### **ABI Challenges**

- Fatigue and lethargy
- Anger problems, short fuse
- Emotional lability
- Anxiety
- Inappropriate/intrusive social behaviours
- Perseveration
- Difficulty with initiation, may appear unmotivated
- Inflexible, difficulty adjusting to change
- Language challenges
- Disorganized, poor memory
- Tangential remarks
- Lack of self-awareness
- Balance, mobility issues
- Can present as intoxicated
- Difficulty with activities of daily living
- Difficulties at school or work
- Reduced tolerance to alcohol or drugs

#### Contact

ABI System Navigation of Southeastern Ontario
Tel: 613-613-547-6969
Toll free within the 613 area code: 1-800-871-8096



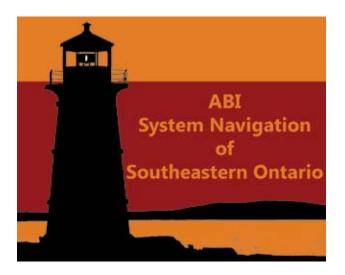
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# Acquired Brain Injury



# What Service Providers Should Know



# What service providers should know about Acquired Brain Injury

There is no singular approach to providing services to an individual with an acquired brain injury (ABI). This brochure is intended to serve as a brief guide to help you learn more about your clients and develop a working relationship which is productive and beneficial. Should you have further questions related to ABI, please contact ABI System Navigation of Southeastern Ontario.

## How to make your client's visit more effective

- Remember each client's abilities are different.
- Understand the individual's strengths and deficits – request cognitive assessments or hospital discharge summaries if available.
- Talk clearly, use short sentences
- Repeat, rephrase and review make sure the client comprehends the information
- Provide simple handouts and use checklists
- Avoid information overload
- Monitor for signs of fatigue
- Encourage the use of day planners to record information about your meetings together, recommendations and followup appointments
- Have clients record their issues and questions in their day planner prior to visit
- Provide reminders for appointments.
- Use motivational interviewing
- Be patient
- Celebrate success
- Speak to collateral supports such as other service providers or family members
- Be optimistic for further recovery

#### **Ask the RIGHT Questions**

- Do you have a diagnosis of an acquired brain injury?
- Do you suspect you may have an acquired brain injury?
- How long has it been since your acquired brain injury?
- 4 Have you ever lost consciousness or had a concussion?
- How long was your loss of consciousness?
- Do you know how your acquired brain injury has affected you?
- Are there strategies we can implement which will help our time together to be more effective?