

2015 Business Improvement Plan (BIP)

The 2015 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 three key processes built into the BIP – the findings of *2014 Outcomes Management Report*, the *Theory of Change*, and the *2011-2016 Strategic Plan*.

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.**

Some of the goals listed are broader in scope because they will be implemented throughout the Association in various ways. Specific and measureable action plans will be developed for each key goal. Where applicable, these plans will be developed, implemented, and monitored by either programs/services and/or the support services team. The Management Team will review the BIP and action plans on a quarterly basis.

(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 and political systems.

- A. BACI will take an active role in promoting the social and economic inclusion of people with disabilities in Metro Vancouver.
- B. BACI will continue to move forward with its 'Employment-First' agenda.
- C. BACI will continue to grow and develop individuals' networks and community connections via the Community Connectors.
- D. BACI will infuse the methodology from Kudoz and Fifth Space deeper into the organization.
- E. All programs will complete the operational requirements/processes listed in the accountability schedules for their respective Department.

(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 services 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 reorganize services, to the extent that it is capable, in order to best accommodate them.

- A. BACI will continue to support individuals and teams with Person Centred Planning via the Coaches Team.
- B. The orientation and appraisal processes will be revised in Adult Services, through a 'user-design' and feedback loop process.
- C. BACI will continue to use the Impact Evaluation model throughout its services. This will include hosting more in-person meetings and feedback sessions with all of BACI's stakeholders and supporting different conversations at all levels to achieve a deeper understanding and work towards 'getting to what matters' (i.e. through planning meetings, with families, at team meetings, etc.).
- D. Establish regular family involvement in all programs/services (Adult Services).
- E. Each department will develop an action plan to meet their program specific recommendations from the 2014 Outcomes Report data (see attached). This will be reported quarterly via the Quality Assurance Committee.
- F. The 'Residential Refresh' action plan will be developed and implemented.
- G. The Adult Service Department will work collaboratively to provide support and resources as individuals and their families navigate the aging process. This will include feedback from the 'Seniors Share Back' Process, developing responsive services, and providing more training for individuals, families, and employees.

(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. This applies to the individuals and families we serve as well as the Association and community as a whole.

- A. Implement the strategies and indicators outlined in the Theory of Change.
- B. Explore innovative and alternative housing initiatives through a joint working group from the BACI and SOFF Boards.
- C. SOFF will create and implement a Business Development Plan for resource development and strategic partnerships.
- D. BACI will continue to use the Learning Loop model to bring the 'best ideas' forward and share learning throughout the organization.
- E. BACI will embark on its 2016-2020 Strategic Planning Process.
- F. BACI's 60th Anniversary will be celebrated in a variety of ways.

(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 to the Association's goals, mission, and vision.

- A. Rather than using surveys, BACI will engage our community partners in a discussion about the Association's overall practices regarding access, effectiveness, efficiencies, and service satisfaction.
- B. BACI will continue to develop its internal/external work and leadership as a Disability Confident organization.

(5) Healthy, Appreciated, and Well-Connected Workforce: We recognize that the success or failure of our services rest 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 staff training and professional development continue to be a key commitment.

- A. BACI will conduct the Annual Workplace Satisfaction Survey in November 2015.
- B. Develop and implement a leadership development plan for the supervisors and coordinators based on organizational values, performance expectations, and self-reflective practices.
- C. Enhance and implement a training calendar to make training and employee development more accessible and responsive to employees' needs and developmental paths.