

ABI Justice Student Services Outline

It can be overwhelming to know where to begin when working with persons with brain injury involved in the Justice System.

This document will provide a list of the services/support ideas that the ABI & Justice Program can offer to persons with lived experience, as well as to lawyers, social service agencies, and other professionals looking for support.

If you are calling legal clinics/agencies to introduce the program, you can use the below as a general script and the table below as examples of support you can offer.

Script:

Hi, I'm calling from The Brain Injury Society of Toronto/Brain Injury Association of North Bay and Area and I was wondering if I could speak to someone about a free program we have available to provide support to persons with a brain injury or cognitive challenge who needs support with the legal system.

This program has been created to help vulnerable persons who have Acquired Brain Injury to increase access to justice.

People living with brain injury may experience physical, emotional, behavioural changes, and/or cognitive changes that can cause confusion and difficulty when they are trying to understand legal/medical documents, court requirements, etc. They may also have memory impairments and can have trouble remembering court dates and other important information. Our program was created to help with this. Some of the services we can provide include:

- *Access and plan transportation*
- *Advocate for courtroom accommodation*
- *Give reminders of court or other important dates*
- *Provide support referrals*
- *Provide assistance in managing documents*
- *Assist with communication needs*
- *Connect with Vulnerable Persons Registry*
- *Get a Brain Injury Identification Card*
- *Provide VIRTUAL meeting support (advocacy, note taking etc.)*

Table 1: Services YOU can Offer

<p>Call the Court Accessibility Coordinator to request accessible services</p> <ul style="list-style-type: none">- To reach the Coordinator, visit the website: http://www.attorneygeneral.jus.gov.on.ca/english/courts/Court_Addresses/default_accessible.php- Choose your municipal court to get Coordinator's contact info- Info also includes: court's accessibility features- *Ontario courts only
<p>Get clients connected with the Vulnerable Persons Registry</p> <ul style="list-style-type: none">- Link to online/printable Toronto Vulnerable Persons form: https://www.torontopolice.on.ca/vulnerable-persons-registry/- For some other Ontario Vulnerable Persons Registries, find your city: https://www.abijustice.org/brain-injury-community/services-to-protect-you-when-dealing-with-police-and-ems/
<p>Help them register for a medic alert bracelet</p> <ul style="list-style-type: none">- https://medicalert.ca/braininjury
<p>Provide them with an ABI identification card</p> <ul style="list-style-type: none">- Link to PDF of printable identification card: https://www.abijustice.org/brain-injury-community/wp-content/uploads/2020/09/ABI_ID_Card.pdf
<p>Provide printable tools and resources (for clients)</p> <ul style="list-style-type: none">- Link to Printable Tools: https://www.abijustice.org/brain-injury-community/printable-tools/- Includes: ABI identification card, appointment detail card, questions to ask lawyers, court day prep & strategies checklist, organizing for court checklist, fill-able (and email-able) form on client's ABI background to give to lawyers, support and soothe tools list, challenges/strategies/needs list
<p>Provide resources that highlight the challenges and strategies when working with clients with brain injury (for lawyers/other professionals)</p> <ul style="list-style-type: none">- Link: https://www.abijustice.org/legal-professionals/challenges-strategies/- Includes: info on working with vulnerable persons, tips for creating accessible meetings and virtual meetings (printable tool), de-escalation tactics (printable

tool), and support and soothing tools
Provide check in reminders (ask the person what they prefer - text, phone, email)
Give prompts/instructions on how to enter data/reminders on phones (calendar, alarms)
Assist with collecting and scanning documents onto a drive
Help fax/mail medical notes, and other documents to doctors
Attend phone/virtual appointments with the member's lawyer, medical team, etc. to assist with provision and collection of information
Help make information seeking phone calls on the member's behalf, ONLY with the *client's consent; doing a joint call with the member is the preferable option unless their ABI prevents them from doing so. *Will need to have a client consent form signed.
Help direct members to accessible food and clothing programs in the local area (Chalmers Bot app info below for Toronto), and other services, such as legal aid, health clinics, etc.
Connect clients with a Community Worker in the association if available.
When possible, provide technology devices (phones, tablets, laptops, chargers) and solutions to persons who don't have the means to access virtual supports.
If required, provide a referral to the ABI Network (Toronto) for ongoing, long-term ABI support



Table 2: Services NOT Offered through this Program

Cannot physically meet with the client (this may change, pending public health guidelines)
Personal mental health counseling/therapy - can refer members to support groups/other mental health supports in the resources section

Reminder: Dos and Don'ts when supporting Service Users

<u>DO</u>	<u>DON'T</u>
<ul style="list-style-type: none"> ● Be respectful ● Allow them time to process information ● Be patient with the client ● Allow them time to process information ● Ask them about their required accommodations - make suggestions such as do they need reminders? Note taking help? Route Planning? Etc. ● Offer available support/resources at the association ● Take notes for them if they require and send them after the meeting ● Call on their behalf once the client has signed a confidentiality form 	<ul style="list-style-type: none"> ● Make assumptions the client understands what you are saying, ask them to repeat back what they heard and what next steps are ● Break confidentiality ● Ask about their personal life [which is not related to their needs] ● Allow anonymous people to join calls/meetings who are not known to the client or yourself

Additional Resources and Supports

211 Ontario

- 211 is a free, confidential phone number open 24 hours. The service is available throughout Ontario, and can refer you to non-profit services and in your area.
- Phone: 211 // Website: <https://211ontario.ca/>

Chalmers Bot

- An artificial intelligence-powered chatbot that makes it easier to find social services like free meals, shelter, clothing banks, and more in the city of Toronto in real-time on desktop and mobile. (Works with 211)
- Website to get started: <https://chalmers.amplelabs.co/>

Medic Alert Identification for Brain Injury

- A Medic Alert identification allows medical professionals to access a person's medical history and is a globally recognized terminology, and can help with EMS or police interactions.
- Website: <https://medicalert.ca/braininjury> // Does cost money to obtain one
*Subsidies are provided if needed, they don't turn anyone away

Legal Resources

National Canadian Lawyer Initiative

- A new initiative launched by lawyers in response to the COVID-19 Pandemic, which connects individuals to lawyers and provides 5 free hours of legal advice to anyone, regardless of income. Be prepared, there may be a delay in response to your request due to high volumes.
- Website: <https://natcanlaw.com/> // Email: info@natcanlaw.com

Duty Counsel

- Duty Counsel provides free legal help for people who are low income who are eligible for Legal Aid. They are available in most courts in Ontario. They can help people who are in court without legal representation on the day of their court appearance. They **do not** provide long term legal representation.
- Find a Duty Counsel Office: <https://www.legalaid.on.ca/duty-counsel-offices/>

Legal Aid Certificates

- Legal Aid Certificates can help pay for the cost of a lawyer. Once you have the certificate, you will need to find a lawyer who accepts legal aid. Legal Aid is available to people who are low income and who have very few assets (such as owning a house).
- Apply by calling Ontario's Client Service Centre: 416-979-1446 **OR**
Legal Aid Ontario: 1-800-668-8258



Specialty Community Legal Clinics

Aboriginal Legal Services of Toronto (ALST)

- Legal help, legal education, and community development to Aboriginal people in Toronto.
- Website: <https://www.aboriginallegal.ca/>
- Phone: 416-408-3967; 416-408-4041; toll-free 1-844-633-2886

Black Legal Action Centre (BLAC)

- Delivers legal aid to low or no income Black Ontarians.
- Website: <https://www.blacklegalactioncentre.ca/>
- Phone: 416-597-5831; toll-free 1-877-736-9406

Justice for Children and Youth

- Free confidential legal advice for youth under 18, and homeless youth under 25 in Ontario.
- Website: <https://jfcy.org/en/> // Phone: 416-920-1633; 1-866-999-5329

Mental Health Resources

Canadian Mental Health Association

- The Canadian Mental Health Association has local branches throughout the province. Services may include peer support, counselling, family support, addiction services, court diversion programs and more.
- Find your local CMHA: <https://cmha.ca/find-your-cmha>

ConnexOntario

- ConnexOntario refers callers to mental health and addiction services, including problem gambling. They also provide support and offer strategies over phone.
- Phone: 1-866-531-2600 // Website: <https://www.connexontario.ca/en-ca/>

Crisis Services Canada

- Crisis Services Canada is a national distress centre providing crisis support over the phone and by text message.
- Phone: 1-833-456-4566 // Text: 45645
- Find your local Distress Centre:
<https://www.crisisservicescanada.ca/en/looking-for-local-resources-support/>



Mental Health Supports/Programs Online & Telephone

Wellness Together Canada

- Free mental health and substance use support, resources, and counselling by mental health professionals.
- Phone: 1-866-585-0445 // Website: <https://ca.portal.gs/>

togetherall

- Online peer support community for mental health including anxiety, depression and other common mental health issues. Peer to peer, anonymous conversation moderated 24 hours a day, seven days a week by trained practitioners.
- Website: <https://togetherall.com/en-ca/>

Bounceback

- Free ongoing Cognitive Behavioural Therapy (CBT) program that provides guided mental health support for adults and youth, which utilizes workbooks, online videos, and phone coaching. Must register.
- Phone: 1-866-345-0224 // Website: <https://bouncebackontario.ca/>

Beacon Modern Mind Health

- During the COVID-19 Pandemic, Mind Beacon is offering free online cognitive behaviour therapy to residents of Ontario.
- Website: <https://www.mindbeacon.com/>



Notes:

Support Requested:

Challenges Identified:

Support Offered:

Next steps:

