

2012 Business Improvement Plan (BIP)

The 2012 Business Improvement Plan is the overall operational plan for BACI. In other words, it's the plan we use to track and monitor our achievements as an organization. There are two key processes built into the BIP – the findings of *2011 Outcomes Management Report* and the *2011-2016 Strategic Plan*. Both processes are fundamental to BACI's work because they are based on the feedback, input, hopes, and dreams of our stakeholders (the individuals we serve, families, board members, employees, and community partners). Furthermore, both processes are accountable to BACI's overarching goal for the next five years – ***Inclusion Through Innovation***.

This year again the BIP is broken down into the five themes of the 2011-2016 Strategic Plan – **(1) Social & Economic Inclusion (2) Person/Family-Centred Planning (3) Prosperity (4) Community Partnerships (5) Healthy, Appreciated, & Well-Connected Workforce**.

An operational plan will be developed for each Strategic Plan theme. To ensure a strong link between the two processes, each operational plan will include the recommendations from the 2011 Outcomes Management Report.

The following is a summary of the cumulative goals for the 2012 BIP. Note: the full operational plans will be drafted by April 30, 2012.

(1) Social & Economic Inclusion: A central conviction that shapes BACI'S practices is the belief that citizenship (and the rights, privileges, and responsibilities that accompany it) must extend to all Canadians, regardless of whether or not one has a disability. Thus, our goal is not simply to integrate principles of citizenship into the services we provide – such as the right to self-determination, contribution, and the freedom from discrimination – but to advocate to ensure these principles are also present for people with disabilities in the wider social, economic and political systems.

- A) BACI will develop an operational plan to address the Social & Economic Inclusion goals identified in the 2011-2016 Strategic Plan.
- B) BACI will implement the recommendations outlined in the 2012 Accessibility Report.
- C) BACI will take an active role in promoting the social and economic inclusion of people with disabilities in Burnaby, British Columbia, and Canada.
- D) BACI will find innovative ways to support the individuals to learn about and exercise their rights within BACI and the community.
- E) BACI will develop a plan of action to ensure that the people we serve are surrounded by friends and family.
- F) BACI will ensure that all the employees hired to work in the Social Enterprises have employment plans in place.
- G) BACI will continue to build its 'Disability Confident' agenda within BACI and throughout the community.
- H) BACI will continue to move forward with its 'Employment-First' agenda.

(2) Person/Family-Centered Planning, Thinking & Doing: BACI is committed to developing and delivering services that are relevant and meaningful to each individual and family. Acquiring a genuine understanding of each individual/family is the basis to good planning, and the start to good service provision. Beyond planning, BACI must be as flexible as possible in order to respond to the diverse and ever-changing support needs of the individuals it serves. Thus, once support needs, choices, and expectations are identified in the various planning processes, the Association shall be prepared and required to adjust or re-organize services, to the extent that it is capable, in order to best accommodate individuals and their families.

- A) BACI will develop an operational plan to address the Person/Family-Centred goals identified in the 2011-2016 Strategic Plan.
- B) BACI will conduct Service Evaluations in all programs and will make sure that all services are consistent with the Quality Assurance Indicators.
- C) BACI will conduct a review of its Quality Assurance Initiative with all stakeholders.
- D) BACI will continue to ensure that Human Resource practices are directly linking to the Quality Assurance Indicators. In particular, performance appraisals will measure staff performance in relation to the Quality Assurance Indicators.
- E) BACI will ensure that yearly planning meetings for all people/families served are taking place. The planning meetings must be consistent with the Guidelines for Planning (or other service standards) and the philosophy and practices of person-centred thinking and planning.
- F) BACI will ensure all evidence-based planning and service quality documents are in place for both personal and program planning purposes and monitoring.
- G) BACI will provide more information to families about their child's social, emotional, intellectual, and skill development as it relates to the child's activities/participation in the child care centres.
- F) BACI will explore families' involvement and feedback as it relates to the Infant Development Program, Child Care Centres and Adult and Youth Services.

(3) Prosperity: Over the years, BACI has been identified as a 'charity.' BACI wants to shift this perspective to one of 'prosperity.' Typically, prosperity is thought of as economic status and wealth. Instead, BACI's agenda of prosperity wants to build financial strength but also generate 'wealth' in areas like: collaboration, assets (both tangible and intangible), partnerships, investments, presence, technology, communication, housing, and community development. Prosperity is about being strong and thriving...moving beyond the status quo. Prosperity is also about Relationships, Contribution, Home, Sound Decision-Making and Financial Security.

- A) BACI will develop an operational plan to address the Prosperity goals identified in the 2011-2016 Strategic Plan.
- B) BACI will develop a plan to leverage the assets of the Still Creek building to create a greater social impact within the community of Burnaby.
- C) BACI will explore options to create wealth for families and people with disabilities through housing opportunities.
- D) BACI will develop a plan to explore possibilities to increase access to Individualized Funding for the people we serve and their families.

(4) Community Partnerships: Relationships are a definite strength and asset for BACI. The Association prides itself on working with professionals, groups, and community friends in a collaborative and reciprocated manner. BACI has great strengths to offer our community partners and, in turn, welcomes the contributions and collaborations of our diverse community partners. BACI will work with current and new partners in innovative ways to achieve shared goals, ventures and learning. The Association must enroll its community partners in supporting the Association's goals, mission, and vision.

- A) BACI will develop an operational plan to address the Community Partnership goals identified in the 2011-2016 Strategic Plan.
- B) Rather than using surveys, BACI will engage our community partners in a discussion about the Association's overall practices and impact on the community.
- C) BACI will engage the community in a dialogue about Inclusion.
- D) BACI will develop a comprehensive plan to engage community partners and foster deeper collaboration to advance our Social and Economic Inclusion initiatives.
- E) BACI will develop a plan to support the people we serve to travel.

(5) Healthy, Appreciated, and Well-Connected Workforce: We recognize that the success or failure of our services rests in a critical way in the hands of our employees. We will seek to foster an environment of collegiality and mutual respect wherein feedback is welcomed and encouraged, and where staff are inspired by word and by example to perform to the best of their capabilities. A healthy, appreciated, and well-connected workforce will not only benefit our employees on multiple levels and in multiple ways, but it will strengthen the Association's services and ability to achieve our mission and vision. Our practices around Human Resource Management and particularly our dedication and expertise in the areas of staff training and professional development continue to be a key commitment.

- A) BACI will develop an operational plan to address the Healthy, Appreciated, and Well-Connected goals identified in the 2011-2016 Strategic Plan.
- B) BACI will implement a Wellness Plan.
- C) BACI will conduct the Annual Employee Health Survey.