



Annual Report 2017-2018

TABLE OF CONTENTS

A MESSAGE FROM THE CHAIR	Page 3
A MESSAGE FROM THE EXECUTIVE DIRECTOR	Page 4
PROGRAMS AND SERVICES	Page 6
BIST FINANCIAL REPORT	Page 11
TRANSITIONAL SUPPORT PROGRAM	Page 12
BIST VOLUNTEERS	Page 13
AWARENESS COMMITTEE	Page 14
BIST SOCIAL MEDIA UPDATE	Page 16
CORPORATE SPONSORS	Page 27
BIST FUNDRAISERS	Page 28
BIST/OBIA MIX & MINGLE	Page 28
BIST/ OBIA MIX AND MINGLE SPONSORS	Page 29
BIRDIES FOR BRAIN INJURY	Page 30
BIST 5K RUN, WALK & ROLL 2017	Page 31
BIST 5K RUN WALK & ROLL SPONSORS	Page 33
BIST BOARD OF DIRECTORS	Page 35

Message from the Chair

On behalf of the Board of Directors of the Brain Injury Society of Toronto, I am pleased to offer this Message from the Chair in support of the Annual Report for the fiscal year ending March 2018.

Each year we say it's been an exciting year for BIST - and 2017/2018 is no exception. Our Executive Director Melissa Vigar continues to lead BIST with great energy and enthusiasm, setting BIST on a path of growth and opportunity. With support from our committed Board of Directors, Melissa and her dedicated team of staff and volunteers continue to work hard to promote our mission, which is to enhance the quality of life for people in the City of Toronto living with the effects of Acquired Brain Injury, through education, awareness, support and advocacy.

BIST continues to offer high quality programming for our members; monthly community meetings, support groups, education workshops and social events provide opportunities for our members to connect, learn, share and grow with their communities. This year's theme could easily be called 'new.' A couple of notables are our peer-led caregiver support group and the weekly Not So Blue Mondays, a program delivered in partnership with CHIRS. For more 'news' see the Program Overview section of this report.

Also new this year is Laura Bellon, who joined the BIST team as a full time Transitional Support Worker. Laura's role is to assist individuals with cognitive disabilities to transition from Ontario Works to ODSP and the funding for this 3-year initiative was made possible through grant from the Ontario Trillium Foundation. Laura joins the small but mighty team of Meri Perra, our Communication & Events Coordinator and Julie Notto, our Program & Peer Support Coordinator, whose continued efforts remain the cornerstone of our exemplary services.

BIST operations are reliant on corporate sponsorship and we are thankful for the organizations and individuals who continue to offer their financial support. Without it, our efforts and visions cannot be realized. Our annual Golf Tournament, 5k Hero Walk Run Roll and the Mix & Mingle, hosted in partnership with OBIA continue to provide not only revenues for BIST but opportunities for supporters to network and connect with our members. We want to acknowledge our Corporate Sponsors for their continued investment in us and our 3rd party fundraisers, who have supported BIST this year.

We are approaching a year of transition on the board, with some long time members finishing their terms. Our succession planning is underway and I am confident we will leave the governance of BIST in good hands. I'd like to acknowledge incoming Chair Jordan Assaraf, who will no doubt lead us well into the 2018/2019 year.

Sincerely,

Kerry MacLean

Message from the Executive Director

It has been a wonderfully busy and fruitful year at BIST. We continue to increase and diversify the programs and supports that we offer to our members and the ABI community at large. Throughout this report you will read about these programs including our community outings, support groups, workshops along with our growing online presence.

In addition to these programs and supports, BIST remains highly involved in advocacy and awareness initiatives within Toronto. Part of these initiatives include our partnerships and involvement in various consultative committees and coalitions.

Throughout the year BIST was involved with the following:

- **Toronto Police Disability Community Consultation Committee** – This is a group of community agencies that are working with the Toronto Police to spread awareness on the challenges people with various abilities face, especially when dealing with law enforcement and EMS. The mandate of the committee is to assist Toronto Police Services in identifying, prioritizing and working towards solutions to issues in policing.
- **Special Education Advisory Committee** - Former BIST Board Member Cynthia Sprigings, represents BIST on Special Education Advisory Committee (SEAC) at the Toronto District School Board. This committee is governed by the Ministry of Education and is comprised of representatives from the community, local associations, and trustees who are all selected by the Board of Education. SEAC meets monthly to obtain information on the special needs of exceptional students and respond to matters concerning special education programs. Representatives are also available as a resource and advocate for parents or guardians of students with exceptionalities.
- **Vulnerable Road Users Coalition** – This coalition created by Bike Law Canada is working to advocate for penalties for drivers who violate any provision of the Highway Traffic Act that results in injury or death of a vulnerable road user. BIST is proud to lend its voice to this group and help advocate for safer Toronto streets.
- **Equity Buttons** - BIST has become a vendor for these buttons, created by a Toronto designer. The buttons help identify those with invisible disabilities to public transit riders and other settings where individuals might require a seat. Buttons are available at the BIST office for \$3.50 or pay what you can.

In addition to these committees and the events outlined in our Awareness Section, BIST was proud to have a presence at the following **conferences**:

- **Brain Tumour National Conference, October 21, 2017**
- **Acquired Brain Injury Provincial Conference, November 1st-3rd, 2017**
- **The Ontario Brain Institute's Traumatic Brain Injury & Intimate Partner Violence Talk, March 8, 2018**

BIST also **presented** on BIST services, ABI symptoms, and strategies at the following:

- **Homes First Agency Meeting, June 2, 2018. Homes First provides affordable, stable housing and support services for those with the fewest housing options.**
- **City of Toronto Employment and Social Services, Health and Wellness Fair, November 14, 2017**
- **CNIB, with BIST Member Shireen Jeejeebhoy, February 28, 2018**

For the second year in a row, BIST was pleased to have a Social Work student complete her placement with us. This year's student was Robin Ly from Ryerson University. During her placement Robin assisted running groups and programs, helping with our info line and email, applying for grant funding, and working with the Board of Directors to create a TTC token program for members on limited income.

BIST has had great success with funding applications this past year. We were the recipients of the following **grants**:

Shoppers Drug Mart – Shoppers Love You Program -This grant was provided for BIST to begin a monthly support group specifically for women with Brain Injury. This group is scheduled to begin in September 2018.

Kiwanis Club of Toronto – BIST was a recipient of their Centennial Grant Celebrating 100 years of Kiwanis Toronto Helping Kids. This grant was provided to BIST to help provide fidget toys, non-florescent lighting, weighted blankets and supportive chairs to the members of our Young Persons Group. These tools assist individuals suffering from a myriad of ABI symptoms focus and function better in our office setting. As this group shares the space with all BIST members we have been able to use these tools to benefit all of our members. BIST is grateful to the Kiwanis Club of Toronto for helping us improve the ability of our members to participate in groups, ultimately helping to reduce anxiety and isolation.

Ontario Trillium Grow Grant - This grant was received in December 2017 and is a joint project with the Brain Injury Association of Durham. It provides three year funding for a Transitional Support Coordinator who can assist individuals struggling with the financial burden of being unable to work due to their injury/cognitive abilities to stabilize their lives and apply for ODSP supports.

The team at BIST is thankful for the support of our Board of Directors, Volunteers, and all of our Members who continue to motivate and inspire us.

Sincerely,

Melissa Vigar



2017/18 Fiscal Year Annual Program Report

by Julie Notto, Program and Services Coordinator

In 2017/18 BIST continued to provide innovative programming and workshops, dedicated to meeting our member's needs while honouring our mission to provide support, education and advocacy and increase awareness of ABI in the city of Toronto.

A notable change on has been the conversion of our former back office into a group room. This took place in February 2018 and allowed us to diversify programming and engage more member volunteers. Onsite programming is proving key to familiarize members with the BIST office, staff, services and resources. This increases member awareness about BIST and ABI resources while generating hope and decreasing isolation.

2017/18 Fiscal Year Metrics at a Glance

2017/18 Fiscal Year Metrics Summary	
Item	Metric
Total # of Members Served	1959
Total # Parents/Caregivers Served (group, workshops, special events)	146
Total # Young Adults Served (groups, workshops & special events)	135
Total Number Served 2016/17	1415
Increase/Decrease over previous year	544
Total Number Served 2015/16	1,310

Rationale for difference in numbers

BIST served 544 more members this fiscal year due a new pilot-tracking project that tracks the ongoing support the Programs and Services Coordinator offers members around programs and resources. A detailed description of this pilot project is located in the Monthly Evening Programming Section of this report

2017/18 Program Overview

Monthly Daytime Programming

Around the World with CHIRS and BIST - A pilot project

The goal of this program was to share resources and introduce members to the services offered by each organization. Unfortunately, this program had a hard time attracting BIST members and due to the low BIST turn out and staff travel time this pilot did not become a regular program.

Total # of members served: 9

Mindfulness meets Expressive Arts: This four week Fall 2017 program was facilitated by Occupational Therapist, Amee Le. It introduced members to basic mindfulness and mediation skills to facilitate the creation of monthly mini-art projects. Member interest in this program was high but did not translate into regular attendance. With this mind, we are working with Amee Le to facilitate individual expressive art workshops at our Social Drop In, Young Adult Group and Community meetings going forward.

Total # of members served: 19

Social Drop-In (SDI): Numbers stayed consistent over the previous year. The program continued to be held at the BIST office which kept costs low and provided members with regular access to BIST staff and resources.

Total # of members served: 132

Community Outings: BIST's regular monthly Community Outing program is currently one of our most attended programs. Highlights of this year's outings include the: Georgia O'Keefe Exhibit at the AGO, Hockey Hall of Fame, 5-pin bowling and our very popular quarterly outings to the movies. After each outing members and staff share coffee and tea while discussing and sharing their experiences.

Total # members served: 166

What's Up Wednesdays Drop-In: This is a pilot project for youth providing them with snacks and an afternoon hang-out spot where they can socialize, draw, play chess or cards, learn new skills and meet other youth, age 17 to 26, living with ABI. Despite an outstanding effort by facilitators and staff, and an identified need by community partners and caregivers, the numbers have remained consistently low.

Total # of members served: 34

Monthly Evening Programming

ABI Adult Support Group: This group started as a pilot in the winter of 2017 and has grown into a regular monthly program.

It provides psycho-educational support for member's ages 26 to 60+.

This group is diverse in terms of age, injury and cultural background. It reflects the strength, compassion and diversity of ABI survivor/thrivers and the Toronto community.

Total # members served: 151

Young Adult Group (YAG): The dynamics of this group shifted during 2017/18 as some members have moved on to College or work and more members are attending without their parents.

Our efforts to engage youth in virtual participation have not been successful. Youth have been encouraged to attend our Community Meetings and workshops, which has boosted the overall number of youth served 2017/18.

Total # members served: 71

Parent Support Group (PSG): This group engages one paid facilitator and one volunteer facilitator who has a sibling with an ABI.

We didn't not offer any special presentations in 2017/18 as per our member's request. Members felt presentations took way from their time to talk and share as a group.

Group numbers are lower compared to last year, and we are actively engaged in promoting this program and recruiting new members. But, parent participation in workshops and events is up which has boosted the overall number of parents/caregivers served in 2017/18.

Total # members served: 58

Community Meeting: This is one of BIST's original program offerings. This program acts as a free educational forum for members and the larger community. Topics are driven by member interest, requests and/or needs.

Our Community meetings also host our Annual Holiday Party and Summer Picnic. In 2017/18 it was the venue for our very first 1st Scary Halloween Party.

Total # members served: 280

Special thanks for all of our Community Meeting presenters for sharing their time and wisdom with our members!

Keiron Rowe from the March of Dimes presenting on ABI Programs

Rick Hadley Crane from Lawlor Therapy, presenting on two occasions on technology and ABI

Chrissy Pearson from presenting on the Music Therapy Centre

Dr Barb Smith from Chiropractic for Life, presenting on Tapping

Kelly Ann Rover from Vizually Speaking on Be Smart. Eat Smart.

Winona McMorrow and Lindsay Tyler presenting on the Centre for Equitable Library Access and
Toronto Public Library

Caregivers Peer Led Support Group: This group grew out of our Self Care and Communication for ABI Caregivers workshop offered in February 2017. Caregivers worked with our Executive Director Melissa Vigar to create a peer-led group. Peer Support training was offered to four caregivers who assist to facilitate the group. It was first offered as a pilot in the October and November 2017, and is now part of our regular programming.

Offered on the same evening as our Community Meetings, it provides caregivers an opportunity for support and respite. Their loved ones can attend our Community Meeting while they attend the peer-led Caregivers group. This is an essential cost-free program for BIST - staff is already onsite during this time, trained peers volunteer to lead the group and the group is offered in our program room.

Total # members served: 21

Ongoing Member Program Support: In addition to programming planning and facilitation the Programs and Services Coordinator offers members ongoing support around programs and resource.

In 2017/18 programs engaged in a pilot-tracking project to gather data around this service. The numbers below are based on the follow calculation: Average of 12 of Members Serviced per week x 4.3 weeks (average # of weeks per month) x 11 months (instead of 12 months to account for staff and statutory holidays).

Total # of members: 568

Special Events

BIST has a small but dedicated Special Events Committee that drives the development, coordination, and delivery of our annual Picnic, Holiday Party and the launch of our new Scary Halloween Party.

Total # served included in Community Meeting numbers.

Community Agency Fair and Expressive Art Show: Art is a powerful tool for ABI recovery and BIST has many artistically talented members. In April 2017 we merged our annual Community Agency fair with our first Expressive Arts Show. This event partnership ensured a guaranteed audience for our artists. We had seven artists, 12 pieces of art at the show and one artist sold her work. We will run this event again in 2018.

Total # served: 81

BIAM Video: June 2017 marked the launch of BIST's video called "Not Replacable". It featured BIST members AS and her husband, Beena, Derek, Frank, Neil and DJ. The video was directed and edited by student filmmaker Béla Beeson-Notto and produced by BIST Coordinators Meri Perra and Julie Notto.

Total # of members served: 7

Sports and Theatre: In July 2017 BIST organized tickets to the Toronto Fringe Festival to see the play Brain Storm by BIST member Taliesin McEnney. Following the performance BIST members had the opportunity to meet with and discuss the play and its contents with its creator and actors. In September 2017 BIST had an opportunity to go see an Argos game and meet Pinball Clemons. In February 2018 BIST members took in a Raptors game during the ACC's Annual Chinese New Year's celebration.

Total # served: 38

Our 2nd Annual Giving Tuesday Pop-Up Thrift Shop: Once again BIST members and our community partners worked hard to secure gently used items for our Pop Up Thrift Shop. In November 2017, we ran the Pop Up over three days, had a larger selection of items but no large increase in traffic or sales. Leftover goods were offered for free to members. Despite this, we had eight full bags of clothing that we donated to the Davenport Perth Community and the Salvation Army. With all of this in mind, we are closing up the Pop Up Shop for 2018 but will still engage in Giving Tuesday awareness activities.

Total # of individuals served: 100

Workshops

Our workshops serve to raise awareness, provide education and tools for self-care and advocacy for our members, professionals and the larger ABI community.

In 2017/18 we offered the following workshops:

Wellness Recovery Action Plan (WRAP): Offered in Fall 2017 this 10-week group explored how to use personal resources and coping skills to create an action plan for self-care around persistent concussion symptoms.

Total unique individuals served: 13; Total served over 10 sessions: 65

Behavioural Changes and Possible Medical Complications following ABI: Offered in October 2017 this workshop featured presentations by Neuropsychologist Dr Hiten Lad and Psychiatrist, Dr Milan Unarket.

Total # served: 88

Brain Basics Training: Offered in October 2017 in collaboration with OBIA, this course provides frontline Health Care Workers, Caregivers, Survivors and others with a user-friendly and comprehensive introduction to the world of Brain Injury.

Total # served: 28

ABI & Sleep: Offered in Feb 2018 this workshop featured Dr Thirlwell, Neuropsychiatrist and Director of the Sleep Wake Awareness Program (SWAP) at the Centre for Sleep and Chronobiology. She is the developer of "SWAP"; a multi-disciplinary program, which provides sleep/wake health education for patients with chronic sleep, issues.

Total #served: 43

BIST/OBIA Peer Support Program

by Julie Notto, Peer Support Coordinator (as of Sept, 2018).

In 2017/18, BIST continued to successfully partner with the Ontario Brain Injury Association to offer their innovative Peer Support Program to ABI/TBI survivors, and their families, who live in the Toronto area. During this time Carrie MacKinnon coordinated this program.

OBIA's Provincial Peer Support Program connects persons with lived experience (the Mentor) with an individual who is living with the effects of acquired brain injury who requires the support (the Partner).

The Mentoring can be done over the telephone, email and/or Skype, making this program accessible for people who otherwise would not attend our programs.

2017/18 BIST Peer Support Numbers at a Glance

Category	Metrics – Fiscal Year End
#Trainings Completed	2
# of Active Partnerships	16
# of Partner Intakes	23
#of Mentor Intakes	9
#Mentors in matched partnerships	9
Partnerships Completed	14
Total # Served	71

There is always a need for new Mentors in all of the categories - ABI survivors, parents and spouses. If you or someone you know is interested in becoming a Peer Mentor or needs peer support please contact Julie Notto at 647-990-1485 or peersupport@bist.ca.

BIST FINANCIAL REPORT

By Josh Himmel, Treasurer

BIST had another year of strong growth in fiscal 2018 as we continue to increase our fundraising efforts and bring in additional corporate sponsorships to support our core and expanded program offering for our members. This year, BIST also received a grant from the Ontario Trillium Foundation for \$250,000 over 3 years to assist individuals with cognitive impairments access an appropriate income through the Transitional Support Initiative. This initiative will help people who are economically vulnerable meet their basic needs and will have an impact on the lives of 75 people in the community.

We would like to take this opportunity to thank our members, board members, community partners, and sponsors including our new corporate sponsors, OBIA and our dedicated staff for all their work. Without these significant efforts BIST would not be the organization it is today.

CDN \$	Year Ended March 31, 2018	Year Ended March 31, 2017
Gross Revenues	251,213	227,830
Contractor Fees	27,858	23,880
BIST Program Expenses	93,522	96,603
Fundraising Event Expenses	64,332	57,250
Admin and Other Expenses	65,712	48,407
Total Expenses	251,424	226,140
Surplus (Deficit)	- 211	1,690

CDN \$	As At March 31, 2018	As At March 31, 2017
Cash	104,030	64,193
HST Receivable	16,338	37,361
Accounts Receivable	5,857	4,859
Prepaid Expenses	4,706	5,760
Investments	61,262	60,736
Assets	192,193	172,909
Deferred Revenue	30,238	56,701
Accounts Payable	66,989	21,031
Retained Earnings	94,966	95,177
Liabilities and Equity	192,193	172,909

Transitional Support Coordinator Program

By Laura Bellon, Transitional Support Coordinator

In December 2017 the Ontario Trillium Foundation approved a three-year Grow Grant for BIST to offer supports to those individuals who identify with a brain injury and/or cognitive issues, who live in the Toronto area and are seeking supports to access social assistance and stabilize their financial needs through application with the Ontario Disability Support Program. This is a project being completed in partnership with the Brain Injury Association of Durham. The three-year grant target is set to support 75 participants throughout its duration.

The program start date was February 5, 2018. Within the first month, the Transitional Support Coordinator (TSC) worked to initiate community partnerships in order to launch the TSC program to start serving the Toronto population. Meetings and/or telephone contact was made with St. Michael's hospital Social Worker, ABI network intake coordinator, and Community Head Injury Resource Services (CHIRS), to introduce the Transitional Support Coordinator position and resource. Program initiatives were introduced through a presentation to Ontario Works office in Etobicoke. Further partnerships were made with the South Etobicoke

Legal Aid office, Downsview Legal Clinic, and the Beaches Ontario Works Office during client participation in the program.

The program has supported individuals with finding a family doctor, acquiring identification, contacting legal aid, supporting individuals with tenant/landlord issues, acquiring personal health records, completing housing applications, ABI referrals, bankruptcy support and connections, medical and social assistance appointments, and mediating between community businesses and debt collectors.

As of March 31, 2018 the program had reached 23 participants, with 7 self-referrals, 6 Brain Injury Society of Toronto client referrals, 3 Community Agency referrals, and 6 Ontario Works referrals, reflecting the number of referrals allotted for the first year. With these numbers, it is projected that this program will meet and exceed the initial targets laid out in the grant application.



VOLUNTEER OF THE YEAR AWARD

BIST is fortunate to have so many hard-working and dedicated volunteers. Our volunteers sit on committees, help plan and lead our programs, plan our fundraising and social events and contribute to our blog. Our volunteers are survivors, family members, professionals from the ABI field, and individuals interested in giving back to their community and supporting the mission of BIST.

Due to the high number of quality volunteers, this year, the committee decided to acknowledge volunteers in 3 categories: ABI Survivor/Thriver, Family Member, BIST Ambassador. Nominations were submitted by individuals within the BIST community and reviewed by the committee and Board of Directors.



BIST ABI Survivor/Thrivers Winner

Rob Ashe

No stranger to doing amazing things for the brain injury community, Rob is a long time BIST member known for his, friendly attitude, ability to welcome new members and allow them to feel comfortable in our environment and commitment to BIST. This year, Rob joined the Ontario Brain Injury Associations' Advisory Council, where he attends regular meetings as a BIST representative.

BIST Family Member Winner

Christiane Kokko

During a staff transition period Christiane spent many hours helping with administrative duties and organizing the BIST office. Her positive attitude, efficiency and dedication to the BIST team is surpassed by none and she continues to assist us with resource finding and funding ideas and applications.

BIST Ambassador Winner

Dianna Rockbrune

If the definition of a superhero is someone who swoops in *just in time* and saves the day, it can be said that Diana Rockbrune, a marketing and events coordinator at Oatley Vigmond. She is the superhero of our 2016 Birdies for Brain Injury Golf Tournament. Diana dedicated many hours leading up to the event networking, planning and coordinating, helping to ensure we held a successful tournament. We are ever so grateful for her support!

AWARENESS COMMITTEE

by Alex Piotti, Director and Committee Chair

For the 2017 Brain Injury Awareness campaign, the Awareness Committee collaborated with many community partners in an effort to raise awareness and understanding about the effects of brain injury. As we have done in the past, our volunteers were present at various hospitals and community events handing out information about brain injury statistics, effects as well as BIST supports and programming. During this campaign we handed out areyouaware stickers, pens and children's coloring books highlighting the different areas and functions of the brain created by committee members Kelly-Anne Rover (Vizually Speaking). In case you missed us, we had information booths set up at the following:

- On January 19 and 20th at The Abilities Expo
- Toronto Western Hospital
- Holland Bloorview Kids Rehabilitation Hospital
- Sunnybrook Health Sciences Centre
- Toronto Rehabilitation Institute at both the Rumsey Centre and University site
- Pride weekend

In other exciting news, the CN Tower was lit up Blue and Green, the colours of brain injury awareness, on June 14, 2017, to commemorate our annual BIST/OBIA Mix and Mingle. The social media post on the lighting of this Toronto monument reached over 13, 000 people!

The TORONTO sign in Nathan Phillips Square was lit up blue and green too!

BIST was excited to kick off brain injury awareness month with a guest spot on Toronto's Breakfast Television to discuss the often "invisible" effects of brain injury. A special thank you to our co- Chair, Matthew Chung, for facilitating the connections that led to BIST's appearance on Breakfast Television. Thank you, Melissa and Celia, for doing such a great job too!

With the support of BIST staff and student filmmaker Béla Beeson-Notto, BIST members worked hard to create a video titled *Not Replaceable* that compared one's function post-ABI with a broken cell phone. This moving and impactful video has had over 5000 views and can be seen on our award winning website areyouaware.ca.

BIAM 2017 – Social Media Overview

BIST Created video, Not Replaceable & Teaser

Video - All Platforms	<i>Not Replaceable</i>	<i>Teaser</i>
Facebook & Instagram		
Reach	11,169	15382
Engagements	5258	4680
Views	5159	4595
<i>\$50 spent to promote each video</i>		
Twitter Views	92	414
YouTube Views	309	68
TOTAL VIEWS	5,560	5077

Green & Blue CN Tower

Platform	Promotion		Evening of June 14, 2017	
	Reach	Engagement	Reach	Engagement
Facebook	n/a	n/a	9567	575
Twitter	6057	97	3930	109
Instagram	n/a	n/a	186	67
TOTAL	6057	97	13 683	751

Many thanks to our Awareness Committee for their creativity, time and resources. Committee Members: Alex Piotti (Chair), Matthew Chung (co-Chair), Colleen Boyce, Celia Missios, Miranda Hong, Ian Furlong, Ian Bowles, Siobhan Lacey, Joseph Pileggi, Jordan Assaraf, Meri Perra, Tonya Flaming, Kelly-Anne Rover and Melissa Vigar

Communication Support And Awareness

by Meri Perra, Communications Coordinator

Communication support is integral to the mission of BIST. This role is completed via updating and maintaining the BIST social media accounts, website, blog while supporting BIST members, professionals and community callers with support and resource information. On average, the combined BIST email and info line responds to fifty individuals per month. The below represents our online presence and reach.

On all platforms, BIST reached **559, 351** people and engaged 34, 345 people online in the period from April 1, 2017 - March 31, 2018.

Across all platforms, we have 5038 followers.

Platform	Reach	Engagement	Followers
Blog	17 649	23 892	253
Twitter	446 227	9392	2798
Facebook	34 392	16 388	1159
Instagram	36 850	562	576
Linked In	60 436	499	252
TOTAL	524 312	34345	5038
Bist.ca	34 763	n/a	n/a
areyouware.ca	276		
TOTAL	559 351	34 345	5038

BLOG: Brain Injury Blog TORONTO

Brain Injury Blog TORONTO - Statistics April 2017- March 2018				
Month	Views	Visitors	Top Post	Top post - views
April - 5 posts	2625	1864	17 activities you can do when you're recovering from a concussion	692
May - 2 posts	2068	1444	17 activities you can do when you're recovering from a concussion	632
June - 6 posts	2071	1515	17 activities you can do when you're recovering from a concussion	337
July - 3 posts	1895	1406	17 activities you can do when you're recovering from a concussion	339
August - 2 posts	1521	1162	17 activities you can do when you're recovering from a concussion	267
Sept - 4 posts	1870	1442	17 activities you can do when you're recovering from a concussion	459
Oct - 1 post	1731	1325	17 activities you can do when you're recovering from a concussion	405
Nov - 4 posts	1788	1325	17 activities you can do when you're recovering from a concussion	340
Dec - 4 posts	1728	1274	17 activities you can do when you're recovering from a concussion	287

Jan - 3 posts	2265	1703	17 Activities to Pass the Time When Recovering from a Concussion	504
Feb - 3 post	2183	1657	17 Activities to Pass the Time When Recovering from a Concussion	441
March - 1 post	2147	1532	Post Concussion Syndrome: Why giving up screen time is part of the solution & problem	374
TOTAL - 38 posts	23,892	17,649		5077

Views and visitors on Brain Injury Blog Toronto continue to grow. Despite posting slightly fewer articles this period, blog visits increased by **11%** from the previous period.

Thank you to **all of our blog** contributors and a special thank you to Alison, whose blog post *17 Activities to Pass the Time When Recovering from a Concussion (November 2016)* received most views for 11 months in a row, and to Colin Harding who wrote, *Post Concussion Syndrome: Why giving up screen time is part of the solution & problem* (October 2017), received the most views in March, 2018.

Thank you to all of our 15 amazing Blog Writers!

Alison	Jenn Bowler	Janet Craig
Melinda Evans	Colin Harding, DC	Mark Koning
Robin Ly	Samira Omar	Theresa McColl
Phil Palmer	Alyson Rogers	Donald J Schrupp, DC
Shelley Taylor	Alana Tibbles	Sophia Voumvakis

Visitors by Country

Consistent with previous years, braininjuryblogtoronto.com receives more visitors from the US than Canada - so here's a shout out to our neighbours down south! The limitations of our free plan with Wordpress show data for January - September 2018 only.

Country	Total Visitors in 2018
US	8775
Canada	6607
UK	851



TWITTER: @BrainInjuryTO

Our Twitter account continued to gain followers and increase engagement at a steady rate. We began the period with **2380** followers on April 1, 2016 and ended with **2798** followers on March 31, 2017, marking an **18% increase**. Brain Injury Awareness Month in June had the highest engagement over other months.

April 1, 2017 - March 31, 2018										
Month	Tweets	Impressions	Engagement	ER*	Clicks	RT**	Likes	Replies	Followers	
April	99	37 422	664	1.60%	138	116	141	13	2380	
May	126	44 114	928	1.70%	116	195	233	25	n/a	
June	175	94 454	2025	2%	213	333	554	30	n/a	
July	100	38 101	686	1.30%	118	118	211	20	n/a	
August	83	34 574	620	1.20%	18	128	167	9	n/a	
September	118	33 243	590	1.20%	117	98	151	6	n/a	
October	102	30 159	654	1.40%	103	129	178	13	2663	42
November	70	23 923	605	1.58%	148	88	148	7	2868	23
December	70	24 932	481	1.40%	125	89	127	8	2706	-157
January	69	23 087	533	1.50%	106	108	155	11	2736	30
February	68	29 651	777	2.00%	137	125	243	23	2772	36
March	86	32 526	829	2%	193	131	309	30	2798	26
TOTAL	1166	446,227	9392	1.57 % ***	1532	1658	2617	195		

* Engagement Rate

** Re-Tweets

*** Average Rage

Impressions: The times a user is served a Tweet in a timeline or search results.

Link clicks: Clicks on a URL or Card in the Tweet

Re-tweets: Times a user re-tweeted the Tweet

Likes: Times a user likes a Tweet

Twitter @BrainInjuryTO - Annual Comparison

Time Period	April '16 – March '17	April '17 - March 18	% Difference
Total Followers @ period end	2380	2798	18% ↑
Engagement Rate (Avg)	1.3%	1.57%	20% ↑
Total Link Clicks	1149	1532	33% ↑
Total Re-Tweets	1169	1658	42% ↑
Total Likes	1498	2617	74% ↑
Total Replies	180	195	18% ↑

FACEBOOK: @BrainInjurySocietyTO _

BIST's Facebook followers **increased 28%** this period, with BIST's page reaching 343 395 people, and having 16 388 engaged users. A meme from TBI Life Coach lead August 2017 to have the highest reach over other months during this period. Brain Injury Awareness Month in June came second in terms of highest reach, which included BIST's Brain Injury Awareness Month Video, *Not Replaceable* and other BIAM related content.

Month	Posts	Total Reach	Impressions	Engaged Users	Followers- Month Start	Followers - Month End
April	27	13 275	26 081	974	855	873
May	65	28 774	45 427	757	873	888
June	42	55 416	97669	2433	895	933
July	42	33 953	60124	1887	933	946
August	30	83 347	138 252	4561	976	1052
September	29	25 103	51 444	998	1052	1081
October	51	25 652	43583	1246	1081	1095
November	40	26 315	26 315	512	1095	1111
December	43	9 559	16 612	486	1111	1102
January	37	11 365	13 186	579	1102	1125
February	48	9 931	16 080	599	1121	1138
March	52	20 335	29 344	1356	1139	1159
TOTAL	506	343 925	564117	16 388	286 New Followers; 28 % ↑	

Reach: Total reach of people who see the post including organic, paid and distribution through other sources (i.e. people who search for our page, or share the post.)

BIST's reach on Facebook declined during this period, by 41%, yet engaged users (users who liked, commented or reacted to our content) increased by 23%,

Time Period	Total Reach	Total Engaged Users	Difference
2017-2018	343 925	16 388	41 % ↓
2016-2017	585 583	13 332	23% ↑

Most Popular Facebook post by Month BIST Created Content				
Month	Reach	Engaged Users	Clicks	Post Type
April 2017	2839	423	567	Blog post - Diana Rockbrune, Volunteer of the Year
May 2017	17433	215	228	BIAM Video Teaser - Irreplaceable
June 2017	13311	185	151	BIAM Video - Irreplaceable
July 2017	16815	971	604	Meme
Aug 2017	55792	3187	2210	Meme (via TBI Life Coach)
Sept 2017	2268	34	30	Image - Congrats to BIST 5K Top Fundraiser
Oct 2017	4357	146	110	Link (The Mighty)
Nov 2017	638	31	27	Link (Concussion Connection)
Dec 2017	539	50	44	Photo: Snow clearing for seniors and people with disabilities
Jan 2018	1225	25	17	Photo: BIST @ The Abilities Expo
Feb 2018	740	40	31	Blog post - This Valentine's Day Fall In Love With Yourself
March 2018	1704	172	133	Link - (News article on Sharon Stone)

Instagram

BIST joined Instagram in August 2016, and our followers have grown steadily since. Brain Injury Awareness Month in June was the most successful month on this platform as well.

<i>Month</i>	<i>Total Posts</i>	<i>Likes</i>	<i>Comments</i>	<i>Saved</i>	<i>Impressions</i>	<i>Reach</i>	<i>Engagement</i>	<i>Video Views</i>	<i>Followers</i>
April	12	245	19	5	2287	1583	262		n/a
May	19	417	28	8	3858	2841	453	82	n/a
June	25	791	63	7	6385	4427	861	245	n/a
July	7	222	10	1	1856	1297	223		n/a
August	7	253	13	7	1988	1383	273		n/a
September	29	718	19	4	7224	5373	741		n/a
October	16	464	26	7	4189	3235	497	239	436
November	23	691	22	26	6117	4587	740		478
December	19	573	20	19	4983	4234	612	n/a	514
January	11	274	14	8	3050	2378	296	n/a	519
February	13	327	26	4	3815	3036	357	n/a	543
March	10	299	13	11	3185	2476	312	n/a	576
TOTAL	191	5274	273	107	48 937	36 850	5627	566	576

Linked In

BIST's Linked In page has a moderate following of 252. This is the first year we are including this data in the AGM Report.

<i>Month</i>	<i>Total Posts</i>	<i>Clicks</i>	<i>Impressions</i>	<i>Social Actions</i>	<i>Average Reach / Post</i>
April	11	224	5566	35	506
May	13	56	8344	46	641
June	9	79	7890	65	876
July	6	19	3178	31	529
August	4	22	2713	33	678
September	14	52	5572	63	398
October	6	41	4803	39	800
November	11	100	8129	76	739
December	5	20	2456	15	491
January	4	16	3422	16	855
February	8	54	4308	41	547.5
March	7	34	4055	39	579
TOTAL	98	717	60436	499	7639.5

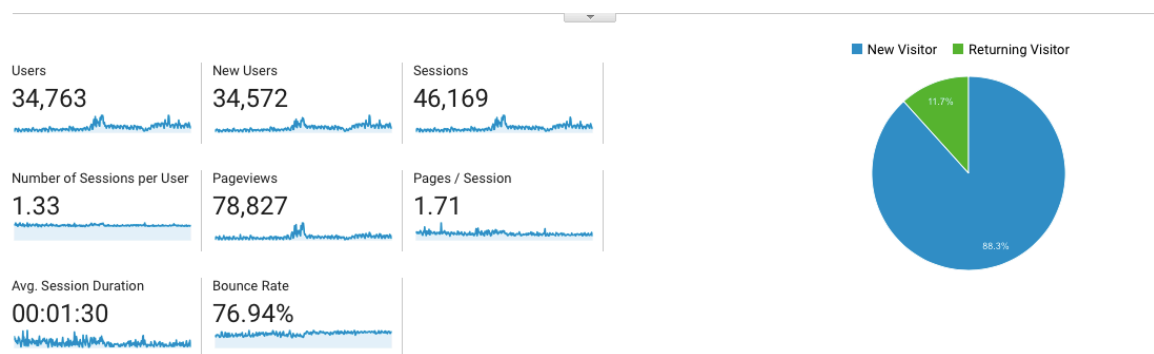
BIST Websites

www.bist.ca

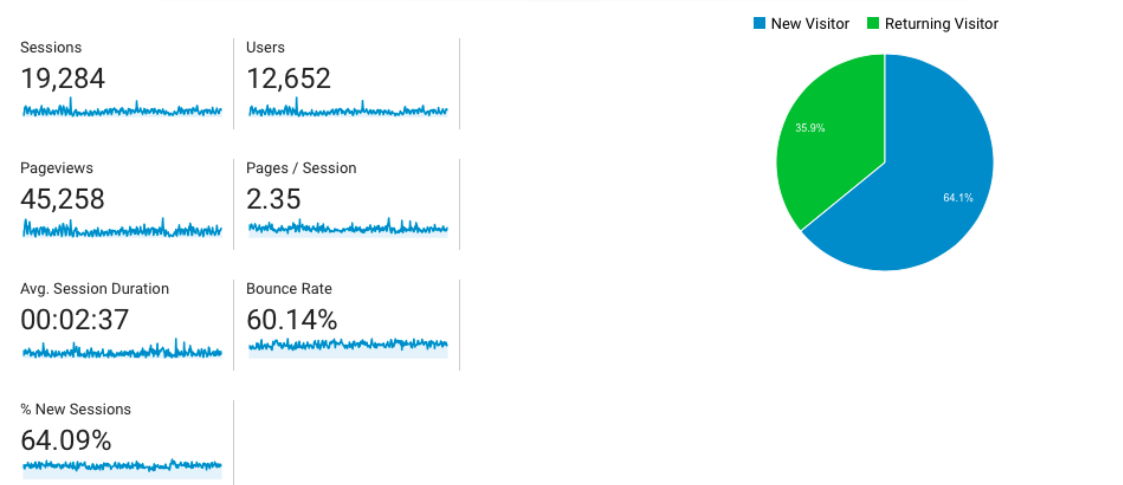
bist.ca and areyouaware.ca have access to Google Analytics, which provides more extensive data compared to the free WordPress platform on the BIST blog. The following screenshot from Google Analytics shows how bist.ca performed throughout **April 1, 2017 - March 31, 2018** compared to the previous period - of note:

- A 24.2 % decrease in **percentage** of returning visitors over the previous period
- A significant increase in total new users over the previous period 174.76%
- Having said that, the amount of time people spent on the site decreased 45 % (more people are coming to the page, but not staying there)
- Blog articles are also posted on bist.ca - this period our most visited page was Alison's *17 Activities to Pass the Time While Recovering From a Concussion*

April 1 2017 – March 31, 2018



2016-2017



Most Visited Pages

Page www.bist.ca/	Page Views	Unique Page Views	Avg. Time on Page	Bounce Rate	Exit Rate
/activities-to-pass-the-time-while-recovering-from-a-concussion/	21,261 (26.97%)	20,301(30.90%)	0:06:52	95.58%	95.39%
Home Page	10,440 (13.24%)	7,852(11.95%)	0:01:40	39.14%	37.67%
/event/	3,037 (3.85%)	1,990(3.03%)	0:01:13	37.93%	20.97%
/5k/	2,719 (3.45%)	1,958(2.98%)	0:02:38	65.21%	60.35%
/events/2017/12752/bist-heroes-5k-run-walk-or-roll	2,593 (3.29%)	1,883(2.87%)	0:01:50	57.11%	53.57%
/about/programs-and-services/	1,490 (1.89%)	1,096 (1.67%)	0:01:32	35.42%	24.97%
/cte-diagnosis-when-will-it-happen/	1,301 (1.65%)	1,238 (1.88%)	0:07:17	95.15%	95.00%
/facts-about-abi/	1,005 (1.27%)	864 (1.32%)	0:03:06	80.03%	63.98%
/contacts/	986 (1.25%)	868 (1.32%)	0:02:41	68.94%	56.80%
/birdies/	871 (1.10%)	675 (1.03%)	0:02:44	70.48%	50.29%

Sessions: What one site visitor views during their visit to the site - during a specific time period (i.e. 30 minutes). So if a visitor visits the site once in the morning, and once in the afternoon, this counts as two sessions.

Unique Page Views: If a user visits the same page more than once in a session, this counts as one unique page view.

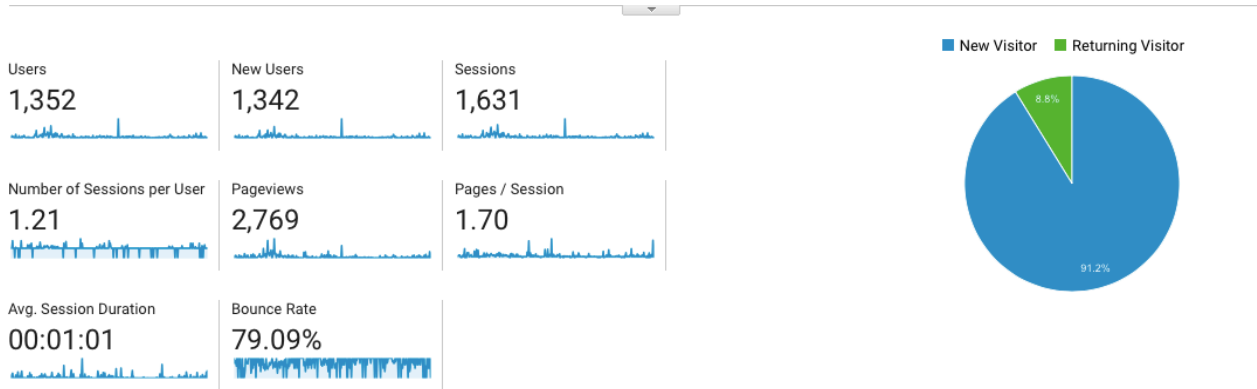
Bounce Rate: When a visitor leaves the site after going to the landing page without clicking further

www.areyouaware.ca

BIST promotes areyouaware.ca site during Brain Injury Awareness Month in June. In 2017 more focus was placed on social media platforms.

As a result, in June 2017, visits were fairly low, as the below graphs and tables indicate.

April 1 2017 - March 31, 2018



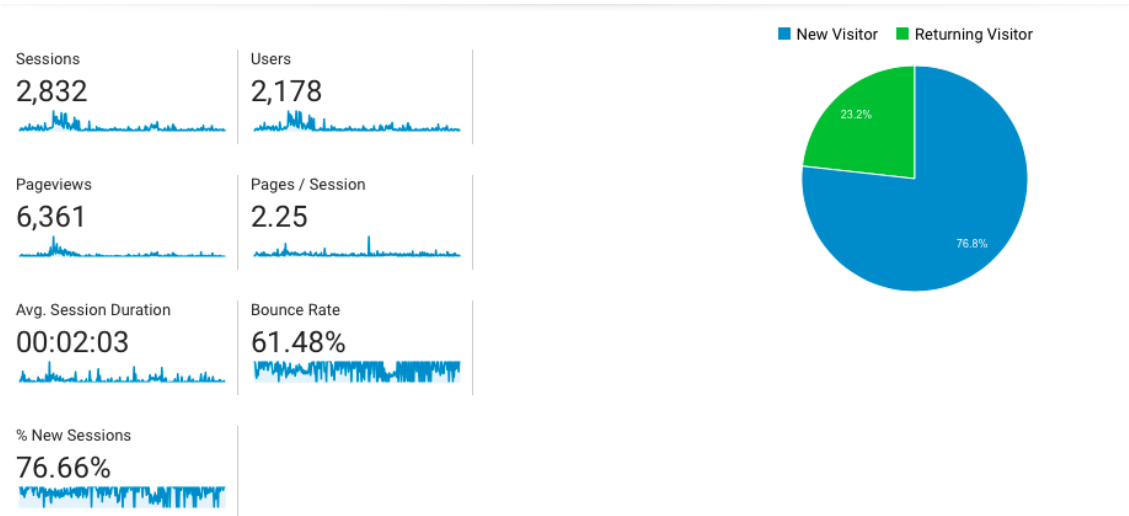
New Visitor

Returning Visitor



Visitor Type	Percentage
New Visitor	91.2%
Returning Visitor	8.8%

April 1, 2016 – March 31, 2017



New Visitor

Returning Visitor



Visitor Type	Percentage
New Visitor	76.8%
Returning Visitor	23.2%



Most Visited Pages

Page www.areyouaware.ca	Page Views	Unique Page Views	Avg. Time on Page	Bounce Rate	Exit Rate
/	992 (35.83%)	837 (35.23%)	0:01:27	71.25%	66.63%
/brain-injury-101	690 (24.92%)	604 (25.42%)	0:02:41	87.40%	73.91%
/category/faces-of-brain-injury	165 (5.96%)	112 (4.71%)	0:00:46	52.38%	20.00%
/facts	156 (5.63%)	129 (5.43%)	0:00:48	85.19%	39.10%
/faq	95 (3.43%)	87 (3.66%)	0:02:04	90.32%	49.47%
/resources	74 (2.67%)	71 (2.99%)	0:00:53	100.00%	48.65%
/pop-up-form-test	52 (1.88%)	33 (1.39%)	0:00:49	100.00%	17.31%
/3527	46 (1.66%)	40(1.68%)	0:01:21	86.96%	60.87%
/3506	38 (1.37%)	34(1.43%)	0:02:30	87.50%	42.11%
/3405	36 (1.30%)	36(1.52%)	0:01:22	100.00%	75.00%

Google Analytics - areyouaware.ca

Month	Sessions	Users	Page Views	Pages/ Session	Avr. Session Duration	Bounce Rate
June 2017	353	276	733	2.08	1:18	65.44
June 2016	857	638	2274	2.65	2:52	72.58%
Difference	↓59%	↓57%	↓68%	↓21%	↓53%	↓9.84

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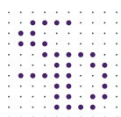
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BIST Fundraisers

MINDFULNESS WORKSHOP & TEA EVENT

For the first time, BIST hosted a Mindfulness Workshop and Tea Event on February 11, 2018 at the Old Mill Toronto. Over seventy participants came out to listen to guest speakers' talk about the art of mindfulness while sipping tea and eating delicious treats.

Event Speakers:

- Jaisa Sulit, Occupational Therapist and Mindfulness Teacher
- Colleen Carter, Occupational Therapist
- Celia Missios, Self Care Advocate

Tea Planning Committee: Celia Missios, Colleen Carter, Pamela Foster, Allyson Weldon, Melissa Vigar

Afternoon Treat Sponsor



Parking Sponsor



BIST/OBIA MIX & MINGLE

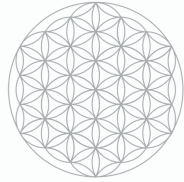
Over the past 12 years the Brain Injury Society of Toronto (BIST) and the Ontario Brain Injury Association (OBIA) have co-hosted the BIST/OBIA Mix & Mingle. This year's fabulous celebration of partnerships with our ABI community took place on Wednesday, June 14th, 2017 at the Steam Whistle Brewery in Toronto, Ontario.

With over 600 guests in attendance, this year's event was once again another success in raising awareness for this important cause, as well as raising funds to support our ongoing programs and services.

A huge thank you to all our sponsors for your generous donations and continued support.

Also many thanks to the Mix and Mingle Committee for organizing such an amazing event: Greg Neinstein (Chair), Joanne Driscoll, Deena Ginsberg, Darcy Merkur, Ruth Fernandes, Jordan Assaraf, Ellie Lapowich, Nick Gurevic, Eric Joffe, Aaron Stiller, Melisa Vigar, Terry Bartol, Jennifer Norquay and Ad Lewis.

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Birdies for Brain Injury

Our 3rd annual Birdies for Brain Injury was another well organized and fun day for all. Held at Lionhead Golf Club on June 23rd, 2017 this event brought together the ABI community, sports and the great outdoors. Even though the weather wasn't overly cooperative with us this year, we still managed to have 124 registered golfers, all with smiles on their faces! Many thanks to the committee, golfers and sponsors who helped us reach our fundraising goal.

Birdies for Brain Injury Committee: Jordan Assaraf (Chair), Robert Nigol, Ryan Murray, Sheldon Sacks, Diana Rockbrune, Jeff Nunn, Erik Joffe, Pearse Brett, Darrell Booker, Daniel Fenwick and Colleen Worsley



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5K RUN, WALK & ROLL 2017

We had another successful event on October 1, 2017! Plenty of team building, family and canine fun! Thank you to all of those who came out to participate, and a special thanks to Melissa Jirovic for donating copies signed copies of "My Daddy's Brain" for our top winners.

Top Male Finishers

1. Garvin Moses
2. Tom Shellenberg
3. Patrick Mallory

Top Female Finishers

1. Kathleen Lawrence
2. Erin Roeder
3. Laura Macphee

Top Child 12 & Under

1. Keegan Driscoll
2. Shion Ramsey
3. Adam Bohn

Many thanks to our dedicated committee who helped make this event such a success: Judy Moir (chair), Kate Mazzucco, Jennifer Bowler, Michelle Diamond, Melissa Dowrie, Mark Lapowich, Rohit Tamhane and Alana Bernick.



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Third Party Fundraisers

BIST is extremely fortunate to have such a dedicated and generous community. As we continued to receive requests for other organizations to create third party fundraisers on our behalf, this year we created Third Party Fundraising Guidelines which can be found on our website: www.bist.ca

This past year Colleen Worsley, together with her committee organized another successful **Beach Blast Event** whereby the funds raised were donated to BIST and Brain Injury Association of York Region (BIAYR).

We also had a very imaginative and energizing **Halloween Party**, compliments of Tonya Flaming, Lynn Hartford, Justin Kline Joe Pilleggi and Al Burton. All proceeds from this event were donated to BIST – thanks to this great committee for organizing such a spooktacular event!

BIST BOARD OF DIRECTORS

Kerry MacLean, Chair

Kerry MacLean has been working with adults with Acquired Brain Injury for over 20 years. She is the Manager of Programs and Services at Community Head Injury Resource Services (CHIRS), providing leadership to teams who deliver support services to adults with ABI and their families. For several years, Kerry was the ABI System Navigator in the Central LHIN, and a member of Provincial ABI Network, where she worked with provincial counterparts to identify and improve systemic issues related to access to ABI services. Kerry has a Bachelor's Degree in Social Welfare and has a background in addictions and mental health.

Outside of her work with ABI, Kerry is a busy mom of two boys, actively involved in her local community and enjoys pursuing her two other passions: painting and fitness.

Jordan Assaraf, Vice Chair

Jordan Assaraf is a lawyer at Gluckstein Personal Injury Lawyers. By being involved in contact sports his entire life, Jordan has seen how traumatic brain injuries can occur and affect not only the person who acquired the injury, but their whole family. This has led Jordan to become the personal injury lawyer he is today, and has also led him to volunteer his time and raise awareness about brain injuries by joining BIST. Jordan's other volunteer experience includes leading his law firm's team in the annual Wheelchair Relay Race and supporting the charitable organization THREE TO BE in their efforts to assist children with neurological disorders. Jordan is committed to raising public awareness about the effects of brain injuries on victims, their families and the broader public.

Colleen Worsley, Secretary

Colleen Worsley is a registered social worker. She has completed a Honours Bachelor of Arts degree with a concentration in psychology and a Bachelor of Social Work degree. Currently completing a Master of Social work degree.

Colleen has over fifteen years' of experience working in the rehabilitation field having spent the majority of her career as a community based therapist and case manager working within the auto insurance sector. She has also worked as a public sector government funded case manager and community resource coordinator with children and adults living with autism, developmental delay, mental health issues and neurological impairments.

She is currently working as a social worker and a case manager with Complex Injury Rehab, living in York Region and practicing throughout the Greater Toronto Area.

Her current practice includes case management and social work services for clients with a brain injury, spinal cord injury, and burns, amputations, chronic pain, orthopaedic injuries and mental health issues. Colleen is proud to be a board member for the Brain Injury Society of Toronto working with other therapy professionals to build awareness and community services for individuals living with the effects of traumatic brain injury.

Josh Himmel, Treasurer

Josh is a Senior Accountant at Lipton LLP, a mid-sized accounting firm. He has had extensive experience working with clients in the not-for-profit sector and has a strong background in the Accounting

Standards for Not-for-Profit Organizations (ASNPO). Additionally, as Josh has had a close relative suffer from ABI, he has seen the effect it has on the individual and their family members.

Michelle Diamond, Past Chair

Michelle Diamond currently works with Functionability Rehabilitation Services as the Director of Case Management and Client Services. She has worked in the field of Brain Injury for over 12 years. She graduated with her Master's Degree of Social Work from the University of Toronto in 2000 and began working at Toronto Rehab on the ABI service department in 2001. Michelle was with Toronto Rehab for over 10 years in the capacity of Social Worker, Service Coordinator and was seconded for one year to the Toronto ABI Network as Project and Referral Coordinator. Michelle continues to work directly with clients and families living with the effects of brain injury. Michelle has been involved with BIST for many years as a volunteer on two committees; the BIAM Committee and was a founding member of the Run Committee.

Asad Hussain

Asad is a family member of an individual who has an Acquired Brain Injury. He has been a member of BIST for a number of years and has volunteered and spoken at previous BIST Family Retreats and other Brain Injury Conferences. He is currently employed at the Department of Justice as a Regional Director of Finance and holds an accounting designation (CMA-CPA) and MBA (Schulich School of Business). Asad is looking forward to bringing both his personal and professional experience to the board and the members of BIST. In his spare time he is the proud father of a 2-year-old and an avid sports enthusiast.

Erik Joffe

Erik Joffe was motivated to join BIST as a result of his experience growing up working at Camp Awakening, and later on in life, as a result of his experience working with clients suffering from traumatic brain injury.

Erik has been an Associate with Neinstein LLP since joining as a summer student in 2011. He completed his Bachelor of Arts at McGill University, where he obtained a double major in Political Science and Sociology and graduated with Distinction. He went on to graduate with a J.D. from Queen's University Law School. While at Queen's University, Erik was an active member of the Queen's Law Journal, Clinical Correctional Program, and an Executive Producer of Queen's Pro Bono Radio.

Erik is an avid traveler and spent half of his final year of law school on exchange in South Africa. He has backpacked through Nepal, Israel, South East Asia, South America and Europe. During his free time Erik also enjoys running, playing hockey and golfing. Erik's practice is devoted to all areas of Personal Injury litigation on behalf of plaintiffs, including motor vehicle accident claims, disability claims and Canadian Pension Plan, occupier's liability claims, product liability claims, medical malpractice and accident benefit claims.

Rick Menassa

Rick brings 27 years of business development experience working for global and Canadian technology companies in Canada and across Europe. He is the President and co-founder of, iCare Home Health, a boutique home health care co. serving Halton, Peel and the GTA region; and iCare Navigator providing Patient Advocacy and Expert Opinion regarding standard of care for persons who suffered injury, serving Ontario. Rick is also the VP, Marketing, Pharmaceutical Innovation Ltd., a start up and creator of the InteleChip. A device that will revolutionize medicine dispensing to patients with accessibility challenges.

Making a difference is an integral part of his DNA, Rick fundraised for several organizations and continues to participate in the annual Heart & Stroke Ride for Heart, the Healing Cycle Ride in support of Palliative care, and the annual Alzheimer Society fundraising campaigns in Halton and Peel. Serving on the BIST Board compliments Rick's passion to empower injured and aged to live with dignity and maintain the quality of life they deserve.

Celia Missios

Celia Missios is the founder and author of the internationally read lifestyle blog High Heeled Life. Since 2010 she has been inspiring women worldwide with her journey of surviving what should have been a fatal accident, finding her "joie de vivre" and creating a new life that fits the person she is today. Celia has been a brain injury survivor for almost 9 years, and has volunteered with BIST as Peer Mentor; spoken at community meetings and is a regular editorial contributor to the blog. She is also a regular speaker for Canadian Blood Service's – Speakers Bureau. Prior to her accident Celia had a successful corporate career as Business and Market Development for a local communications firm. And volunteered her time as Chair of Fundraising Committee for an East York homeless youth shelter. Celia believes it's not what happens to you that determines your future its how you chose to react to it. When she is not volunteering her time in the community and helping others create a healthy lifestyle that fits who they are today– she enjoys traveling; meditating; afternoon tea; self-care; yoga; writing; gardening; photography; and playing with her Yorkies, Dolce & Gabbana.

Alexandra Piotti

Alexandra Piotti is a private Case Manager/ Rehabilitation Consultant working with the catastrophically injured. Her areas of expertise include working with individuals who have sustained an acquired brain injury, have complex medical needs, mental health issues, dual diagnosis and the behaviourally challenged. Alex is an advocate for her clients, dedicated to helping to ensure the best environment for maximal recovery. Alex has been a member of BIST since 2012 and currently is the Chair of the Awareness Committee

Dr. Hiten Lad

Dr. Lad is a registered Clinical Psychologist with specialization in the practice of Clinical Neuropsychology for adults and seniors. He is listed with the Canadian Register of Health Service Providers in Psychology and is the Practice Director and Owner at Lad & Associates.

Dr. Lad previously held positions as a Clinical Neuropsychologist with the Acquired Brain Injury (ABI) Program at Hamilton Health Sciences and as an Assistant Professor in the Faculty of Psychiatry and Behavioural Neurosciences at McMaster University. He is also involved in research and has co-authored journal articles as well as a book chapter related to acquired brain injury. Dr. Lad also held a position as a clinical coordinator and training supervisor for the Canadian Psychology Association Accredited Neuropsychology Internship program at Hamilton Health Sciences. Furthermore, he worked as the clinical supervisor for rehabilitation therapists at the Acquired Brain Injury Community Services program at Hamilton Health Sciences. Prior to working with Hamilton Health Sciences, Dr. Lad worked in a multidisciplinary team at Toronto Western Hospital providing cognitive behavioural rehabilitation services for the treatment of chronic pain patients.



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