

Update of COVID-19 impact on Canadians affected by brain conditions and brain health organizations

Survey results
November 2020



NHCC

NEUROLOGICAL HEALTH
CHARITIES CANADA

Conducted 3 surveys of members

- April 2020, NHCC surveyed member organizations about the impact of the COVID-19 pandemic on clients and members and how they have adapted programs & services.
- Early June 2020, NHCC repeated the survey with additional questions about the impact of the pandemic on clients.
- November 2020, NHCC surveyed member organizations again, eight months after the beginning of the pandemic in Canada with some additional questions about the impact on organizations' revenues and how they are continuing to serve clients.

High level results – client impact

- Still negative impact [for clients], but access improving to physicians and hospitals;
- Community access still continues to be problematic – in some cases worsening, rehabilitation, psychological services;
- Virtual health care and community services difficult for people with cognitive issues (brain injury, dementia)

“It has been harder for clients that don’t have internet access ...some clients feel lost now and miss their friends and family members.”

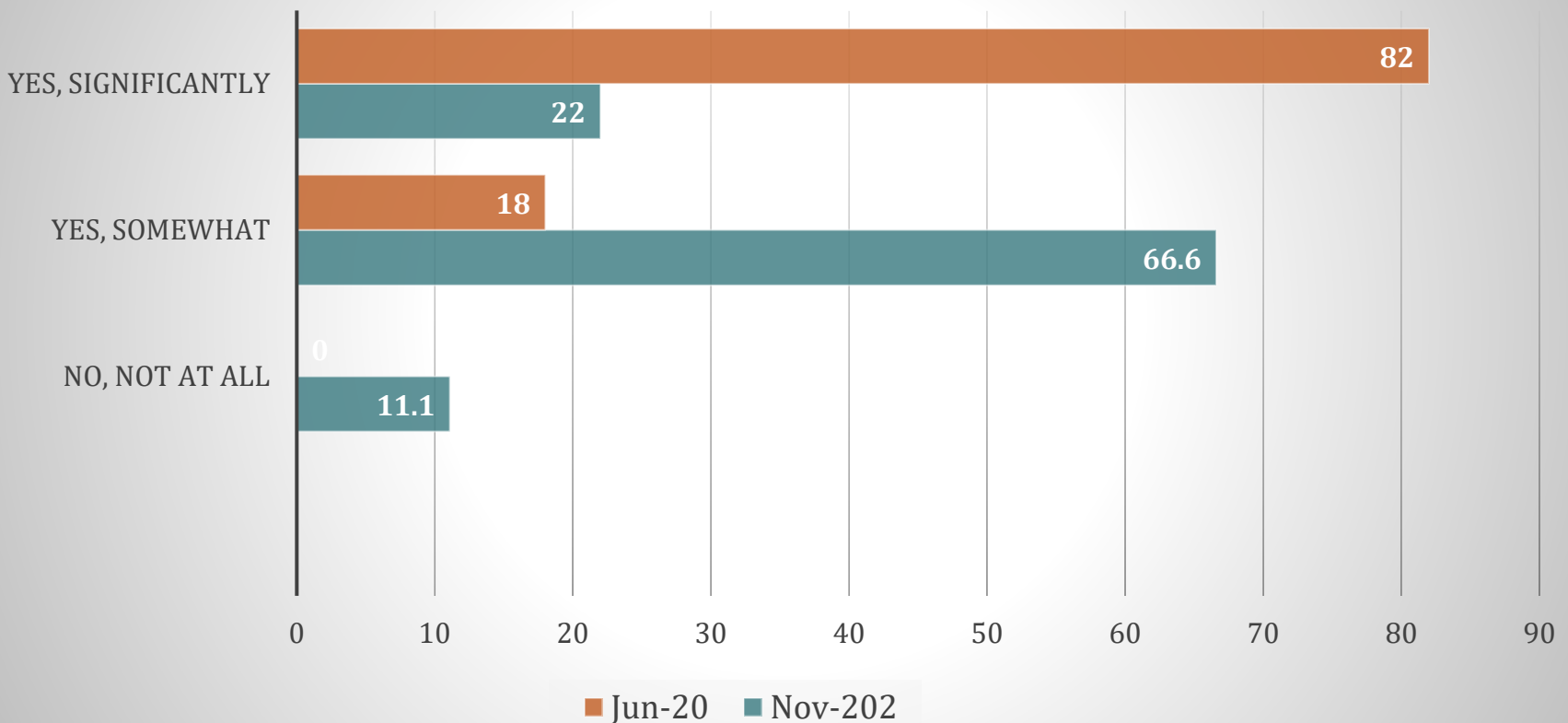
High level results – organization impact

- Organizations' revenues continue to be negatively impacted;
- Organizations have cut client services, reduced or eliminated research funding and laid off staff;
- Organizations have cancelled or reduced fundraising events (walks, runs, galas). Virtual events have not raised as much money;
- Most organizations will have reduced revenues this year.

“Lack of fundraising and capacity, but still massive expectations on services are going to put charities on the defence...This builds silos...at the detriment of the patient/client population.”

Have your clients/members been negatively impacted by the pandemic and/or reduction of health care delivered by **doctors and hospitals**?

Chart 1



Negative impacts persist, but access is improving for some health care services

Chart 2

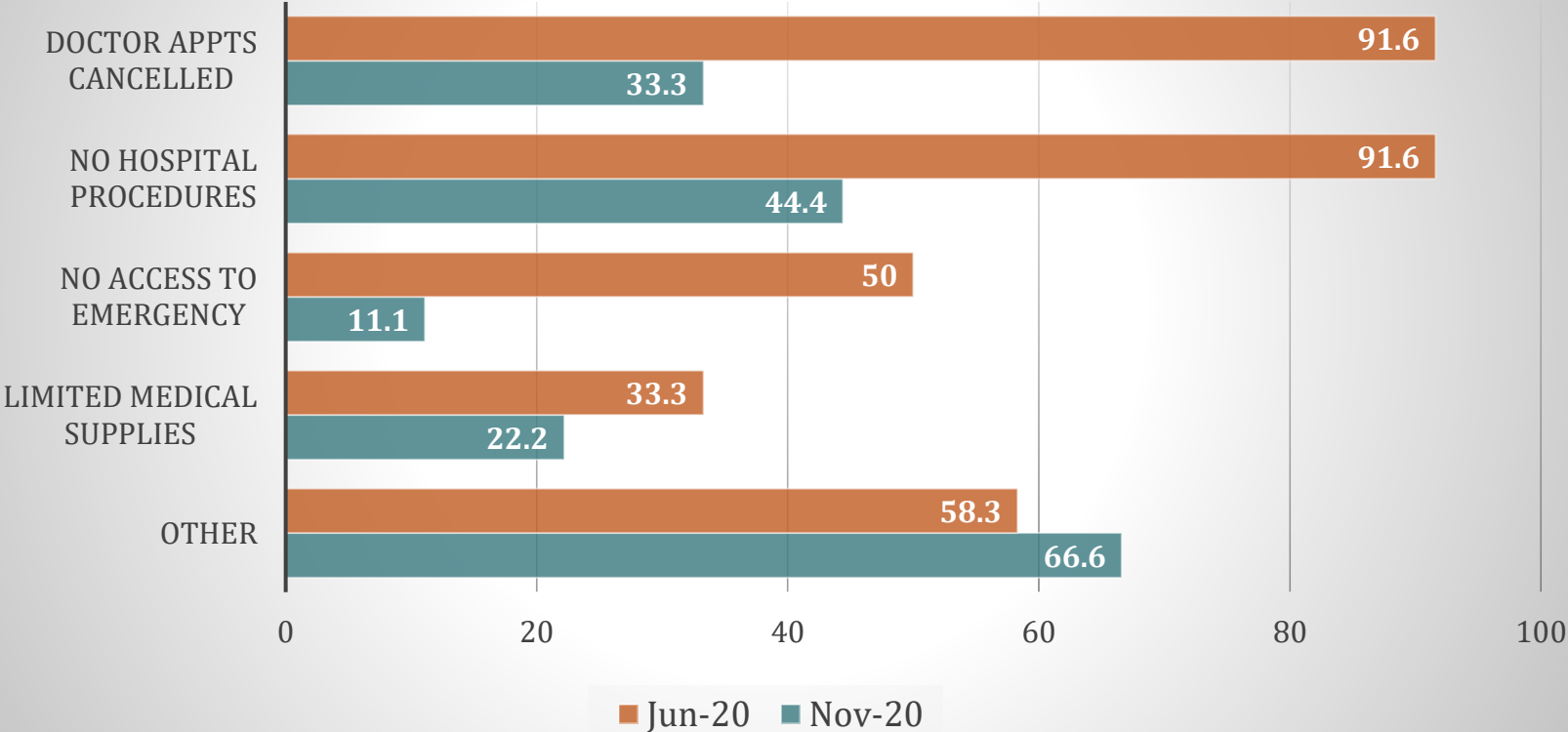
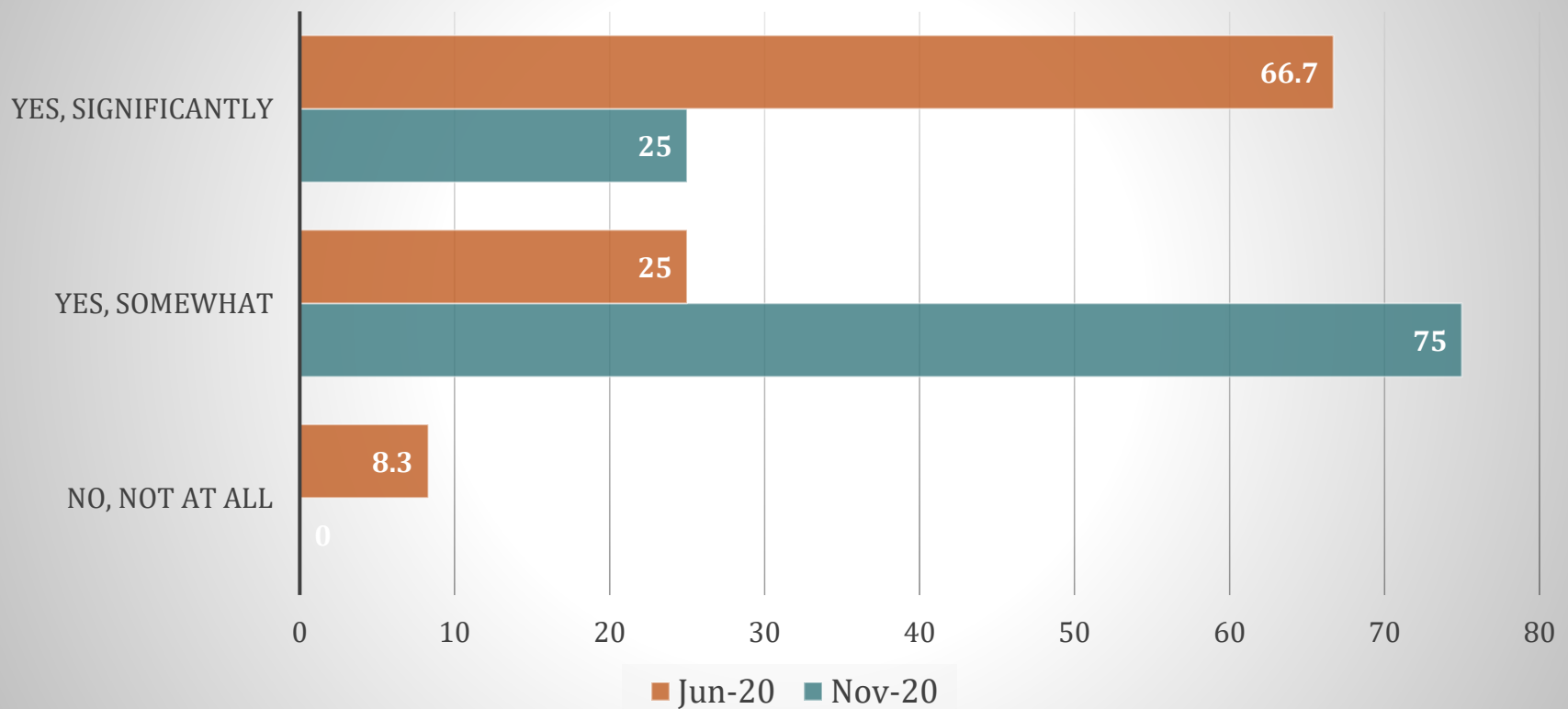


Chart 2 – Other comments - November 2020

- Appointments delayed and rescheduled; [people] reluctant to go to emergency
- Virtual rehab may not be as effective[as in person].
Individuals are not able to bring a companion to doctor visits due to hospital restrictions and may not be able to process info [by themselves].
- Delays in getting in-person tests done
- [Difficulty in accessing] specialists (neurologists and other movement disorder specialists)
- Lack of family doctors taking new patients

Have your clients/members been negatively impacted by the pandemic and/or reduction of health care delivered **in the community?**

Chart 3



Continuing/ worsening negative impact with reduction/ cancellation of community services

Chart 4

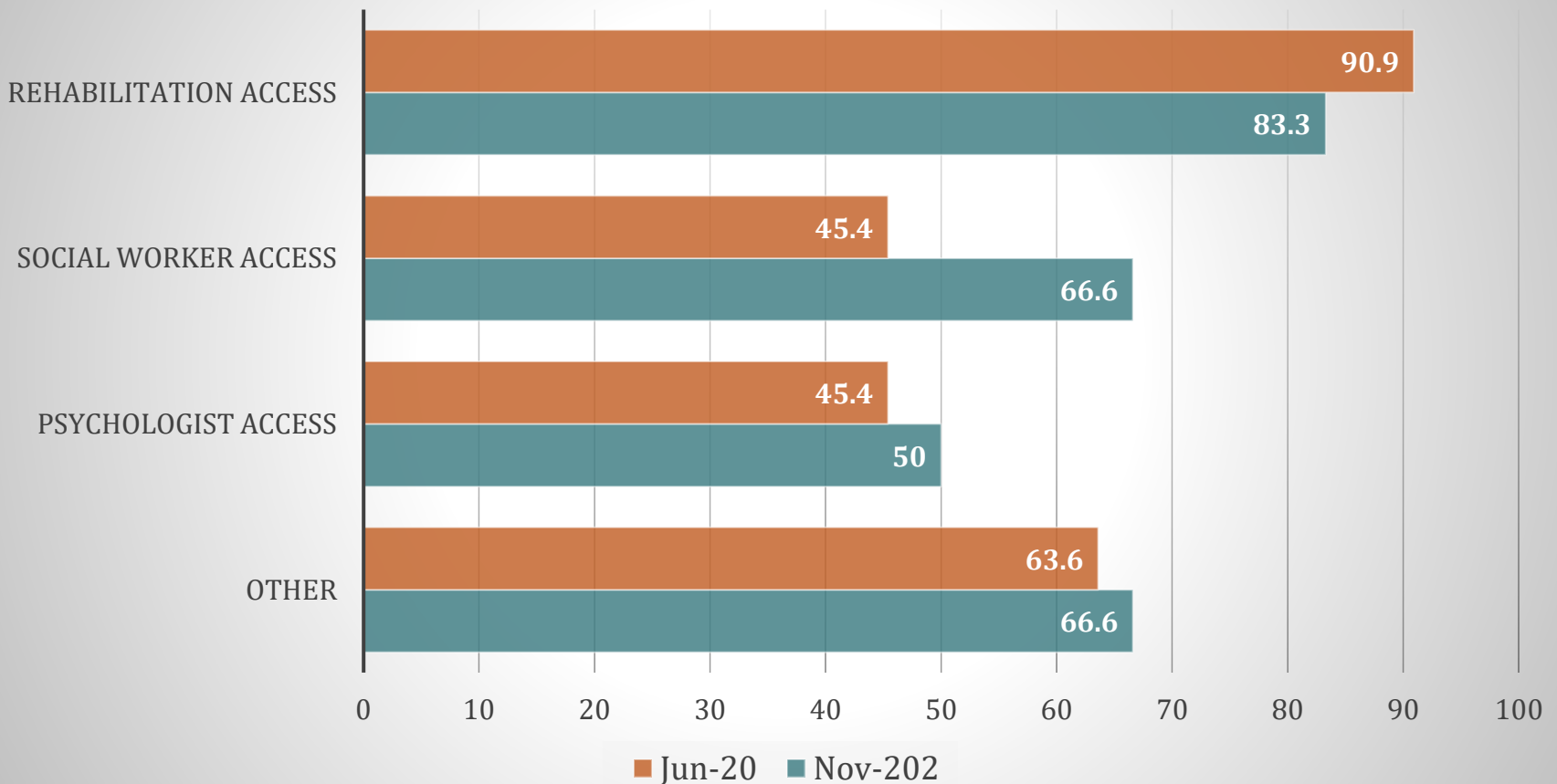
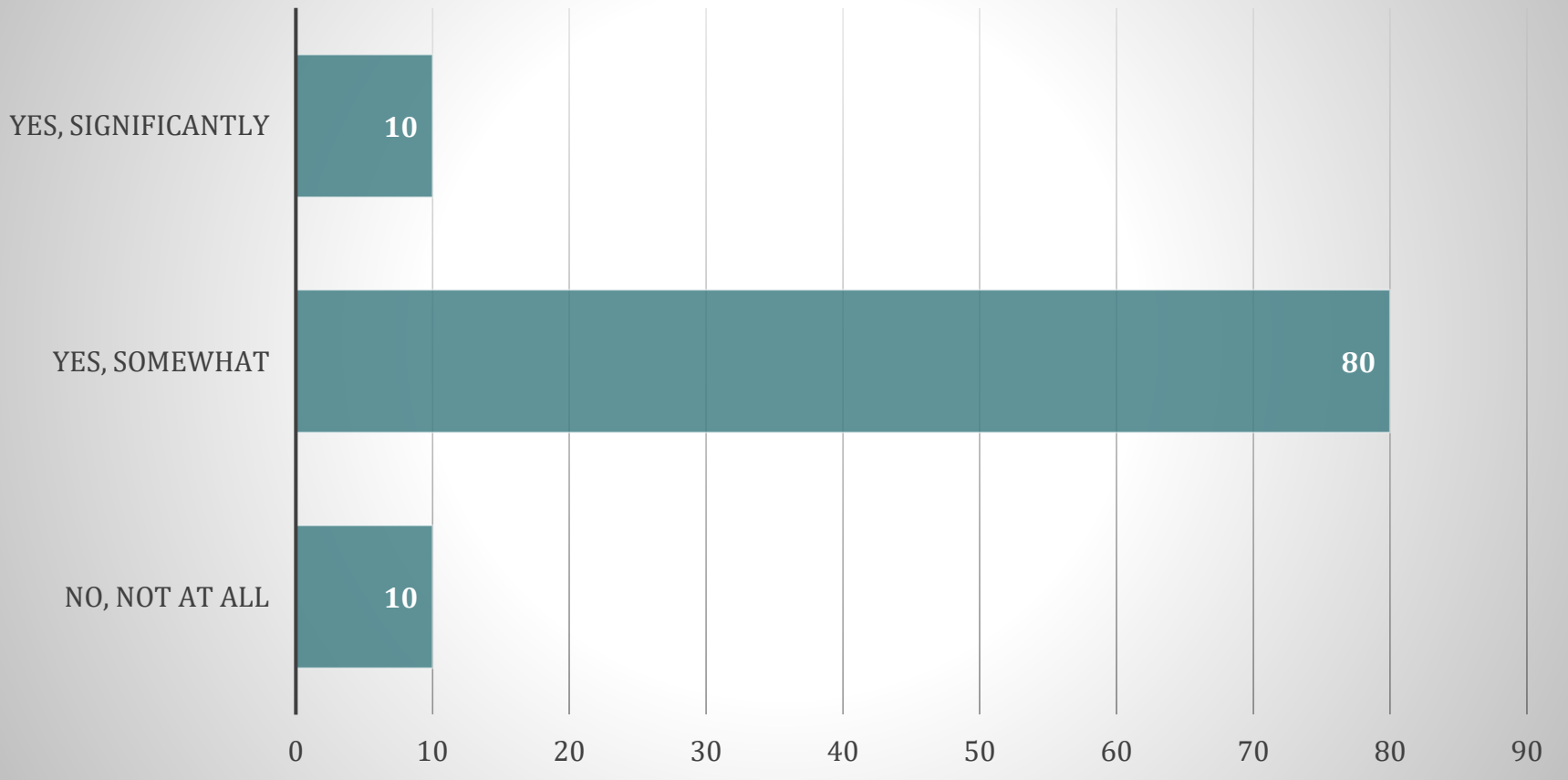


Chart 4 – comments – November 2020

- All the above [access to rehabilitation, social workers, psychologists] have been moved virtually in many cases, may not be happening as frequently. Online creates visual stress for those with brain injury so they may be less inclined to participate or suffer cognitive fatigue and headaches afterwards.
- Access is delayed and people attend appointments by phone or alone as they cannot have their support with them.
- [Lack of] exercise programs in the community tailored for Parkinson's

Have you experienced increased demand for services from clients? (November 2020 only)

Chart 5



Services that had increased demand (November 2020 only)

Chart 6

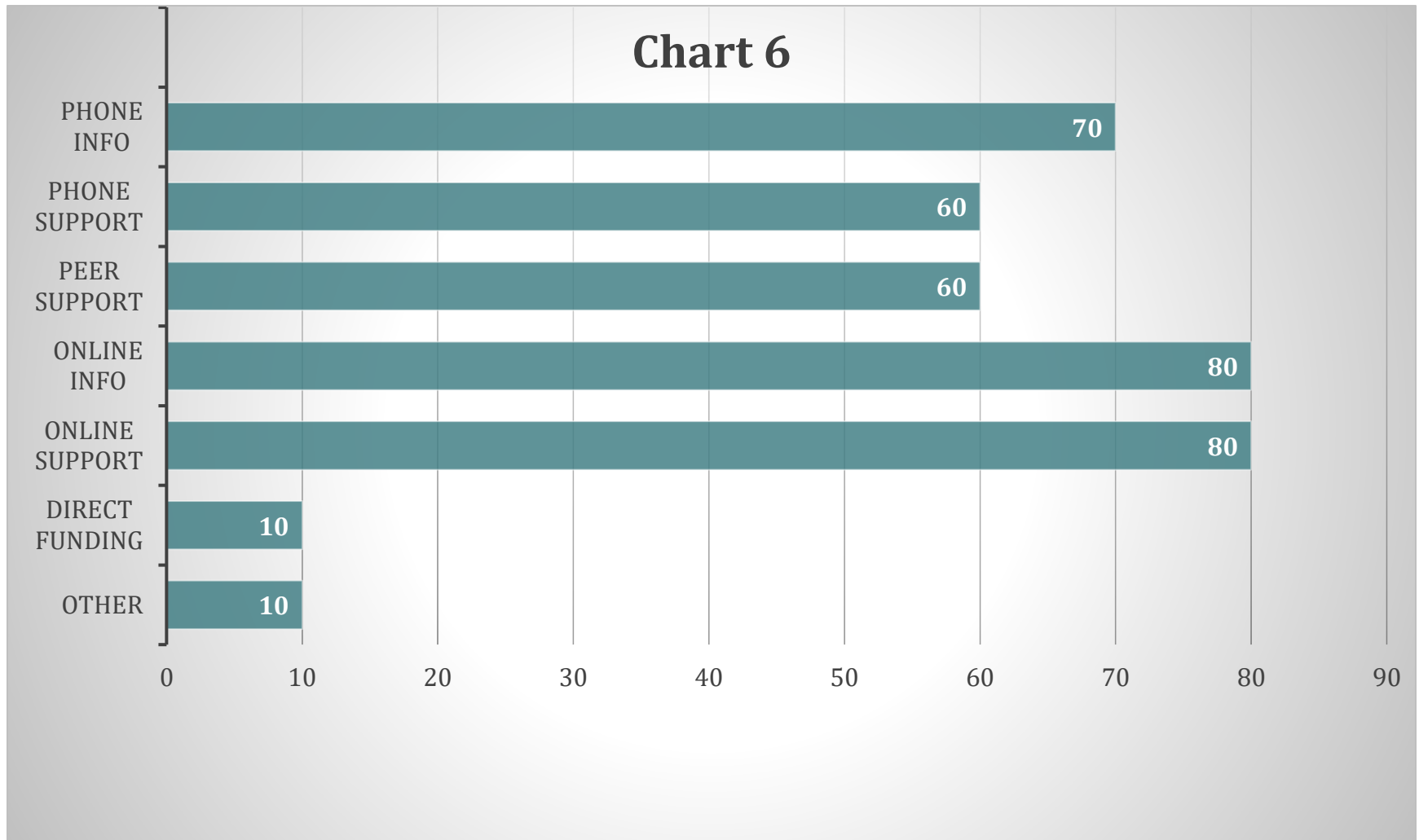
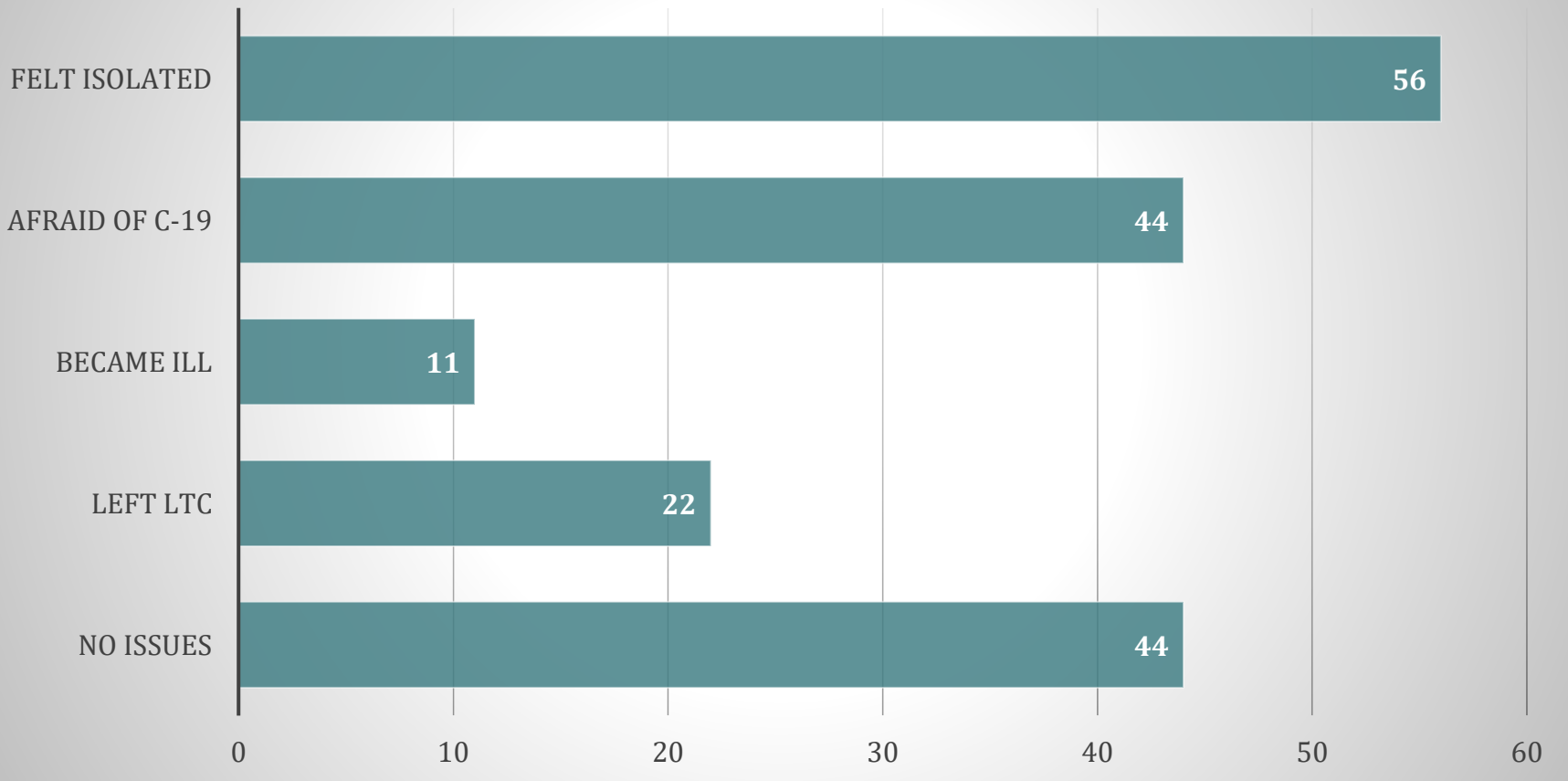


Chart 6 – Other comments - November 2020

- [Need for] increased support and information around mental health and isolation.

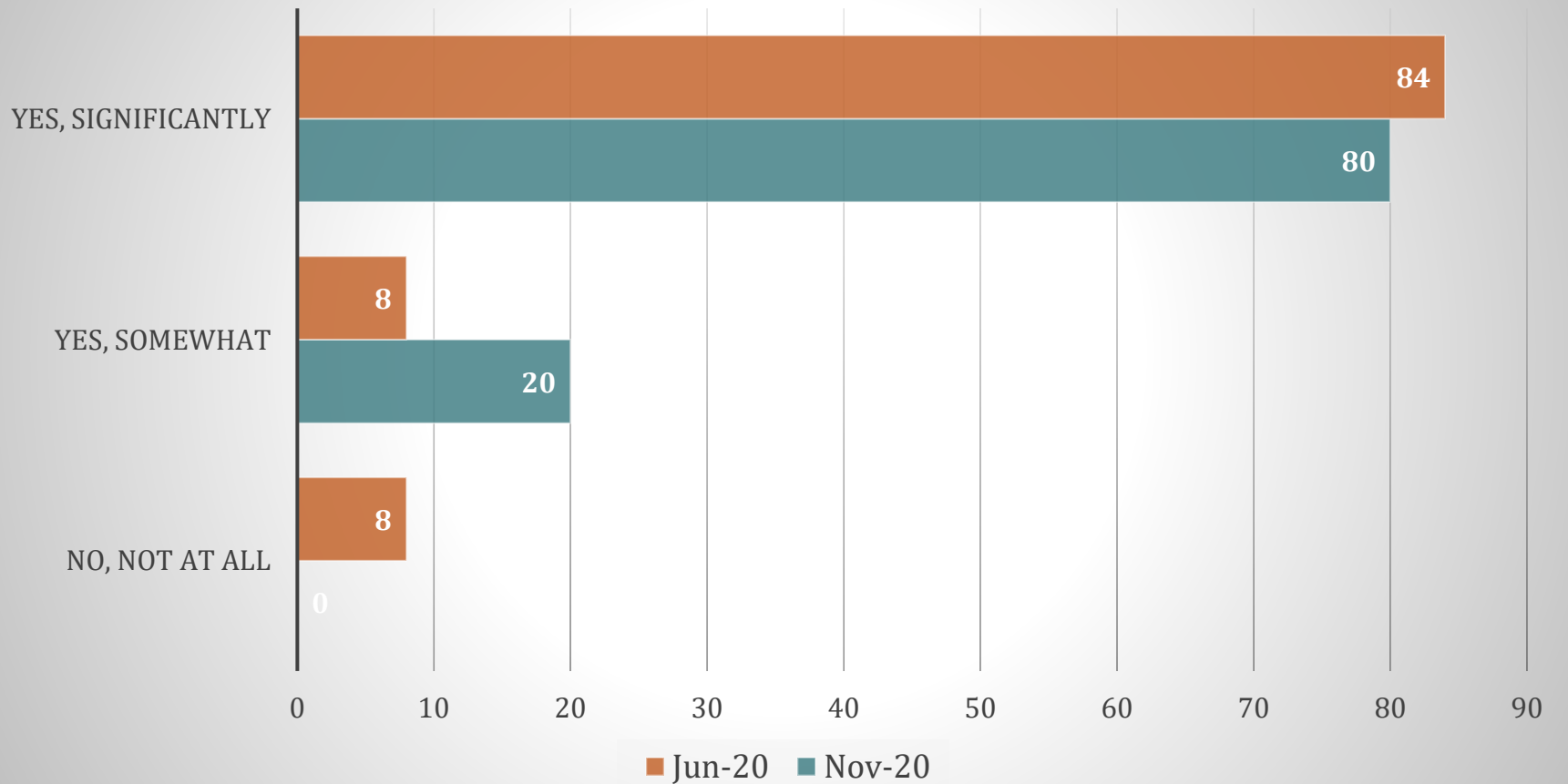
How have clients been impacted by long-term care home shutdowns? (November 2020 only)

Chart 7



Have revenues been affected by the pandemic?

Chart 8



Revenue loss impact on activities

Chart 9

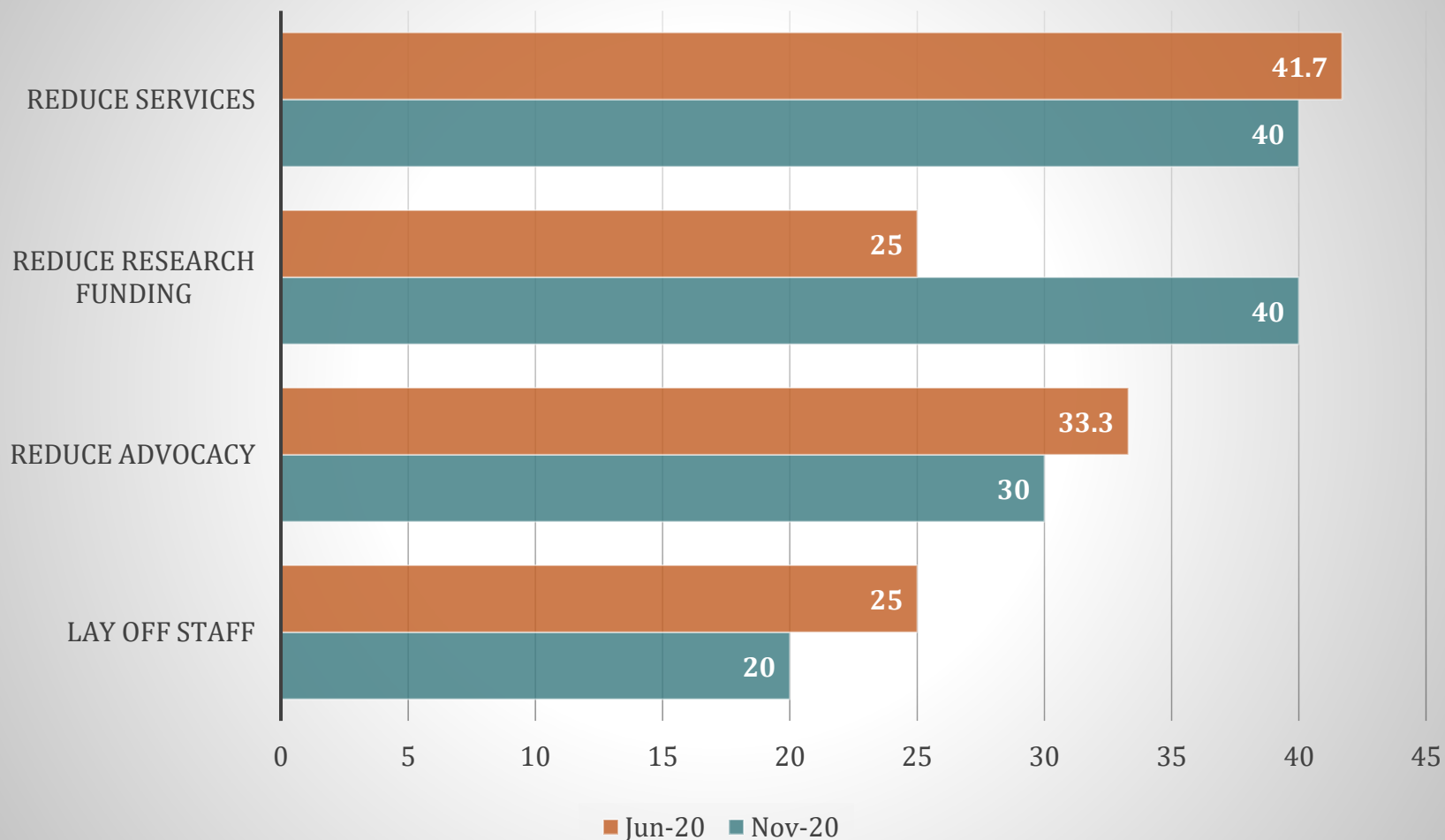
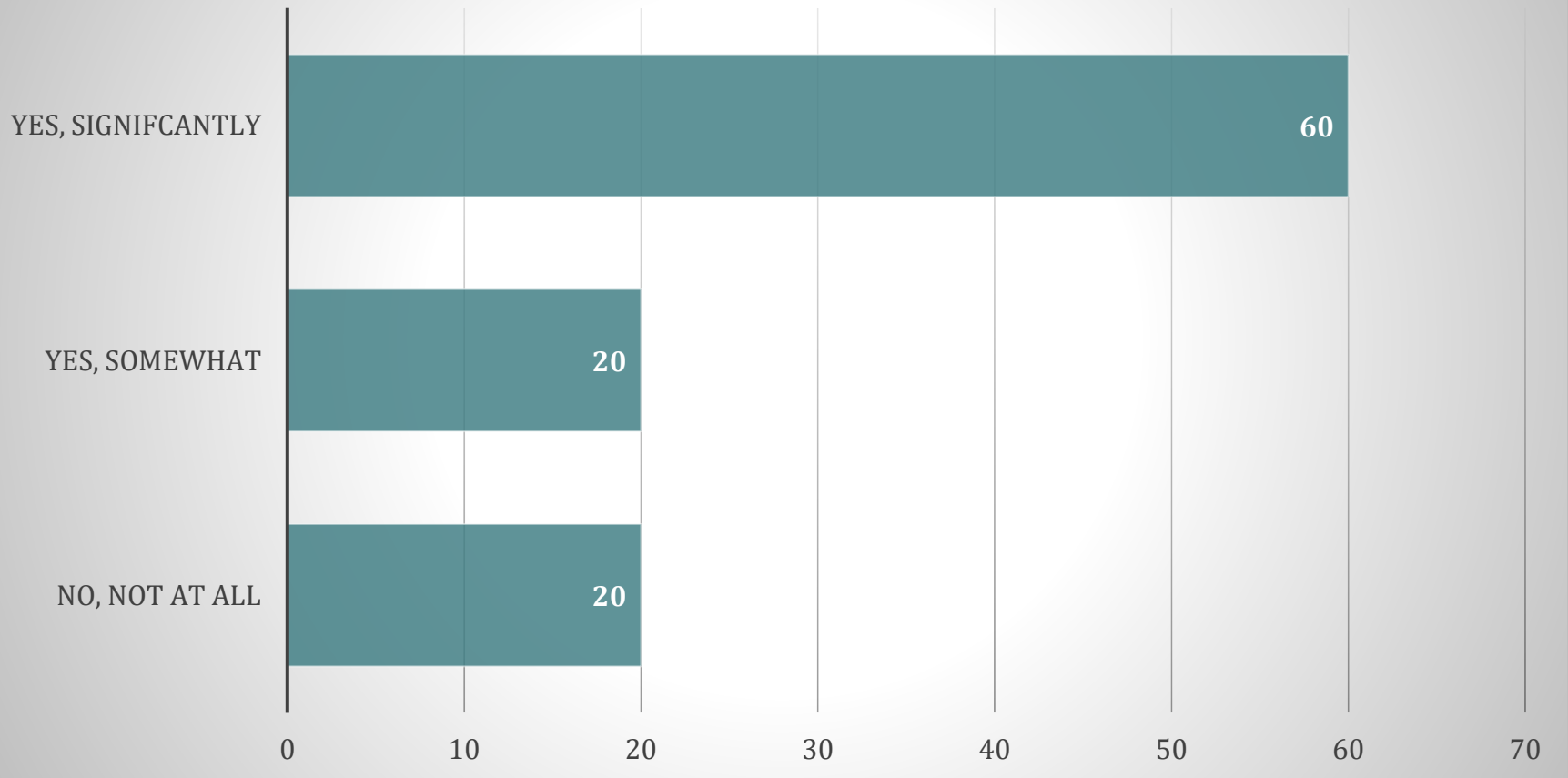


Chart 9 – Other comments

- We have a loss from March to Sept, but so far it has not affected our activities, nor have we had to lay off staff.
- We are just seeing the impact of the quieter fundraising season and having to push back our conference. We are also seeing a reducing in individual donations and sponsorships. Even with reduced funding, there is still the expectation that we should be doing more.
- We had to reduce/stop meetings with clients and home visits.
- We had to renegotiate contracts and cancel our [annual conference]

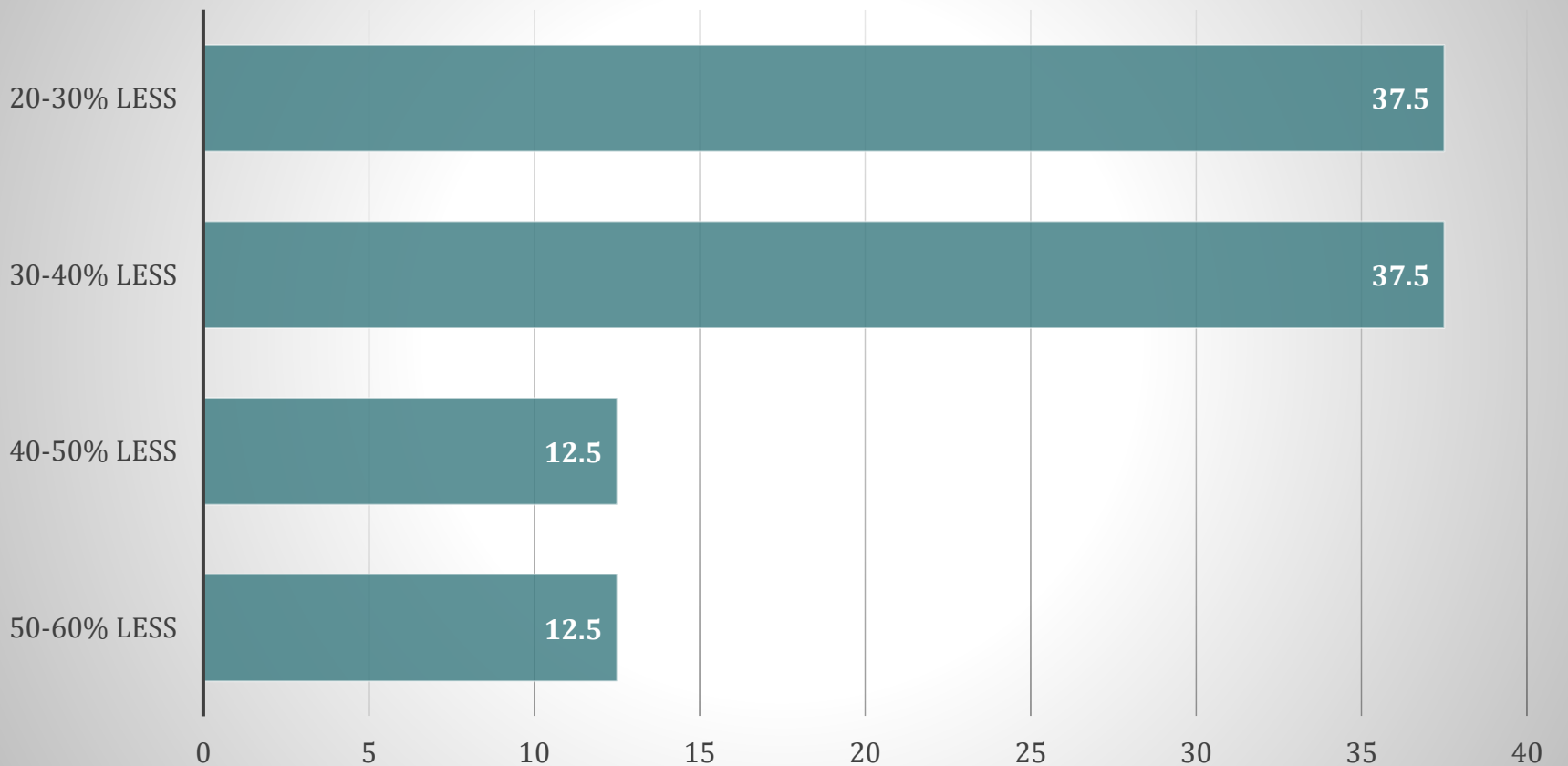
Have you had to cancel or reduce fundraising activities? (November 2020 only)

Chart 10



What is the reduction in your revenues? (November 2020 only)

Chart 11



Have you received government grants or subsidies?

Chart 12

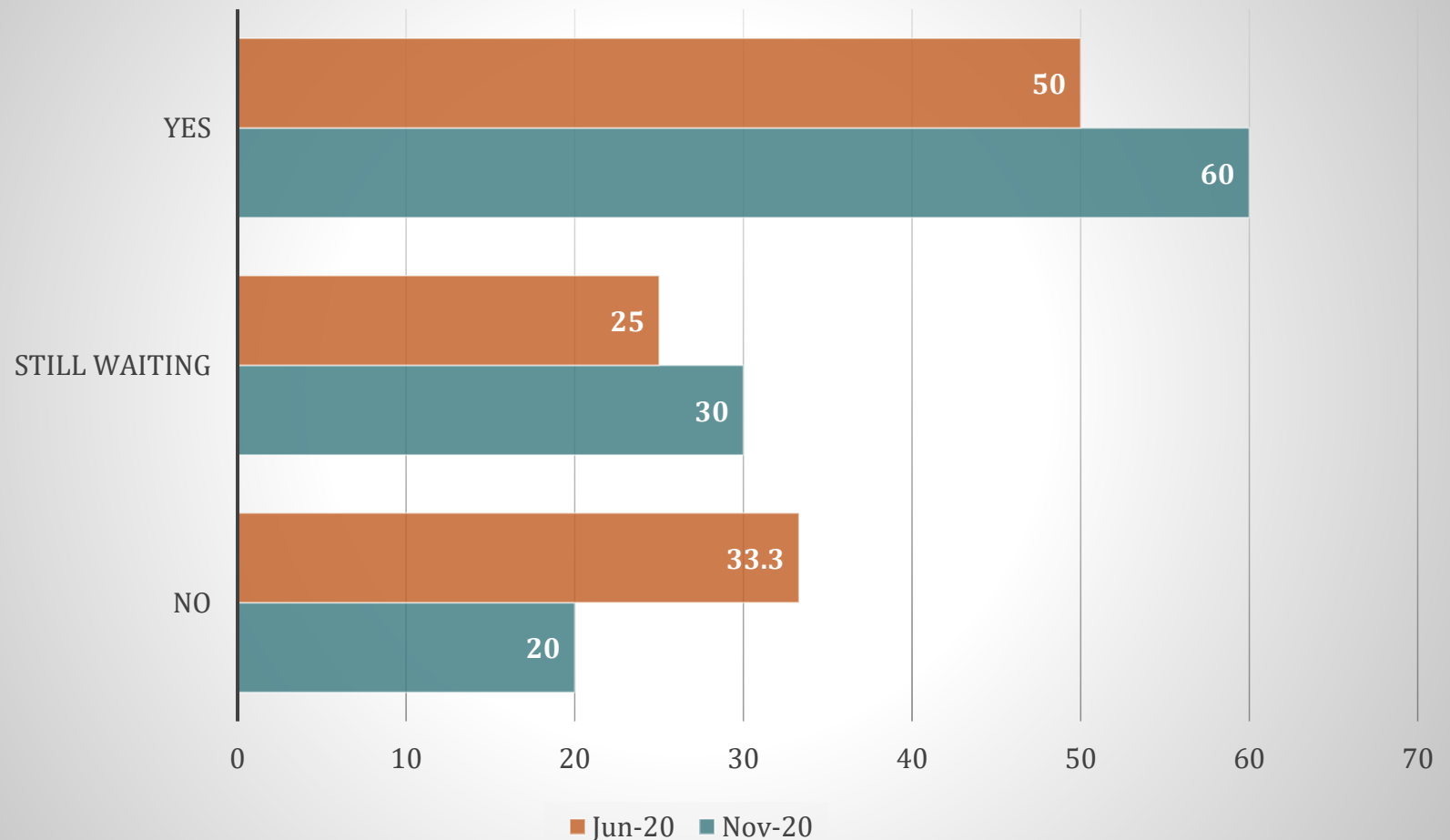


Chart 12 – What grants/ benefits have you received?

- United Way/Fed Gov't Community Support Fund-GTA only, Canada Emergency Wage Subsidy (CEWS)
- Canada Emergency Business Account (CEBA)
- Canada Summer Jobs Grant, Canada Emergency Wage Subsidy (CEWS)

Have you reopened your physical office space for staff and volunteer use? (November 2020 only)

Chart 13

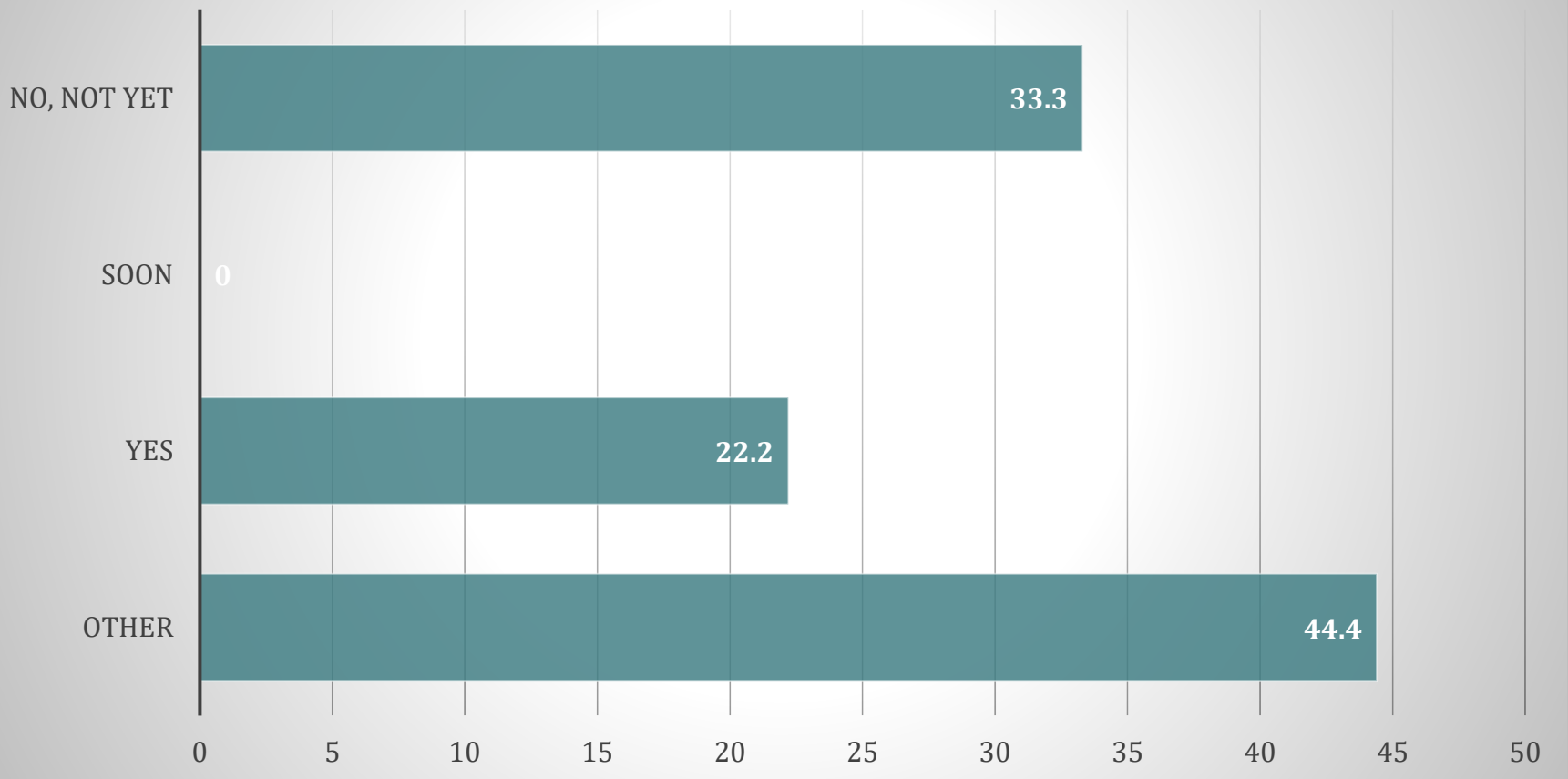


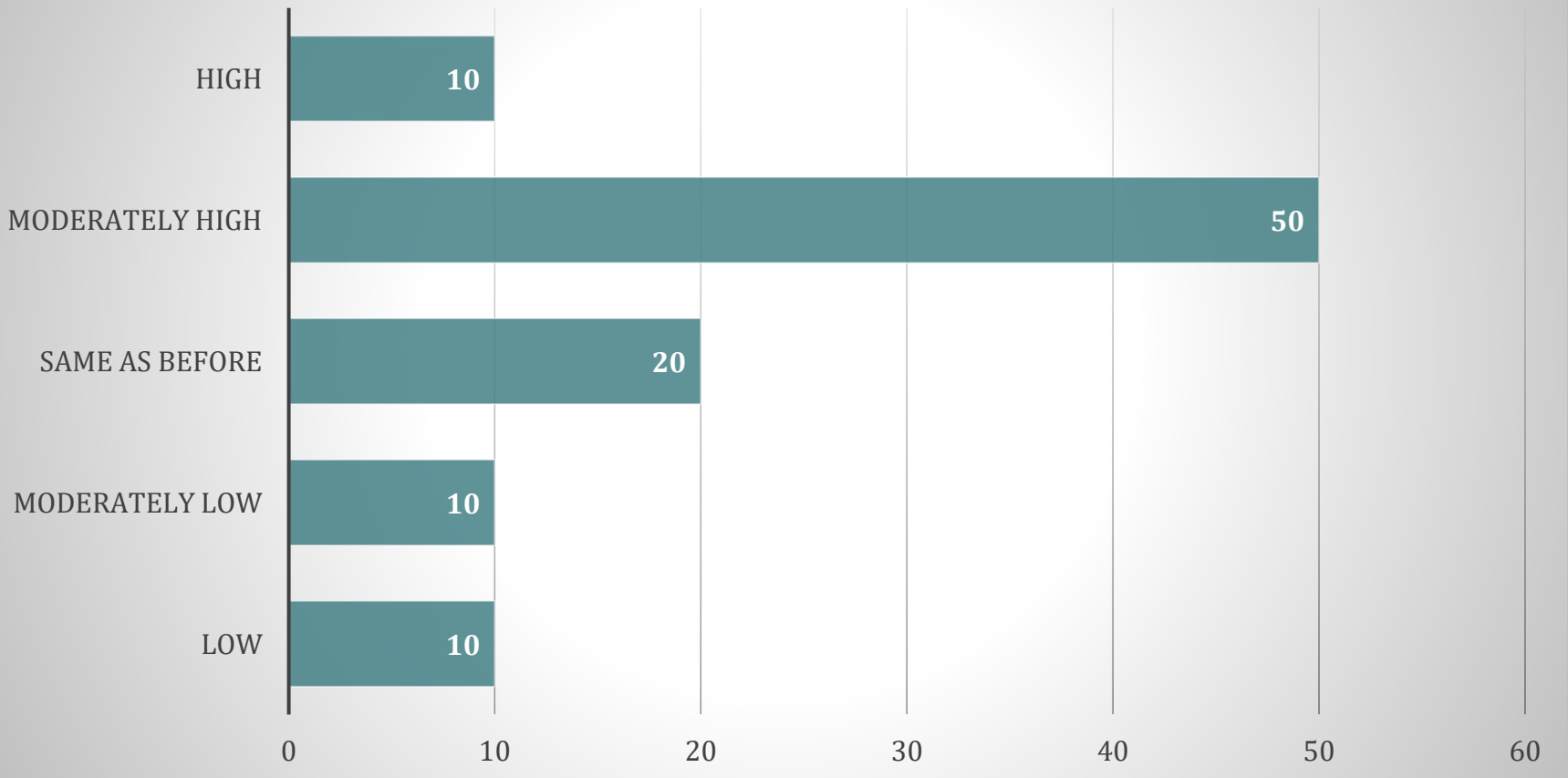
Chart 13 – Other comments

- We have partially reopened by appointment only.
- Partial opened but work from home is encouraged.
- We reopened, but then returned to work from home once cases started to rise again in Ontario.

How is staff morale?

(November 2020 only)

Chart 14



Final thoughts

- At the moment we are holding our own and are embarking on a new online 50/50 fundraiser that we hope will bring in a portion of the loss we have had from special events. We are also submitting a Trillium proposal in December.
- Lack of fundraising and capacity, but still massive expectations on services are going to put charities on the defence and more proprietary over resources and funding sources. This builds silos and it at the detriment of the patient/client population. We need to keep collaborating. Smaller to mid-size charitable organizations are at risk but provide crucial supports and services for many people. Large charities have the captive ear of funders so coalitions are more important now than ever to ensure all charities survive the current landscape.
- It has been harder for clients that do not have internet access. While we are trying to reach out to clients by phone we believe that we need to develop better methods for clients that don't have internet services. Volunteers miss coming to the office as that has provided a method for social interaction plus increased confidence. Some clients feel lost now and miss their friends and family members.
- We appreciate surveys like this as it provides an opportunity to share information that we hope will others who are likely experiencing the same types of problems



Reaction?

Additional
thoughts?

- Visit www.mybrainmatters.ca
 - Register to receive regular updates
- Follow us on Twitter: @MyBrainMatters



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