

What you can expect from us

- ✓ Treat you with respect.
- ✓ Treat your information as private and confidential.
- ✓ Give you information that is easy to understand.
- ✓ Encourage you to take part in deciding about your care and service.
- ✓ Respond promptly to any concerns.

What we expect from you

- ✓ Be ready at the scheduled time.
- ✓ Treat your worker with courtesy and respect.
- ✓ Communicate your needs and concerns to your worker.
- ✓ Not use drugs or alcohol before or during the session.
- ✓ Give 24 hour notice if you need to cancel a session.
Repeated cancellations will lead to a review of service.
- ✓ Give 2 week notice to cancel service for longer periods such as vacations.
Extended breaks in service could result in a change in workers.

WorkSafeBC requires workers to:

- ✓ Wear their shoes at all times.
- ✓ Work in a smoke-free environment.

My name _____

My Fraser Health contact

Name _____

Phone _____

(Manages services and funds for contracted agencies)

My Contracted Agency contact

Name _____

Phone _____

(Supervises Community Support Workers and schedules sessions)

My Community Support Worker

Name _____

Other people or services

Name _____

Name _____

Name _____

www.fraserhealth.ca

This information does not replace the advice given to you by your health care provider.

Catalogue #264648 (December 2015)
To order: <https://patienteduc.fraserhealth.ca>



Community Support Worker

Providing direct one-to-one services
For people with brain injuries



Acquired Brain Injury Services
#200 - 218 Blue Mountain Street
Coquitlam, B.C. V3K 4H2

Phone: 604-520-4175
Fax: 604-936-0955





Karl was in a car accident.



Sadie has had a stroke.



Ming almost drowned when she was a teenager.



Ingrid has had a large brain tumor removed.



George had a bad infection in the brain.

These people have a brain injury. They need help managing every day activities. Each of them is finding it hard to adapt to a new way of life.

Our Acquired Brain Injury Program's focus is to help improve the lives of people like Karl, Sadie, Ming, Ingrid, and George, and their families.

We support people to live as independently as possible in their community. We fund community agencies to deliver this service (called contracted agencies).

How long can I get this help?

Our social worker and someone from the contracting agency meet with you to review your needs, identify your goals, and set a schedule for services.

A Community Support Worker is scheduled to regularly work with you on your goals.

We review your progress regularly. You continue to receive this service until:

- You have reached most, if not all, of your goals.
- You do not need the service.
- You no longer want the service.
- The service does not meet your goals.

What do Community Support Workers do?

These workers help you practice and do every day activities. The worker's role is to **work with you** on your goals rather than to do things for you.

Examples of goals you might have:

- Practice rehabilitation exercises and tasks.
- Find your way around your community.
- Connect with people and services in your community.
- Explore activities offered in the community.
- Explore opportunities to volunteer or get job skills.
- Get to and from medical appointments.
- Plan meals, go grocery shopping, and prepare meals.
- Pay bills, organize finances, and make a budget.
- Manage your medicines.

Brain injury is any damage to the brain from trauma, stroke, tumor, disease, or problems with blood flow or oxygen to the brain.