

OVERVIEW OF CLIENT SERVICES

Live the life
you choose.



SPINAL CORD INJURY ONTARIO
LÉSIONS MÉDULLAIRES ONTARIO

Peer to peer. Strength to strength.
Une force renouvelée par ses pairs.

Welcome to all the ways we can help.

If you have a spinal cord injury, you know it can change almost every aspect of your life. Getting back to living the life you choose can be a complicated journey – one that we understand at Spinal Cord Injury Ontario. Many of us who support, serve and advocate for people with an SCI also have one. We're here to help* – to share expertise, insights, resources and our own experiences to help you reach your goals, no matter what they may be. **Here are some ways we do that.**

*We are pleased to provide our core services without charge to our registered clients and community members.



A BIT ABOUT US

Our essential goals have been intact since 1945, when our founders, having sustained spinal cord injuries, returned to Ontario from the Second World War and revolutionized the way paraplegia was treated, and seen. Rather than living out their days in hospitals or institutions, they worked with community leaders and the most advanced medical models around the world to change things, for the better.

Since then, we have followed our founders' lead as we work to increase the **health, mobility and options** of people living with spinal cord injury all across this province.

Our community of 41,000 engaged members is made up of:

- People with SCI and other physical disabilities
- Family members
- Volunteers and mentors
- Staff
- Health care professionals
- Advocates and activists
- Philanthropic donors
- Corporate partners

...all of whom we appreciate!

Our Vision

People with spinal cord injuries living the life they choose in a fully inclusive Ontario.

Our Mission

We deliver and champion excellence in service, support and advocacy for and with people with spinal cord injuries.

SERVICE CO-ORDINATION

All across the province, our Regional Service Co-ordinators provide practical help, service navigation, information, resources, education and support as you adjust to living with a spinal cord injury. We can meet up with you in the hospital, in rehab, at your home or in the community to co-ordinate services that are most important to you and your family.

Questions you may have for your Regional Service Co-ordinator:

- Can I live independently?
- How can I make my home accessible?
- Can I get funding for my mobility device?
- What support resources are in my community?
- What do I need to know about ODSP and other financial supports?

SCIO CONNECT PEER PROGRAM

The sense that no one knows what you're going through can be a lonely feeling. Which is why our SCIO Connect Peer Program is such a welcome experience for those who've used it. We match people who are newly injured, and their family members, with fully trained mentors who have lived experience with a spinal cord injury. People who've 'been there' have tons of tips and tricks to share about day-to-day living and can also talk about the emotions associated with sustaining an SCI. You can find more about how this program works by talking with us. Just know there is someone here who understands and can talk with you, or just listen.

A great way to learn and connect is at our Peer Connections events, held throughout the province every month on a variety of relevant topics. Check out sciontario.org/events.

Questions you may have for your Peer Mentor:

- How is sex going to work now?
- How do I deal with bladder and bowel accidents?
- What medical supplies have worked best for you?
- How did parenting change for you using a wheelchair?
- How did you talk with your employer about getting back to work?

INFORMATION & RESOURCES

It can be like entering a whole new world when you've sustained a spinal cord injury. There's so much you don't know. And that's okay. Because we can either answer your questions ourselves or find someone who can. They say knowledge is power and we believe it! When you have accurate and relevant information on the big and little aspects of living with an SCI, you are more confident and capable, and can take control of your life.

Some ways to access information:

- Register as a SCIO client to access all the resources you need
- Call the Spinal Cord Connections Resource Centre InfoLine at 1-877-422-1112, ext. 213
- Use the Ask Us! Form or read up on Living with an SCI at sciontario.org
- Register for a Peer Connections workshop
- Connect with Cortree Disability Education Centre at sciontario.org/cortree
- Read *Community*, the SCIO quarterly magazine
- If you're in Toronto, drop by our Spinal Cord Connections Resource Centre at Lyndhurst Centre, 520 Sutherland Drive

ACCESSIBILITY, EQUITY & RESEARCH

Working for inclusive and equitable access for all is at the base of our advocacy and research program, which sets out to partner with governments and community agencies to improve access to medical supplies, mobility devices and health care for people with spinal cord injury and other disabilities. There's a place for you – and your family and friends – to become as active a participant in these initiatives as you wish.

Questions around advocacy and research you may ask yourself:

- Does my community make inclusion and accessibility a priority?
- Are vital medical supplies affordable and available?
- Is health care local and specific to SCI?
- How can I get involved to support positive change for people with disabilities?
- Are there research studies I can get involved in to help myself and others?

GET IN TOUCH!

We are here, ready to share information about our programs and help you tap into our services whenever you're ready. Visit us at sciontario.org to learn more.

Register as an SCIO client at sciontario.org/new-client.

Register as an SCIO community member at sciontario.org/join.

Call or email our provincial office or your local office at sciontario.org/contact.



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Charitable Registration No. 11883 5081 RR0002



We are proudly
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Cover photo: SCIO Peer Support Volunteer Chis Rice and his sister Felicia take on the CN Tour EdgeWalk in Toronto.
Inside photo: SCIO staff members Lubna Aslam and Marianne Kozinets on a sunny stroll.