Fraser Region Aboriginal Friendship center
<https://www.facebook.com/FRAFCA/>

Indigenous Peoples Continued:

Fraser River Indigenous Centre https://www.frisociety.ca/		604-458-0151
Kla-how-eya Aboriginal Health and Wellness Clinic https://www.fraserhealth.ca/Service-Directory/Service-At-Location/5/D/kla-how-eya-healing-place---surrey#.XsXOJGhKjIU	Surrey	604-587-4774
Mamele' Awt Qweesome Housing Society http://www.mqhs.ca/ 137-34110 Lougheed Highway, Mission		604-820-3324
Metis Nation BC https://www.mnbc.ca/		604-557-5851 Toll free 1-800-940-1150
Mission Aboriginal Family Place http://www.stolonation.bc.ca/services-and-programs/early-childhood/mafpm.htm 136-34110 Lougheed Highway, Mission		604-820-4693
Mission Indian Friendship Centre Society http://www.mifcs.bc.ca/programs.html 33150-A 1 st Avenue, Mission		604-826-1281
Seabird Band Office http://www.seabirdisland.ca/		604-796-2177
Sto:lo Employment Services http://www.saset.ca/ Bldg. 5, 7201 Vedder Road, Chilliwack		604-847-3299
Sto:lo Nation Health Services http://www.stolonation.bc.ca/ <i>The Stó:lō Nation is the political amalgamation of eleven Stó:lō communities. The Stó:lō Service Agency (SSA) is the service delivery arm of Stó:lō Nation. SSA provides services to the Stó:lō and Aboriginal communities throughout S'olh Temexw. Everyone is welcome.</i>		604-858-0468
Sts'ailes (formerly Chehalis Band) http://www.stsailes.com/		604-796-2116
Wilma's Transition House http://www.xolhemetsociety.org/ <i>Offers emergency housing and support for women and their children who have experienced violence.</i>		604-858-0468
Xyolhemeylh Child & Family Services https://www.fvacfss.ca/	After Hours 2335 McCallum Road, Abbotsford 5-7201 Vedder Road, Chilliwack 34110 Lougheed Highway, Mission	Toll-free 1-866-851-4619 Toll-free 1-800-663-9122 604-870-5888 604-858-0113 604-820-2595

Internet Resources

Association of Injured Motorcyclists BC	http://www.aimvancouver.com/
bc211 Online Directory	http://www.bc211.ca
BC Brain Injury Association	www.brainstreams.ca
Brain Games & Education (interactive site)	www.lumosity.com
Brain Injury Alliance	www.braininjuryalliance.ca
Brain Injury Association of America	www.biausa.org
Brainstreams	www.brainstreams.ca
BrainTrust Canada	http://braintrustcanada.com
Bulkley Valley Brain Injury Association	www.bvbia.ca
Central Okanagan Brain Injury Society	www.braintrustcanada.com
Centre for Neuro Skills TBI Resource Guide	www.neuroskills.com
Comox Valley Head Injury Society	www.cvhis.org
Fraser Valley Brain Injury Association	www.fvbia.org
Kamloops Brain Injury Association	www.kbia.ca
Nanaimo Brain Injury Society	www.nbis.ca
Northern Brain Injury Association	www.nbia.ca
Ontario Brain Injury Association	www.obia.on.ca
Powell River Brain Injury society	http://braininjurysociety.com/
Prince George Brain Injured Group Society	www.pgbig.ca
South Okanagan Similkameen BI Society	www.sosbis.com
Stroke Recovery Canada	www.strokerecoverycanada.com
Stroke Recovery Association of BC	www.strokerecoverybc.ca
BrainTrust	www.braintrust.org
Perspective Network	www.tbi.org
Traumatic Brain Injury Resource Centre	www.braininjuryresources.org
Victoria Brain Injury Society	www.vbis.ca
Waiting While Someone is in a Coma	www.waiting.com



Job Skills and Training

Archway Community Services https://archway.ca/programs/#employment		604-859-7681
BC Employment Program Hub https://www.cfeebc.org/program-search/ <i>Online tool to help employment advisers identify non-Employment Program of BC publicly-funded employment programs for their clients.</i>		
Bowman Employment Services http://www.getyouthworking.ca/ http://www.bowman-canadabcjobgrant.ca/ <i>Funding for training if unemployed, 15 to 30 & not eligible for E.I. BC Job Grant Delivery Partner</i>		604-534-0440 Toll-free 1-877-504-5515
Bridging the Gap (Employment Readiness for Women) http://www.findingyourway.ca/index.php?id=34	Chilliwack	604-859-6790 Toll-free 1-866-859-6790 604-702-0361
Buxton Consulting http://www.buxtonconsulting.org/index.php		604-504-5419
CARE (Career Assistance & Resources for Employment) <i>Must be unemployed, working under 20 hours per week, or on E.I.</i>	Abbotsford Mission	604-755-3388 604-814-0732
Chilliwack Community Services http://www.comserv.bc.ca/employment/		604-792-4267
Chilliwack Employment Services (CES) http://www.cesbc.com/links.html		604-702-4664
Chilliwack Resource Centre http://www.chilliwack.com/main/page.cfm?id=1387 <i>Referral service, provides information on free community services, Income tax preparation, phone/fax/photocopying services</i>		604-702-9595
Chilliwack Society for Community Living http://cscl.org <i>Must qualify for services by IQ level</i>		604-792-7726
Community Employment Services https://411.ca/business/profile/6380679	Agassiz	604-796-0266
Community Futures – Fraser Valley Self Employment Program http://www.communityfutures.ca	Abbotsford Chilliwack	604-864-5770 604-793-4334

Jobs, Skills and Training Continued:

Community Futures South Fraser http://www.communityfutures.ca/		Toll-free 1-877-827-8249
Community Living BC (Abbotsford) http://www.communitylivingbc.ca/about-us/contact/local-clbc-offices/fraser-region/ <i>Funds innovative projects</i>		604-532-4900
Douglas College Foundations Workplace Skills http://www.douglascollege.ca/programs-courses/training-group/jobs-search-career-development/foundations-workplace-skills <i>Must be unemployed or working fewer than 20 hours per week</i>	Abbotsford Chilliwack	604-852-5520 604-793-9050
Dr. Gur Singh Education and Training Endowment Fund – Brain Injury Alliance https://www.drgursinghgrants.ca/ <i>Grants for individuals with brain injury and organizations for education and training opportunities.</i>		
F.V. Employment & Support Services Cooperative – Work BC http://fvessc.com/services/employment-services <i>Agassiz, Hope & Mission</i>		604-796-0266
Langley Association for Community Living http://langleyacl.com/ <i>Must qualify for services by IQ level</i>		604-534-8611
Ministry of Social Development Information Line		Toll-free 1-866-866-0800
Mission Association for Community Living http://missionacl.org/ <i>Must qualify for services by IQ level</i>		604-826-9080
MSA Society for Community Living (Abbotsford) http://msasociety.com/		604-852-6800
Neil Squire Society Employment Program for Persons with Disabilities http://www.neilsquire.ca/ <i>Must be unemployed / underemployed and have a physical disability that is a barrier to employment</i>		604-473-9363 Toll-free 1-877-673-4636

Jobs, Skills and Training Continued:

Open Door Group (Open Door Social Services Society) www.opendoorgroup.org <i>Helps people to find employment, identifies hiring needs, provides information and support around accommodations and puts forward qualified candidates based on matching skills and abilities. Supports employers to hire persons with disabilities and barriers to employment. Vancouver and Richmond areas only.</i>		604-876-0773 Toll-free 1-866-377-3670
Raincoast Community Rehabilitation Services www.raincoastrehab.ca <i>Provides vocational assessments and services</i>		604-444-3770 Toll-free 1-800-535-9988
Service Canada Centre http://www.servicecanada.gc.ca/eng/home.shtml	Abbotsford Chilliwack	604-854-5852 604-792-1371
Service Canada Centres for Youth (SCCY) www.servicecanada.gc.ca www.youth.gc.ca <i>For information about jobs, education, careers or finances</i>		
Strategic Corporate Resolutions Inc. http://strategyforbusiness.com/	Abbotsford	604-854-6292
Student Services at Thompson Rivers University (Open University) http://www.tru.ca/distance/services.html		Toll-free 1-800-663-9711
Triangle Community Resources http://www.triangleresources.com/	Chilliwack Langley Mission	604-792-8000 604-539-9850 604-814-0052
	RITE - 6 week program for men Abbotsford	604-859-0033
	WRITE - 6 week program for women Abbotsford	604-854-1500
	Aboriginal Outreach Chilliwack	604-792-8000
Vancouver Coastal Open Door Group http://opendoorgroup.org/		Toll-free 1-866-377-3670
WCG International HR Solutions http://www.wcgservices.com/		Toll-free 1-888-562-9283
Vocational Rehabilitation Program Vancouver Coastal Health http://www.vch.ca/locations-and-services/find-health-services/?program_id=11791 <i>Provides supportive counselling, assessment and guidance, graduated return-to-work program, liaison with employers and insurance plan consultants, obtaining funding and benefits, by referral.</i>		604-737-6291
WorkBC https://www.workbc.ca/ <i>Helps people find jobs, explore career options and improve their skills</i>		Toll-free 1-877-952-6914
Work Exploration Program (Kwantlen College – Langley) http://www.kpu.ca/aca/appd/work-exploration <i>For students with disabilities</i>		604-599-3215

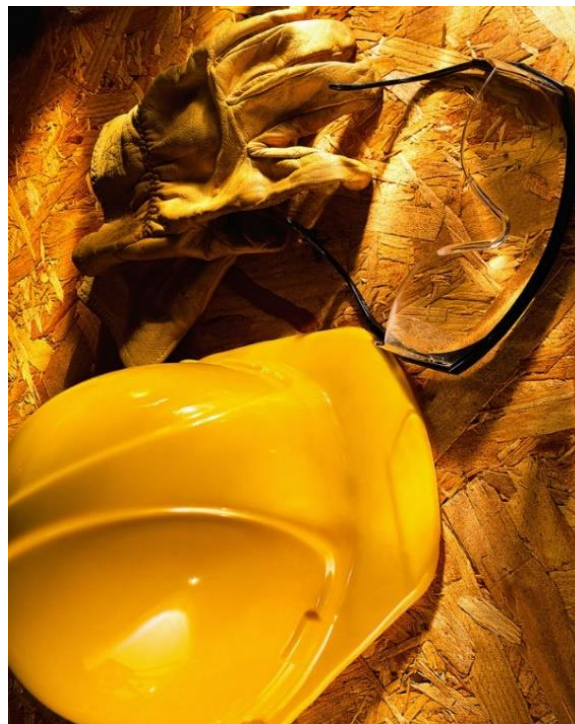
Fraser Valley Brain Injury Association

Jobs, Skills and Training Continued:

Free Rein Associates Ltd http://freereinassociates.ca/	Boston Bar/Hope	604-869-2279
Youth Employment Resource Centre (YERC) http://www.yrc.ca/ <i>Free services to unemployed/underemployed youth 15 to 30</i>	Abbotsford Langley	604-859-9454 604-534-8874

Other Work Related Resources:

Workers' Compensation Appeal Tribunal (WCAT) http://www.wcat.bc.ca/		Toll-free 1-800-663-2782
WorkSafe BC http://www.worksafebc.com/		
WorkSafe BC Claim Reporting & Information Centre		Toll-free 1-888-967-5377
WorkSafe Emergency Line after 4:30 pm		Toll-free 1-866-922-4357
Workers' Advisors Office http://www.labour.gov.bc.ca/wab/ <i>Assists injured workers</i>		Toll-free 1-800-663-4261
Employment Standards Information Line http://www.labour.gov.bc.ca/esb/		Toll-free 1-800-663-3316



Legal

Chilliwack Community Services

<http://www.comserv.bc.ca/>

Access to Justice Legal Services: legal information and court preparation provided by volunteer lawyers

604-792-4267
604-793-7243

Clicklaw

<https://www.clicklaw.bc.ca/helpmap/service/1019>

Family Justice Centres operate across BC to provide services to British Columbians going through separation or divorce. Each centre is staffed by accredited Family Justice Counsellors, specially trained to help families with parenting arrangements, contact with a child, guardianship, and support issues.

Nidus Personal Planning Resource Centre & Registry
Representation Agreement Resource Centre (Vancouver)

<http://www.nidus.ca/>

Find out about your rights on making health care decisions and what might happen if you become incapable of making decisions (representation agreements, powers of attorney).

604-408-7414

Legal Aid Services

<http://www.lss.bc.ca/>

Greater Vancouver
Outside Greater Vancouver

604-408-2172
Toll-free 1-866-577-2525

UBC Law Students' Legal Advice Program

<http://www.lslap.bc.ca/>

604-822-5791

Transunion Canada

<http://www.transunion.ca/>

For people under threat of being taken advantage of or who are the victims of identity theft.

Toll-free 1-800-663-9980

Equifax

http://www.consumer.equifax.ca/home/en_ca

For people under threat of being taken advantage of or who are the victims of identity theft.

Toll-free 1-800-465-7166

Legal Continued:

Law Firms Experienced in Brain Injury:

The following is not an exhaustive list of law firms with expertise in brain injury. Inclusion in this package is not an endorsement of services provided by listings or advertisers. For information about law firms with expertise in brain injury for your specific issues, contact Fraser Valley Brain Injury Association at infor@fvbia.org or 604-557-1913.

Whoever is responsible for choosing the lawyer should ensure that the lawyer is familiar and knowledgeable about acquired brain injury and the specific issues you need assistance with.

As some people are hesitant to actually “interview” a lawyer, we would suggest that you start the process by contacting Fraser Valley Brain Injury Association for names of lawyers in your area with experience in brain injury.

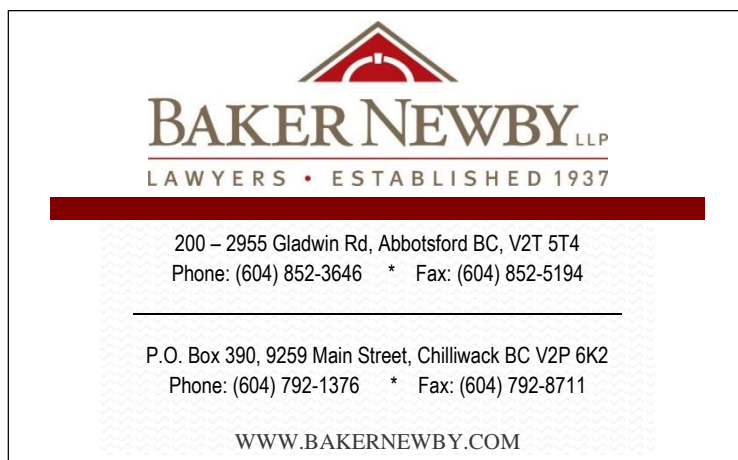
Please see the page “What to Ask When Interviewing a Lawyer” in this package for suggestions of questions to use when you are searching for a lawyer.

Baker Newby LLP

www.bakernewby.com

Abbotsford
Chilliwack

604 852-3646
604-792-1376



Brain and Injury Law – Collette Parsons Corrin LLP

<https://braininjurylaw.ca/>

Toll-free 1- 800-999-4991

Campbell, Burton & McMullan, LLP

<https://rdmlawyers.com/>

604-533-3821

David H. Doig & Associates

<http://daviddoig.com/>

604-687-8874

Guisti Nairne

<https://www.gnlaw.ca/>

604-669-2238

Murphy Battista LLP

www.murphybattista.com

Toll-free 1-888-683-9621

www.fvbia.org

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201 – 2890 Garden St. Abbotsford, BC, V2T 4W7 Ph.: 604-557-1913 T.F.: 1-866-557-1913 Fax: 604-850-2527 info@fvbia.org

Funded in part by the Province of BC, Brain Injury Alliance & Fraser Health Authority Acquired Brain Injury Services

Legal Continued:

Law Firms Experienced in Brain Injury:

Paine Edmonds, LLP Lawyers	http://www.pelawyers.com/	604-683-1211
Patten Thornton, Barristers & Solicitors	http://pattenthornton.com/	604-795-9188
RDM Lawyers	https://rdmlawyers.com/	604-855-2121
Simpson Thomas Associates	https://simpsonthomas.com/	604-689-8888



Slater Vecchio, LLP	http://www.slatervecchio.com/	604-682-5111
Waterstone Law Corp	www.waterstonelaw.com	604-824-7777
Zak & Decker Law	https://www.hammerco.net/	250-372-1221



Mental Health Services

Contact BC Mental Health Services <http://www.bcmhsus.ca/> for questions about mental health issues such as depression and services in your area.

Mental Health Centres

<https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-use/mental-health-centres/mental-health-centres#.Xs3Fu2hKjIU>

Abbotsford	604-870-7800
Agassiz Community Health Services	604-793-7160
Chilliwack	604-702-4860
Creative Centre Society (Abbotsford)	604-850-1168
Hope (Adult)	604-860-7733
Langley (Adult)	604-514-7940
Mission	604-814-5600

Canadian Mental Health Association – BC
<http://www.cmha.bc.ca/> Toll-free 604-688-3234 1-800-555-8222

Child & Youth Mental Health
http://www.mcf.gov.bc.ca/mental_health/ 604-514-2711

Mental Health Info Line Toll-free 1-800-661-2121

Mental Health After Hours Service Toll-free 1-877-384-8062



Multicultural Services

Archway Community Services https://archway.ca/programs/#newcomers <i>Variety of programs for newcomers</i>	604-859-7681
Affiliation of Multicultural Societies and Service Agencies of BC www.amssa.org <i>Includes over 75 multicultural agencies providing immigrant settlement & multicultural services. Multicultural Health, Immigrant Settlement & Integration, Multiculturalism & Diversity. Has online resources and research/publications. Links to Lower Mainland Community Services by region</i>	604-718-2780 Toll-free 1-888-355-5560
Chilliwack Community Services www.comserv.bc.ca	604-792-4267
DIVERSEcity Community Resources Society (DCRS) (Surrey) www.dcrs.ca	604-597-0205
Immigrant Services Society of BC (ISS) (Vancouver) www.issbc.org <i>Provides a variety of services – educational, settlement & employment Promotes integrated and equitable communities</i>	604-684-2561
Indo Canadian Seniors' Society http://indocanadianseniorssociety.com/	604-591-1795
Langley Community Services Society www.lcss.ca	604-534-7921
Mission Community Services Society (MCSS) www.missioncommunityservices.com	604-826-3634
Multi-Lingual Orientation Service Association for Immigrant Communities (MOSAIC) (Vancouver) www.mosaicbc.com <i>Addresses issues affecting immigrants and refugees during settlement and integration. No fee Employment Programs, English Language Centres. Family Programs focusing on Early Childhood Development and Education, Violence Prevention & Counselling, and Youth; Family Support Programs; Multicultural Victim Services Program; Community Outreach; Interpretation & Translation Services</i>	604-254-9626
OPTIONS: Surrey Community Services Society www.options.bc.ca	604-596-4321

Multicultural Services Continued:

Pacific Immigrant Resources Society (PIRS) (Vancouver) 604-298-5888
www.pirs.bc.ca

Provides programs and services for immigrant women and their young children. Provides opportunities to develop knowledge, skills and confidence needed to participate more actively in the community. More than 40 different languages spoken

Progressive Intercultural Community Services Society (PICS) 604-596-7722
www.pics.bc.ca

SUCCESS (Vancouver) 604-684-1628
www.successbc.ca

Offers advocacy, social, educational and health services to persons of diverse ethnic descent

Vancouver Multicultural Society 604-731-4648
<http://www.vlmfss.ca/web/index.php>

Represents ethno-cultural communities in the Lower Mainland. Coordinates public education and advocacy projects that increase knowledge and acceptance of diversity issues, human rights & anti-racism

Helping House Society 604-879-3277
<http://www.helpinghouse.ca/>



Recreation and Leisure

Please contact the recreation/leisure centre in your area for information regarding how to qualify for discount prices based on income or disability, or for adapted programs.

Leisure Centres:

Abbotsford:

Abbotsford Recreation Centre 604-853-4221
Matsqui Recreation Centre 604-855-0500
<http://www.abbotsford.ca/leisure/recreation/facilities.htm>

Taoist Tai Chi Society 604-795-4040
www.taoist.org
Offers regular tai chi classes only

Aldergrove:

Aldergrove Kinsmen Community Centre 604-856-2899
<http://www.tol.ca/Parks-Recreation/Recreation-Centres/Aldergrove-Kinsmen-Centre>

Encompass Services Society 604-857-4662
<http://www.encompass-supports.com/>

Chilliwack:

Cheam Leisure Centre (YMCA) 604-824-0231
<http://www.myreccentre.com/facilities/cheam-leisure-centre>

Chilliwack Family YMCA 604-792-3371
<https://www.vanyymca.org/centres/chilliwack>
Has adapted aquatics (4 levels) and pool is accessible via lift

Chilliwack Landing Leisure Centre 604-793-7946
<http://www.myreccentre.com/>

Promontory Heights Elementary Community School Association 604-858-2999
Promontory Heights Elementary School (46200 Stoneview Drive).
Offers free weekly get-togethers during the school year, which provide opportunity for connection over games and coffee. Fridays from 9:30-11:00am. Starts September 13th through June.

Royal Canadian Legion Branch #280 604-858-3600
5661 Vedder Road, Chilliwack, BC V2R 3N5.
Offers drop-in activities such as bingo, darts, and Friday night dances. Small fee to attend events. No registration required.

Recreation/ Leisure Continued:

Hope:

Fraser Valley Brain Injury Association Community Leisure Program 604-557-1913
www.fvbia.org Toll-free 1-866-557-1913
*Drop in leisure activities & support for adults with acquired brain injuries.
Must have medical proof of injury.*

Hope Recreation Centre 604-869-2304
<http://www.fvrd.bc.ca/Services/HopeRecreationandCulture/Pages/>

Langley:

Al Anderson Memorial Pool 604-514-2860
<http://www.tourism-langley.ca/Experience/Activities-and-Recreation/Parks-and-Rec-Centres>
4949 207 Street, Langley

City of Langley, Parks & Recreation: Active Aging 604-514-2940
<https://city.langley.bc.ca/parks-recreation/recreation/active-aging> 604-514-2685
Whether you are looking for social opportunities, fitness classes, dance programs, photography or sports... there is something for all ages, abilities and interests.

Equilibria Therapeutics 778-241-5256
<https://www.equibriatherapeutics.com/>
Equine facilitated learning for clients suffering from traumatic brain injury, post-concussion, or other related conditions.

Langley Senior Resources Society 604-530-3020
<https://lsrs.ca/>
Offers information and referral to many programs, social groups and recreation including Coffee & Connecting Support Group & Caregivers Support Group, housing and government forms assistance, and Better at Home services when funding is available.

Pacific Riding for Developing Abilities (PRDA) 604-530-8717
<http://www.prda.ca/>
Offers therapeutic equestrian activities and educational opportunities for people with disabilities

Taoist Tai Chi Society, Surrey/Langley 604-507-0700
www.taoist.org
Offers adapted tai chi classes

Valley Therapeutic Equestrian Association 604-857-1267
<http://vtea.ca/index.htm>
3330-256 Street, Langley
Offers horseback riding opportunities for people with disabilities

Recreation and Leisure Continued:

Walnut Grove Community Centre 604-882-0408
<http://hcma.ca/walnut-grove-community-centre/>

W.C. Blair Recreation Centre 604-533-6170
<http://www.tol.ca/Parks-Recreation/Recreation-Centres/WC-Blair-Recreation-Centre>

Mission:

Mission Leisure Centre 604-820-5350
<http://www.mission.ca/municipal-hall/departments/parks-recreation-culture/>
7650 Grand Street, Mission

Lower Mainland:

Strive Living Society 604-936-9944
<http://striveliving.ca/adults-services/community-leisure-program/>
A community-based individualized day program operating weekdays and focussing on leisure, social and recreational activities. Based in New Westminster and Surrey. Referral from Fraser Health ABI required.

BC Mobility Opportunities Society (Disability Foundation) 604-688-6464
www.disabilityfoundation.org
Provides challenging outdoor recreation activities.

BC Wheelchair Sports Association (Vancouver) 604-333-3520
<http://bcwheelchairsports.com/>
Provides opportunities for athletes with physical disabilities.

Disabled Sailing Association of BC 604-688-6464
www.disabledsailingbc.org
Offers supported sailing instruction in adapted sailboats

Disabled Skiers Association of BC (DSABC) (Richmond) 604-333-3630
<https://www.bcadaptive.com/>
Offers adaptive snow sports

Friday Frappe Frenzy (B.R.A.I.N.) 604-540-9234
Monthly Coffee meeting for adults with acquired brain injuries in New Westminster.

Gardening DIGA (Disabled Independent Gardeners Association) 604-688-6464
www.disabilityfoundation.org/diga
Adaptations for various types of gardens and equipment, workshops

Recreation and Leisure Continued:

Jewish Community Centre of Greater Vancouver 604-257-5111
<https://www.jccgv.com/>
Offers weekly rehab swim classes, skills and exercises

Kickstart (Disability Arts & Culture), Burnaby 604-292-1296
www.kickstart-arts.ca

Stan Stronge Pool (Out of George Pearson Centre) 604-321-3231
<http://vancouver.ca/parks-recreation-culture/adapted-swimming-at-stan-stonge-pool.aspx>
A warm, wheelchair accessible pool offering learn to swim lessons, exercise and recreational swimming. (A medical form is needed for access).

Stand up for Mental Health 604-205-9242
www.standupformentalhealth.com
Stand up comedy performed by mental health consumers & people with brain injuries.

Surrey Parks, Recreation & Culture 604-502-6321
<http://surrey.ca/3464.aspx> Accessibility and Inclusion or 604-502-6353

Taoist Tai Chi Society, Vancouver 604-681-6609
www.taoist.org
Offers adaptive tai chi classes

Vancouver Adapted Music Society (VAMS) 604-688-6464
<http://vams.org/>
Provides equipment allowing involvement in making music and performing

Vancouver Adapted Snow Sports (VASS) 604-646-8277
<http://www.vass.ca/>
Offers ski and snowboard programs at Grouse, Seymour and Cypress Mountains for people with disabilities.

Vancouver Parks Board Adapted Programs (Access Services) 604-257-8500
<http://vancouver.ca/parks-recreation-culture/adapted-and-integrated-programs.aspx>
Offers a wide range of adapted programs and facilities for people with disabilities.



Rehabilitation Services

Please note: Inclusion in this Information and Resource Manual does not imply an endorsement by the Fraser Valley Brain Injury Association nor does it guarantee eligibility for services. Each organization has its own criteria for providing services and may provide services for a fee.

<p>Acquired Brain Injury Programs (Vancouver Coastal Health/ GF Strong Rehabilitation Centre) http://www.vch.ca/your-health/health-topics/acquired-brain-injury <i>Offers inpatient, outpatient and outreach services</i></p>	604-737-6335
<p>Back in Motion (Richmond) www.backinmotion.com <i>An early intervention program for people with mild TBI</i></p>	Direct line 604-273-7600 604-233-2348
<p>BC Rehab Foundation (Non-profit located at GF Strong) www.bcrehab.com <i>Supports people with disabilities throughout BC through education, research, activities, recreation and wellness programs</i></p>	604-737-6383
<p>Columbia Speech and Language Services http://www.columbiaspeech.com/ <i>Work with people who have communication disorders from a brain injury: Word-finding problems, disorganized or perseverative speech, difficulty understanding what is heard or read.</i></p>	604-875-9100
<p>Community Therapists or CTI (Occupational Therapy) www.communitytherapists.com <i>Offers rehabilitation services for people with mild to severe brain injury - education, functional assessments, at-home help. Links people to local community resources</i></p>	604-681-9293
<p>Infinity Health http://infinityhealth.ca/ 101 20230 64th Avenue, Langley <i>Occupational Therapists, Physiotherapists and Kinesiologists</i></p>	778-858-8440
<p>Lifemark (Vancouver) http://www.lifemark.ca/ <i>A Concussion Clinic for people who are at least 6 months post-injury. Insurance referrals only; fee for service; province-wide</i></p>	604-687-5911
<p>Parley Services www.parleyservices.com <i>Offers support management services focusing on behavioural problems and psychosocial needs</i></p>	778-331-0964

Rehabilitation Services continued:

Raincoast Community Rehabilitation Services
www.raincoastrehab.ca Toll-free 604-444-3770
1-800-535-9988

Specializes in community-based assessment, rehabilitation and treatment, vocational assessments and services, and long-term support for people with TBI. Provides cognitive, psychosocial and physical rehabilitation in the community. Litigation services

Spectrum Society for Community Living – Acquired Brain Injury Program 604-323-1433

www.spectrumsociety.org

A community-based program offering individualized one-to-one lifeskills support, assisting people to maintain the highest level of independence. Includes physical rehabilitation therapy, vocational support, lifeskills

Symmetry Injury Rehabilitation 604-751-0280

<http://www.symmetryrehab.ca/>

Integrated team of Occupational Therapists, Kinesiologists, Athletic Therapists, and Rehabilitative Assistants

Occupational Therapy:

Contact Fraser Valley Brain Injury Association for Occupational Therapists in your area who have experience working with people with acquired brain injury.

British Columbia Society of Occupational Therapists 604-736-5645
www.bcsot.org Toll-free 1-888-736-5645

Find a qualified Occupational Therapist in your area

Turning Point Rehabilitation 604-536- 5728

<http://turningpointrehab.com>

Rehabilitation services to people of all ages who have experienced traumatic injuries including complex orthopedic, brain injuries (mild to severe) and soft tissue injuries.

Speech & Language Therapy:

Contact Fraser Valley Brain Injury Association at info@fvbia.org or 604-557-1913 for Speech and Language Therapists in your area who have experience working with people with acquired brain injury.

Advantage Speech and Language 604-370-2757
<http://www.advantageslp.com/>

BC Association of Speech Language Pathologists 604-420-2222
<http://www.bcaslpa.ca/>

Columbia Speech and Language Services Inc. 604-875-9100
<https://www.columbiaspeech.com/>

Fraser Valley Brain Injury Association

Rehabilitation Services continued:

Stroke Recovery:

Stroke Recovery Association of BC
www.strokerecoverybc.ca

604-688-3603
Toll-free 1-888-313-3377

Physiotherapy:

Abbotsford:

Abbotsford Chiropractic Center
<http://www.abbotsfordchiropractic.ca/>
220-3033 Immel Street, Abbotsford

604-852-5133

Abbotsford Sports & Orthopaedic Physiotherapy
<http://www.abbyphysio.com/>
201-32920 Ventura Avenue, Abbotsford

604-855-5157

CBI Physiotherapy & Rehabilitation Centre
<http://www.cbi.ca/web/centres>
4-34252 Marshall Road, Abbotsford

604-852-5655

Glenn Mountain Orthopaedic & Sports Physiotherapy Rehabilitation Centre
<http://www.glenmountainphysiotherapy.com/>
105-2526 Yale Court, Abbotsford

604-557-0198

McCallum Physiotherapy Clinic
<http://bcphysio.org/content/mccallum-physiotherapy-clinic>
204-2151 McCallum Road, Abbotsford

604-853-3443

OASIS (Orthopaedic & Sports Injury Services)
<http://bcphysio.org/content/orthopaedic-and-sports-injury-services-oasis>
3106 Clearbrook Road, Abbotsford

604-855-0155

Pro Motion Physiotherapy & Sports Injury Clinic
<http://www.promotionphysio.com/>
100A-2955 Gladwin Road, Abbotsford

604-852-3180

Sport & Spine Physiotherapy
<http://www.cbi.ca/web/physio-abbotsfordrailway>
2375 West Railway Street, Abbotsford

604-854-3545

Aldergrove:

Aldergrove Physiotherapy & Rehabilitation Clinic
<http://bcphysio.org/content/aldergrove-physiotherapy-rehabilitation-centre>
27-3100 272nd Street, Aldergrove

604-607-1414

Rehabilitation Services continued:

Physiotherapy:

Chilliwack:

Fraser Valley Physiotherapy & Rehabilitation Centre

<http://www.fraservalleyphysio.com/>

2-9145 Corbould Street, Chilliwack

220A-6640 Vedder Road, Chilliwack

604-792-2141

604-824-0001

Intuitive Independence Rehabilitation Services of Chilliwack

www.intuitiverehab.ca

604-799-1834

Lock Physiotherapist Corp

<http://bcphysio.org/content/lock-physiotherapist-corporation-home-visits>

41-45905 Yale Road, Chilliwack

604-819-4248

604-792-6979

Langley:

Infinity Health

<http://infinityhealth.ca/>

Occupational Therapists, Physiotherapists and Kinesiologists

778-858-8440



Rehabilitation Services continued:

JR Rehab Services 604-254-0444
<http://www.jrrehab.ca/>
102 – 6396 197 St. Langley

Langley Physiotherapy Clinic 604-530-6511
<http://www.langleyphysiotherapy.com/>
420-6325 204th Street, Langley

CBI Health Services 604-881-0155
<https://www.cbi.ca/web/physiotherapy-langley-202-oasis>
3-8880 202nd Street, Langley

Mission:

Cedar Valley Physiotherapy & Pain Clinic 604-814-3336
<http://www.cedarvalleyphysio.com/>
112-32423 Lougheed Highway, Mission

McRae Avenue Physiotherapy Clinic 604-820-1808
<http://bcphysio.org/content/mcrae-avenue-physiotherapy-clinic>
32724 McRae Avenue, Mission

OASIS Physiotherapy Mission 604-820-8285
<http://www.oasismissionphysio.com>
7650 Grand Street, Mission (at Mission Leisure Centre)

Surrey:

Neuromotion Physiotherapy Clinic 778-293-3322
www.neuromotionphysio.com
203-13737 96th Avenue, Surrey

Rehabilitation Services continued:

Other:

- Abbotsford ACM Care Centre 604-850-1088
<http://www.acmcare.com/>
11-2168 McCallum Road
For Pain & Stress Control, Anxiety & Depression
- Canadian Art Therapy Association (CATA)
www.canadianarttherapy.org
- Cedar Valley Physiotherapy & Pain Clinic 604-814-3336
<http://www.cedarvalleyphysio.com/>
112-32423 Lougheed Highway, Mission
- Mission Acupuncture Clinic 604-820-8243
33460 Cardinal Street, Mission
- Murrayville Acupuncture 604-308-6342
<http://murrayville-acupuncture.langleydirect.info/>
108-22314 Fraser Highway, Langley
- Orion Health Rehabilitation & Assessment Centres
<https://www.orionhealth.net/programs-and-services/>
Brain Injury Rehab. Burnaby, New Westminster, Vancouver, Surrey
- Sumas Mountain Chiropractic & Acupuncture 604-852-3930
<http://www.sumasmtchiropractic.com/index.php?p=240530>
102-34609 Delair Road, Abbotsford



Seniors Services

Archway Community Services – Seniors https://archway.ca/programs/#seniors <i>Meals on Wheels, medical transportation, Community Response Network</i>	604-870-3772 604-870-3764
Abbotsford Peer Support for Seniors http://www.abbotsfordpeersupportforseniors.ca/	604-850-0011
Abbotsford Seniors Association http://www.abbysocialactivityassoc.com/ <i>Drop In Centre, social activities, wellness checkups, computer classes</i>	604-853-4014
Ability411 https://www.ability411.ca/about-us/contact <i>Ability411 is a web-based service that provides practical information about assistive technologies and equipment to BC seniors, their family members and their health providers.</i>	
Aldergrove Veterans and Seniors Society	604-856-3271
Seniors First BC Seniors Help and Information Line http://seniorsfirstbc.ca/ <i>Provides assistance and support to those who are or may be abused or whose rights have been violated</i>	604-668-1927
Bus Passes for Seniors http://www.sd.gov.bc.ca/programs/bus-pass.html	Toll-free 1-866-866-0800
Chilliwack Landing Leisure Centre http://www.myreccentre.com/index.php/locations/chilliwack-landing-leisure-centre	604-793-7946
Chilliwack Community Services (4 offices) http://www.comserv.bc.ca/ <i>Offers a variety of services including Seniors Advocate, assistance with income tax & government forms, specialized victim assistance</i>	604-792-4267
Chilliwack Elder College www.chilliwackeldercollege.ca <i>Provides adults over the age of 50 with education and learning opportunities that enrich their lives and expand their knowledge. Partnered with the University of the Fraser Valley. Yearly membership fee is \$15.00, which allows you to sign up for a wide variety of classes! Some of these classes include photography, painting, French, Spanish, computer skills, healthy aging, and more!</i>	604-702-2611

Seniors Services Continued:

Chilliwack Senior Services (Parks Info City of Chilliwack) 604-793-2904
<http://www.chilliwack.com/main/page.cfm?id=131>

Chilliwack & District Seniors Resources Society 604-793-9979
<http://www.cdsrs.ca>
Offers a variety of services & programs: social recreation, activities, education, housing, day programs, grocery shopping, bus tours, assistance with forms & letters

Chilliwack Quilters' Guild
<http://www.chilliwackquiltersguild.com/>
Meets the 3rd Monday of every month at 12pm at the Mount Cheam Lions Club (Address is: 45580 Spadina Ave, Chilliwack BC V2P 6J1). Membership is \$20 for the year.

Chilliwack Seniors Peer Counselling 604-793-7204
Volunteer counselling with the goal of helping maintain the mental health and wellbeing of older adults through a program of peer support. Learn more what Chilliwack Seniors Peer Counselling is all about. Request to be put on our mailing list by calling the office. Office Hours: Monday – Thursday 9 a.m. – 1 p.m.

Driving Miss Daisy Seniors Services Toll-free 1-877-613-2479
<http://www.drivingmissdaisy.ca>
Provides accompaniment and assistance with transportation.

Friendship House Society (Abbotsford) 604-853-9716

Health Canada
www.seniors.gc.ca www.hc-sc.gc.ca
Printable "Services for Seniors Guide"

Health and Seniors Information Line Toll-free 1-800-465-4911
<http://www.health.gov.bc.ca/navigation/1-800.html>

Indo Canadian Seniors Society 604-591-1795
<http://indocanadianseniorssociety.com/>

Mission Seniors Connection 604-826-3634
<http://www.missioncommunityservices.com/seniors-connection.html>

Mount Cheam Lions Club Lunch Program 604-792-3810
Offers bingo, chair exercises, and a three-course lunch. Small fee required for bingo and lunch. Every Tuesday and Thursday starting September 17th & 19th starting at 10am; lunch at 12pm. Located at 45580 Spadina Avenue, Chilliwack.

Old Age Pensioner Organization (OAPO) 604-858-6770
Offers dinners, activities, Bridge & Crib nights, and more. Membership is \$15.00 yearly. Call for more information and to register.

Seniors Services Continued:

The Care Guide

<https://www.thecareguide.com/>

Toll-free 1-800-311-CARE
(2273)

Online information source that provides insights into elder care and housing solutions.

Old Age Security & Canada Pension Plan

<https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html>

Toll-free 1-800-277-9914

SAFER (Shelter Aid for Elderly Renters)

www.bchousing.org

Seniors Supportive Housing, Helps make rents affordable for BC seniors with low to moderate incomes. Accessible, affordable housing with support services

604-433-2218
Toll-free 1-800-257-7756

Seniors' Supplement

<http://www.eia.gov.bc.ca/publicat/VOL1/Part3/3-3.htm>

Toll-free 1-877-815-2363



Sexual Health

- Brain Wave Harmony 778-278-2220
www.brainwaveharmony.ca
Balances and optimizes brain to assist with sexual function
- Options for Sexual Health, Vancouver 604-731-4252
www.optionsforsexualhealth.org
Offers clinics, education services, advocacy, LGBT Service Options
- Sexual Health Services at G.F Strong Rehabilitation Centre/
Vancouver Hospital & Health Sciences Centre 604-737-6233
www.gfstrong.vch.ca
Provides information and education services. Physician's referral required
- The Sex Information and Education Council of Canada (SIECCAN) 416-466-5304
www.sieccan.org
Articles from "The Canadian Journal of Human Sexuality"
- Spinal Cord Network Toll-free 1-800-548-2673
<http://www.spinalcordinjury.org>
- Sunny Hill Education Resource Centre (SHERC)
Family Resource Library
<https://libraries.phsa.ca/fsrc>
Offers a free lending library of sexuality and disability related resources.



Thrift Stores

Abbotsford:

Hidden Treasures Thrift Store 604-855-0221
2657 W. Railway Street, Abbotsford
<http://www.hiddentreasuresonline.org>

Bibles for Mission Society 604-854-6682
2337 West Railway, Abbotsford

Life's Second Chance Thrift Store 604-854-5928
31550 South Fraser Way, Abbotsford
<http://liferecovery.ca/thrift-store>

MCC Thrift Shops
<http://thrift.mcc.org/shop>

Salvation Army Thrift Store 604-852-9305
34081 Gladys Ave., Abbotsford
<http://www.thriftstore.ca/british-columbia>

Value Village 604-850-3712
31970 South Fraser Way, Abbotsford
<http://www.valuevillage.com/find-a-thrift-store>

Agassiz:

Agassiz-Harrison Community Thrift Store 604-796-9932
6919 Cheam Ave., Agassiz
<http://www.agassiz-harrisoncs.ca/>

Chilliwack:

Bibles for Missions Thrift Shop 604-793-1996
9280 Nowell Street, Chilliwack

Bibles for Missions Thrift Store 604-858-9444
45790 Luckakuck Way, Chilliwack

Chilliwack Hospital Auxiliary Thrift Shoppe 604-793-9222
9236 Main Street, Chilliwack
<https://chilliwackhospitalauxiliary.wordpress.com/thrift-shoppe>

MCC Thrift Store 604-792-3731
45774 Kipp Ave., Chilliwack
<http://thrift.mcc.org>

Thrift Stores Continued:

MCC Yarrow Thrift Shop 604-823-4344
42232 Yarrow Central Road, Chilliwack
<http://thrift.mcc.org>

Salvation Army Thrift Store/Soup Kitchen/Food Bank 604-792-0001
45746 Yale Road, Chilliwack
<http://www.salvationarmychilliwack.ca>

The Chilliwack Lions Club Flea Market 604-792-3483
46293 Yale Road, Chilliwack
<https://lionsfleamarket.wordpress.com>

Thrifty Boutique (Chilliwack Hospice Society) 604-846-2226
260-45428 Luckakuck Way, Chilliwack
<http://www.chilliwackhospice.org/thrifty-boutique>

Value Village 604-847-0667
2090-45150 Luckakuck Way, Chilliwack
<http://www.valuevillage.com>

Langley:

Langley Salvation Army Thrift Store 604-530-1321
<http://www.thriftstore.ca/british-columbia>
19868 Langley Bypass, Langley

Mission:

MCC Thrift & Furniture Shop 604-826-1515
<http://thrift.mcc.org>
32608 Fraser Crescent, Mission



Transportation/Driving

Community Drivers:

Chilliwack Community Services 604-792-4267
<http://www.comserv.bc.ca/community-drivers/>

Archway Community Services 604-859-7681
<https://archway.ca/program/medical-transportation/>
Provides rides to medical and therapy appointments. Run by volunteers

HandyDART
<http://www.translink.ca/en/Rider-Guide/Accessible-Transit/HandyDART.aspx>

Abbotsford & Mission	604-855-0080
Chilliwack	604-795-5121
Langley/Surrey/White Rock/Aldergrove	604-575-6600
<i>Register first at Access Transit</i>	778-452-2860

Driver Rehabilitation and Testing:

Access Driver Rehab Specialists 604-263-5218
<http://www.accessdriverrehab.com/>

CBI Health Group Toll-free 1-800-463-2225
<https://www.cbi.ca/services/driving-assessment>

Drivefit Insight Driving Toll-free 1-888-475-4666
<https://drivefit.ca/>

Community Therapists “Functional Driving Evaluation” 604-681-9293
www.communitytherapists.com Ext:153
Driver Rehabilitation conducted by OT’s in partnership with Physician, driving instructor and the Driver Fitness Program (OSMV). Includes off-road remediation and on-road retraining Serves Vancouver, Surrey, Fraser Valley

Driver Rehabilitation Program George Pearson Centre/GF Strong 604-322-8335
http://www.vch.ca/Locations-Services/result?res_id=1277
Offers in-clinic assessments, on-road assessments, on-road rehabilitation, lessons and vehicle/equipment assessments. Access to OT’s, driving schools, recognized by SMV. Requires physician’s or OSMV referral; fee for service

Functional Independence Therapy (FIT) Consultants 604-263-5286
Offers adapted driving assessments, low vision driving assessments, equipment consultations, on-road lessons, Province-wide mobile service

Holy Family Hospital Driver Rehabilitation Program 604-322-2617
<http://www.providencehealthcare.org/hospitals-residences/holy-family-hospital>
Offers driver screening, driving assessments and lessons. Serves Vancouver area.

Transportation and Driving Continued:

Driver Rehabilitation and Testing:

JR Rehab Services 604-254-0444
<https://www.jrrehab.ca/services/occupational-therapists/comprehensive-driver-evaluation/> Toll-free 1-844-254-0444

Insurance Corporation of BC (ICBC) 604-661-2800
<http://www.icbc.com/Pages/default.aspx>
Driver Licensing Centre/General Enquiries Toll-free 1-800-663-3051
Driver Licensing Services Toll-free 1-800-950-1498
Road Test Booking Line 1-888-715-7775

Road Safety BC/Superintendent of Motor Vehicles 250-387-7747
<https://www2.gov.bc.ca/gov/content/transportation/driving-and-cycling/road-safety-rules-and-consequences/organizational-structure-and-partnerships/about-roadsafetybc> Toll-free 1-855-387-7747
Toll-Free through Enquiry BC
1-800-663-7867

Other:

Brainstreams.ca
<https://www.brainstreams.ca/learn/living-life/driving-again/>
Information on driving after brain injury and service providers, navigating ICBC's system.

The cognitive, emotional and physical changes associated with brain injury can affect a person's driving ability. Problems with attention, concentration, judgment, problem solving, decision-making and speed of information processing can all lead to unsafe driving practices.

Noise and sights may cause distraction, irritation and/or agitation. Physical changes may affect the ability to control a vehicle, and reflexes and reaction times may be slower. Poor visual/auditory and perceptual skills also have an effect on a person's ability to drive safely. When these problems occur, a comprehensive driving evaluation by a driver rehabilitation specialist can assist with determination of safe driving potential.

BC Driver Rehab Programs are best for clients who have a goal and potential to resume driving. The goal of **Driver Rehab** is to assist clients to resume driving, offering assessments, lessons, compensatory strategies and vehicle modification (if needed) to enable participation in Driving as an Activity of Daily Living. (FIT Consultants)

*****Drive Able** Programs are best for clients who have dementia, progressive cognitive conditions with memory impairments (**not** clients with TBI or visual and /or physical impairments). (FIT Consultants)

Fraser Valley Brain Injury Association

Transportation and Driving Continued:

Other:

BC Ferries Toll-free 1-888-223-3779
<http://www.bcferrries.com/>

Bus Passes for seniors and persons with disabilities Toll-free 1-866-866-0800
<http://www.eia.gov.bc.ca/programs/bus-pass.html>

MSP Automated Service (Travel Assistance Program) Toll-free 1-800-661-2668
<https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp> 250-952-2657
All Medical Service Plan (MSP) subscribers are eligible for free passenger fare for the patient and escort (physician approved)

Northern Thunderbird Air (Vancouver) Toll-free 1-866-232-9211
<http://www.ntair.ca/>

VIA Rail Toll-free 1-888-842-7245
<http://www.viarail.ca>
Physician-approved escort travels free.



Victims Services

Seniors First BC 604-437-1940
<http://bcceas.ca> Toll-free 1-866-437-1940
Seniors Information and Help Line (Mon – Fri, 10 am to 3 pm)

Chilliwack Community Services 604-792-4267
<http://www.comserv.bc.ca>
Specialized victim assistance: information, support, referrals and court assistance for assault/abuse

Correctional Services of Canada – Victim Services Toll-free 1-866-806-2275
<http://www.csc-scc.gc.ca/victims/index-eng.shtml>
Victim Services – Local Police Departments

Abbotsford 604-864-4757
Chilliwack 604-393-3024
Langley 604-532-3200
Mission 604-820-3504

VictimLINK (24 hrs) Toll-free 1-800-563-0808
<http://www.victimlinkbc.ca>
Crisis line for victims of family violence or sexual assault

Other:

Ministry of the Attorney General 250-387-1866
<https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/justice-attorney-general>
Trained resource people to assist victims of crime, financial compensation

Tips and Strategies

How to Know When you are Stressed

How to Know When You are Stressed

- Sleep disturbances, Insomnia
- Intestinal pain
- Lack of concentration
- Resentment
- Rapid pulse
- Shallow Breathing
- Feeling that you are no longer in control
- Decrease in sex hormones
- Sore jaw, headaches
- Compromised immune system (colds, flu)
- Diarrhea
- Hardening of the arteries
- Fatigue
- Lack of appetite
- Feeling dozy or yawning
- High uric acid levels causing gout
- High blood pressure
- “Spacing out” – forgetting things



Benefits of Humour in Your Life

- Coping strategy
- Reduced tension, anxiety and stress – lower stress hormones
- Increased creativity, learning, motivation and energy
- Increased immunity – releases immunoglobulin A
- Reduced blood pressure, heart and respiration rate
- Reduced pain by releasing endorphins
- Improved creative problem solving
- Increased productivity
- Improved relationships, camaraderie

You CAN return to balance every day. Your reaction is your choice!

- Will this matter in two years?
- How else might I look at this? Is there another less stressful way I could do this?
- What is the situation teaching me? What can I learn from this?
- What would a calm person do?
- Can I actually change this situation? If not, how can I make peace with this?
- What old fear is being expressed?
- Is this a good time for a strategic pause?
- Is this something that I can avoid in the future? How?
- Am I being a perfectionist here? Is “good enough” good enough?
- What is the worst that can happen here?
- What unexpected good could come out of this?
- Is this reaction based in reality or is it my fear talking here?

Tips for Stress Management

The harder you find it to spare 20 minutes a day for relaxation, the more desperately you probably need it.

The following is a list of things that we can do for self-care:

Gather your support system – Identify the people you know you can talk to and give yourself permission to do that.

Express your anger – It is normal and healthy to feel angry at times. Express that anger in positive ways. Remember anger can be a great motivator.

Get political - Educate yourself on the issues that are causing you this distress. Write letters, sign petitions. Turn your anger at the injustice into something positive.

Keep a journal or write letters – Writing down your feelings is a way of letting them go. You may want to write an angry or sad letter to someone. Your decision to send the letter is not as important as being able to express your emotions.

Exercise – Whether it is walking, tennis, or aerobics, exercise gives a healthy release of emotions.

Talk to a co-worker – Try to find an opportunity in each day to process with a trusted co-worker who you know will listen without judging.

Enjoy the outdoors – Try walking outside and taking a minute to allow all your senses to work. It may help you to clear your mind and equip you to put things into perspective.

Allow room for creativity – Creativity is not limited to art, poetry and painting. Activities such as cooking, gardening and home decorating are just a few of the many ways creativity comes into play.

Get silly – Humour is a great way to release tension. Tap into your child self; do something unexpected like blow bubbles out the window of your car while in a traffic jam and so forth....Be creative!

Find time for yourself - At work we are often struggling to meet the needs of others and for many of us, home can be much the same. Take some time for yourself to do the things you need to do. Scheduling some private time every day so that taking care of yourself becomes a habit. Consider taking a day-off from your regular responsibilities for no other reason than to indulge yourself.

REMEMBER - YOU DESERVE IT!

Make a list – of all the wonderful things you can do for yourself such as having a hot bath by candlelight, read poetry, lie on the grass and watch the stars, eat Italian ice cream, etc.



Acquired Brain Injury and Nutrition

Brain Injury may change the way you relate to food. For some survivors, memory problems may affect food intake. Damage to the brain can cause an inability to feel full or hungry, causing you to eat too much or too little without realizing it. You may have a changed or absent sense of taste or smell. This often happens in the earlier stages of recovery and may disappear as time goes on. This could also be a side effect of medication. The simplest way to manage many nutritional concerns is to create a meal plan and record what you are eating.



This way, if you have problems remembering when you ate, or cannot tell when you are full, you can refer to the record you are keeping.

Canada's Food Guide to Healthy Eating

[Canada's Food Guide to Healthy Eating](#) provides basic information of good nutrition, encouraging you to enjoy a variety of foods. Canada's Food Guide to Healthy Eating identifies the four food groups and recommends the number of servings per day required by healthy Canadians. Factors such as age, weight, gender, activity and medical concerns will influence how many servings are required from each of the four groups. Serving sizes can be adjusted to meet individual needs.

Emphasize cereals, breads, other grain products, vegetables and fruit. Ensure that individual needs for energy, protein, and other nutrients are met. A nutritional assessment and follow-up by a dietician may be required. Your doctor can probably recommend a dietician for you to contact. When choosing foods, take into account any problems you have with swallowing or food allergies. A speech-language pathologist can assess and treat swallowing problems; a dietician can help with food allergies.

Choose low fat dairy products, lean meat, and food prepared with little or no fat. If you are overweight, you may need to control portion sizes as well as fat content. If you are underweight or have increased energy requirements, you may need to eat higher fat foods and maintain a healthy weight. You can also achieve and maintain a healthy body weight by participating in regular physical activity. Keep in mind that you may be restricted in what you can do because of poor balance, poor vision, fatigue, or other complications resulting from your brain injury. Keep looking for something that you are physically able to do, that you enjoy, and that contributes to your therapy. Physical, recreational, or occupational therapists may provide advice on the kinds of activities most suitable for you.

Limiting salt may help control high blood pressure and fluid retention if you have these concerns. Caffeine, which is found in coffee, tea, some colas and chocolate, is a stimulant. Your ability to tolerate caffeine may be very limited, and it may be best to avoid all caffeine, especially in the initial stages of recovery. Even if the stimulating effect of caffeine is not a problem. Health Canada suggests having no more than four cups of brewed coffee (or the caffeine equivalent in other foods and beverages) per day.

Eating well is an important part of recovering from illness and maintaining good health. Follow Canada's Food Guide. If you are concerned about your nutritional needs, ask your doctor for a referral to an outpatient dietician.

[Source: Alberta Brain Injury Network: Survival Guide (2003)]

Children with Acquired Brain Injury

What to Expect from Your Child:

The following changes may affect your child's behaviour. This is not an exhaustive list. Your child may experience many of these changes or none at all:

- Fatigue
- Irritability, angry outbursts, and impulsiveness
- Passive behaviour
- Depression
- Forgetfulness
- Poor organizational skills
- Difficulty following directions
- Immature behaviour
- Inappropriate sexual behaviour



Fatigue

Fatigue is the most common problem children experience after sustaining a brain injury. Your child may also suffer from vision problems, light sensitivity, or headaches that they did not have before the injury. To prevent fatigue, you may need to give your child rest periods in a quiet place. Remember, it is important that your child participate in school and other activities only when they have the mental and physical energy to do so.

Irritability and Angry Outbursts

Irritability and angry outbursts are also common among children learning how to deal with the stimulation of school, day care and/or playgrounds. Look at what precedes the behaviour. Do you notice a pattern? Is there something you can change, such as introducing a rest period, that will help prevent or reduce the frequency of the behaviour?

Immature or Inappropriate Behaviour

Immature behaviours include interrupting frequently, making tactless remarks, displaying messy eating habits, or repeating words over and over. Inappropriate behaviours may also include making inappropriate sexual comments, or gestures or actions that are out of context.

Grief, Guilt & Depression

Many parents of young brain injury survivors experience grief, guilt, and/or depression over what has been lost. These are normal emotional responses. You need to grieve your losses and so may your child. You may feel guilt over the circumstances of the injury even if it could not reasonably have been prevented. Guilt is often expressed as anger and blame directed at others.

Depression is another common response. If you or your child are finding it difficult to move through the emotions, contact your local school board, Regional Health Authority, local Child and Family Service Authority or local Brain Injury Association and ask about counselling.

[Source: Alberta Brain Injury Network: Survival Guide (2003)]

***FVBIA has a booklet for children ages 5 to 10, "The Road Ahead: Next Exit: Hope"
It is a helpful look at how brain injury affects the whole family.***

Return to School after Brain Injury

In the case of a child with a brain injury, both the family and the child may be eager for a return to school.

There are resources available to assist with this transition:

- In the education system, most school boards provide special needs services, so your child does not necessarily have to attend a specific school. The manner in which schools provide services, however, may vary.
- Your local brain injury association can be of assistance when your child returns to school. It can provide education on brain injury to your school, consult with teachers, and provide a link to the hospital and other medical services.
- Health Professionals. The health professionals most likely to be involved with your child's return to school are psychologists, speech / language pathologists, and occupational therapists. In injury associations, health professionals, and the education system should work as a team with the family and child.



Because school is a highly stimulating environment, it will be difficult at first for your child to deal with all the noise and activity.

This is why many children return to school gradually.

Your child may start by attending a few hours, two or three days a week, without educational demands. As they gain energy, attendance is gradually increased and a curriculum started. Eventually, your child may be able to attend full days, five days a week.

In rural areas, transportation limitations may mean that your child is at school for longer periods than appropriate.

If fatigue in school is a problem, ask if your child can have a rest period.

[Source: Alberta Brain Injury Network: Survival Guide (2003)]

What to Ask When Interviewing a Lawyer

1. How many brain injury cases has the lawyer handled?
2. If a child is involved, how many cases involving children from infants up to 18?
 - A lawyer that does not have a lot of experience working with children is not appropriate if you are dealing with an injured child.
3. Ask for the name of at least three families for you to talk to.
4. Many of the very good lawyers have extremely competent and experienced legal assistants and you should ask at the beginning, if that particular lawyer uses legal assistants at all times and ask to meet them as well.
5. Ask for the court registry number of any cases in which that lawyer may have been involved, where there has been a judgement.
6. How does that lawyer work with ICBC?
7. Does that lawyer ever act as a defence lawyer for ICBC?
8. What are the names of the experts usually used by the lawyer for neuropsychology, neurology and vocational?
9. What is the fee structure?
 - How much is the percentage charged on a contingency basis?
 - What is that lawyer's practice when it comes to disbursements?
(Disbursements are those expenses that are incurred in a lawsuit such as investigation reports, specialists to do independent medical examinations, neuropsychologists, different doctors and so on. Each of these reports will cost many thousands of dollars.)
 - Does the lawyer charge interest if he advances the disbursements?
 - Does the lawyer expect the family to cover the cost of the disbursements as incurred?
10. Be well organized when you go to meet a lawyer and bring this sheet with you and paper to record the responses. There is absolutely no harm in making sure that the lawyer knows that you are checking out other lawyers as well.
11. Meet with at least three different lawyers before deciding, more if you are not happy with the first three that you meet.
12. When interviewing the lawyer, remember that this is likely to be a long-term relationship until the case settles or goes to court, so you must be very comfortable with that lawyer.

Important Contacts List

Use this page to keep track of important numbers and resources in one place for easy access.

Name	Position (What are they helping with?)	Organization	Phone/ Email



Meetings/Appointments/Tests

Date: _____ Time: _____

With whom: _____

Where: _____

What do I need to bring or do before the appointment? For example, how will I get there?

What happened/results? _____

What I need to do next: _____

Comments/Thoughts: _____

Medication Tracking List

Medication	Dosage	Medical Issues	Side Effects	Review Date(s)

Notes:



Know your limit, play within it.



FVBIA Membership and Donation Form

Please sign up now! Your membership is vital to our success.

First Name:		Last Name:	
Address:			
City:	Province:	Postal Code:	
Phone number:	Email:		

1. Please join FVBIA

I will sign up for my FVBIA Annual Membership

\$10 Individual
 \$50 Organization
 \$0 Courtesy

(Courtesy membership is available for low income individuals with an acquired brain injury)

2. Please make a donation

I will also support Fraser Valley Brain Injury Association's Programs and Services by donating

\$25
 \$50
 \$75
 \$ _____

3. Please become a sustaining member!

I would like to show my ongoing commitment to the work of FVBIA by becoming a sustaining member and making a monthly pre-authorized donation in the amount of:

\$10
 \$15
 \$25
 \$ _____

Payment Method (Credit Card)

Visa

MasterCard

I authorize deductions for this amount on the 15th or last day of each month.

Card #:		Card Expiry (MM/YY):	
Authorization (Signature):		SIGNATURE DATE: (MM/DD/YY)	

4. Please return the form to:

Fraser Valley Brain Injury Association 201-2890 Garden Street, Abbotsford, BC, V2T 4W7, Fax: 604-850-2527 or info@fvbia.org

I understand that I may revoke my authorization at any time. I have certain recourse rights if any debit does not comply with this agreement. For example, I have the right to receive reimbursement for any debit that is not authorized or is not consistent with this Pre-Authorized Debit (PAD) Agreement. For more information on my recourse rights or on my right to cancel a PAD Agreement, I may contact my financial institution or visit www.cdnipay.ca. I agree to waive my right to receive pre-notification of any debits under this agreement. I acknowledge that I can request changes to the amount noted above by contacting Fraser Valley Brain Injury Association at 604-557-1913, 1-866-557-1913 or info@fvbia.org.

Fraser Valley Brain Injury Association is a federally registered charity BN # 87202 RR0001. As such FVBIA must collect some personal information in order to issue charitable tax receipts. This information includes name, address, email and phone number. FVBIA will use this information to contact you for further donations to support our programs, renew your membership, and send you newsletters and updates about upcoming events. All contributions will receive a tax receipt at the end of the calendar year. Submission of this form constitutes your consent of the collection and use of your information for the purposes listed above. You may withdraw or change your consent by contacting info@fvbia.org. All information will remain confidential.

www.fvbia.org

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Funded in part by the Province of BC, Brain Injury Alliance & Fraser Health Authority Acquired Brain Injury Services



Know your limit, play within it.



Awareness Strategies Bike Helmet Brain Injury Youth
Caregiver Chronic Brain Pain Depression Consciousness
Circadian Rhythm Client-Centred Compensatory Strategies
Concussion Goals Gratitude Inclusion Behaviour
Determination Rehabilitation Motivation Evidence-
Based HOPE Learning Memory Psycho-Social FEAR
Mental Health Neuroplasticity Networking Pain Perception
Pain Management Positive Sleep Research Support Safety
Rehabilitation Psychology Strategies Anxiety



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