

Accreditation will help  
BACI staff achieve  
the highest possible  
standard of service to  
our clients.

## Building Caring Communities

The Burnaby Association for Community Inclusion (BACI) is a grassroots, non-profit organization that has spent over 60 years providing innovative services for children, youth and adults with disabilities and their families.

We currently serve over 1,000 individuals and their families in Metro Vancouver by providing various training, development, social and recreational opportunities. Through our various EmployAbility programs and social enterprise initiatives, we support the economic inclusion of people with disabilities. With our four integrated child care centres, we support over 140 children of all abilities and their families.

BACI continues to seek out opportunities to increase social awareness, and with integrity and conviction, effect change in the way individuals of all abilities are included in our society.

If you have any questions, comments, or ideas about Accreditation, please contact Tanya Sather at 604.299.7851, or [tanya.sather@gobaci.com](mailto:tanya.sather@gobaci.com).

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## Accreditation in Plain Language

“Helping us give the best service  
to the people we support”



Burnaby Association  
for Community Inclusion



## BACI Accreditation

The Burnaby Association for Community Inclusion is now in the process of being re-accredited in order to better serve the families and individuals we support.

This pamphlet talks about what accreditation is, how it affects individuals and families, and who will participate in the accreditation process.

## What is Accreditation?

Accreditation is a test for an agency (like BACI) that gives services to people, to find out if the agency is doing a good job and has high quality services for the people they support in the community.

Accreditation is done by a different agency that only works on doing these kinds of tests for agencies.

After testing the agency's services, the people that do the tests (called "accreditors") work with the agency (BACI) to help find more ways for the agency to reach their goals in serving people in the community.

## How does accreditation affect me?

The agency that does the tests on agencies like BACI will make sure that BACI gives the best possible care for the individuals and families served. It will also help BACI achieve the highest possible standards. This will be done by having focus groups and advisory committees which always include the individuals and family members served by the agency.

During the accreditation (or "testing") process, BACI's services will still be provided as usual, and all policies and agreements (including the privacy policy) will be respected.

BACI and CARF strongly believe in including the voices and ideas shared by the people who get services.

## Who is performing BACI's accreditation?

BACI's services are being tested by the Commission on Accreditation of Rehabilitation Facilities (CARF). CARF is an experienced, professional non-profit agency that started back in 1966. They focus on the area of community services for people.

CARF and BACI have a strong commitment to serving the needs of the individuals involved in the agency. The focus of their testing will be on creating a positive environment for individuals receiving services from BACI.

## Accountability

Most of BACI's services are supported through public funding. It is important that we are accountable to the public, to the Ministry with whom our services are contracted, and to the individuals and families who expect us to provide safe, meaningful, and quality services.

## Our Commitment

BACI is committed to being clear and open in its practices and operations, and to being accountable to all stakeholders for all areas of its activities. This openness will be limited only when it is our duty to protect the personal information and privacy of individuals and their families.