

# **Overview of BIST Supports and Services and Members Rights & Responsibilities**

## **Case Coordination Services**

Dependent on funding, BIST currently provides limited and temporary community coordination services to individuals living with mild to moderate brain injury who are experiencing homelessness, at risk of homelessness and / or to survivors of Intimate Partner Violence (IPV).

Our services are trauma informed and client centered. Case Coordinators will work with members to help them stabilize their situation as best they can, including but not limited to: securing safe housing, a family doctor, obtaining identification, obtaining health records, assisting with court accompaniments, connection to physical and mental health supports, advocacy and more.

The support is functional in nature, providing assistance with tangible tasks to help stabilize and improve the quality of lives.

## **Temporary Nature of Case Coordination Service:**

- Members in these programs will be supported until their situation (such as housing, and / or income supports) are stabilized, at which point members will be connected to services outside BIST which can offer ongoing support.
- All members are encouraged to access BIST programs (such as support groups) for additional support.

## **Limits of Services:**

- BIST has two full time Case Coordinators who are assisted by supervised social work students throughout the school term. We will try to support all members referred to the program with the best of our abilities, however, if Case Coordinators do not have the capacity to support a person in need who is otherwise eligible for services, every attempt will be made to connect the person to services outside of BIST.
- The program does not offer counselling support.
- BIST is not a crisis service. Members who are in crisis will be supported to connect to crisis support services.

- Funding sources and criteria may change eligibility for our case coordination services. Should any change in services occur, all case management clients will be notified at least one month in advance and every attempt will be made to connect clients to other supports where necessary.

## **BIST Programs**

BIST programs are open to adults 18 years and over who identify as living with a brain injury. Programs are free after a \$5 annual membership has been paid (which can be waived if cost is a barrier).

Additional information on our programs can be found here:

<https://bist.ca/about/programs-and-services/>

## **Member Rights:**

- Accept, decline or withdraw from BIST services at any time
- Receive an outline to BIST services available
- Be informed of any possible changes relating to services
- Be listened to and able to ask questions and voice concerns without repercussions
- Be treated with courtesy and respect by BIST staff
- Play an active role in directing my support in relation to my own individual goals
- Decide who can share information with BIST and provide consent for this to happen
- Have my personal information kept confidential except in instances where permission has been given or BIST has assessed that there is a risk of harm to an individual or others

## **Member Responsibilities:**

Should Case Coordination clients / BIST Members have complaints or feedback about their services, they can follow the process outlined below:

## **1. Talk to any staff member**

The first step is to speak with our Programs Manager, Melissa Forrest, at: 647-990-1485 or [connections@bist.ca](mailto:connections@bist.ca) or ask to speak with a Case Coordinator at: 416-830-1485 or [info@bist.ca](mailto:info@bist.ca).

## **2. If the matter does not get resolved, bring concerns to the Executive Director.**

If speaking with a staff member does not resolve the situation, contact our Executive Director, Melissa Vigar at 647-748-0847 or [mvigar@bist.ca](mailto:mvigar@bist.ca).

## **3. If you continue to still be unsatisfied with the response, bring your concerns to the BIST Board of Directors**

BIST has a Board of Directors, made up of volunteer community members. Feedback can be given to the Chair or Vice Chair of the BIST Board of Directors. Clients and members can ask to be connected to a board member via [info@bist.ca](mailto:info@bist.ca) or 416-830-1485.

## **Code of Conduct**

BIST nurtures a respectful community, based on anti-oppression principles, where all individuals, in their whole identities, are welcome. Members are asked to treat staff, students, volunteers and other members with courtesy and respect. Harassment, offensive, discriminatory, intimidating and/or threatening behaviour towards BIST staff and fellow Service Users will not be tolerated and may result in a temporary or permanent cessation of programs and services.

This includes directed abuse/misconduct online, in group activities or while receiving Case Coordination services.

In addition, all members, clients and staff are expected to follow our Code of Conduct, which are also available on our website at:

<https://bist.ca/about/code-of-conduct/>

- Keep personal space boundaries – only make physical contact if invited to do so.

- No offensive language or jokes (this includes but is not limited to sexist, racist and homophobic comments)
- Clothing bearing inappropriate slogans or pictures is prohibited
- Do not interrupt others
- During Groups, keep phones on silent
- Allow all those who want to speak have a say
- Do not attend programs under the influence of drugs or alcohol
- Do not harass, threaten, intimidate or coerce any person at any time
- Do not take videos or photos of staff or members unless given explicit permission to do so