



**Bulletin for Brain Injury Associations in BC:  
A new pilot program to support ICBC customers is coming soon!**

ICBC has partnered with BrainTrust Canada, South Okanagan Similkameen Brain Injury Society (SOSBIS) and the BC Brain Injury Association to develop the ICBC Customer Brain Injury Supports and Navigation pilot program. We are working collaboratively on all aspects of the pilot including development and measurement of pilot outcomes.

We recognize customers with acquired brain injuries (ABI) could benefit from a stronger support system to effectively navigate their claim and recovery process following their crash. The pilot aims to enhance access to existing community support services for ICBC customers who suffered a brain injury because of their crash, as well as ICBC customers with pre-existing brain injuries who are having trouble managing their claim.

Funding for this pilot will be provided by ICBC and distributed via the BC Brain Injury Association to local brain injury organizations to support the services accessed by this unique group of ICBC customers or to provide funding for navigation support when required.

ICBC customers in urban, rural, remote, and Indigenous communities will have the opportunity to access appropriate supports through their closest participating brain injury organization. For regions and areas that do not have a brain injury society, BrainTrust and SOSBIS will identify and arrange services, as required.

The pilot is anticipated to launch in the fall of 2025. Stay tuned for more information, which will include details about how you can participate.

**Contact us:** Email questions to: [Recoveryprograms@icbc.com](mailto:Recoveryprograms@icbc.com)