



Adult & Youth Services Manual

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I. Introduction

This document has been created to provide an organizational overview of our services to people and their families, funders, members, and other possible stakeholders who are interested in our services. It contains a description of our history, values, organizational structure, services, and our ongoing commitments to supporting people and their families.

It is important to understand that as an Association we are unwilling to be regarded as a place of merely satisfactory service or thinking. Nor, in the midst of a world of change, are we willing to resign ourselves to being mere observers of trends and developments that touch the lives of the individuals we serve. It is both our vision and our commitment to achieve excellence in each of our service areas, and to be recognized as a face of leadership within the communities where we work, live, and serve.

History

In 1956, parents of children with disabilities formed a non-profit organization in Burnaby to help advocate for the rights of their sons and daughters. This was the birth of the Burnaby Association for Community Inclusion and the beginning of an unwavering commitment to respond to the needs expressed by people and their families.

Shortly after its inception, the Association and parents introduced Burnaby's first school for special needs children. By the mid 1960's, the Burnaby School Board provided our Association with three separate Donald Patterson sites (a Vancouver paediatrician who lent his name to our cause) for special needs education programs. Plans were soon underway to construct a new Donald Patterson School on Canada Way.

In the decade that followed, the Association developed a series of programs that, in many instances, served as early versions of ones that exist today (for example, early childhood intervention, respite, vocational training programs and workshops, and summer recreation programs).

With the downsizing of Woodlands and Tranquille in the 1980's, our Association played a significant role in welcoming citizens with disabilities back to the community and ensuring that they were successfully supported.

Around the same time period, the vision emerged of building and owning our own centre. Through the shared efforts of Association members, the BACI Building Options Foundation, the City of Burnaby, the provincial government, community volunteers, and local businesses and corporations, our Still Creek Centre became a reality.

Foundations

From its start as a grass roots organization, our Association has maintained a steadfast commitment to being a dynamic and vibrant organization with a strong membership, always driven by, and answerable to, the individuals and families we serve. We believe our services must honour this group above all and be capable of accommodating peoples' diverse needs, interests, and expectations. A central conviction that shapes our practices is the belief that citizenship (and the rights, privileges, and responsibilities that accompany it) must extend to all Canadians, regardless of whether one has a disability. Thus, our goal is not simply to integrate principles of citizenship into the services we provide, but to advocate to make sure these principles are also present for people with disabilities in the wider social and political systems.

Being - Becoming - Belonging

BACI aims to increase the being, becoming and belonging of the people we support through advocacy, community development and service delivery.

Each person has the right to make decisions about what sort of life they will lead, and to receive supports that look after their "**being**" -- home, health and safety, communication, positive social atmosphere, access to services and resources, and support from contractors and others in their personal network.

Each person is supported in "**becoming**" contributing, active citizens and visible and valuable members of society -- through employment, community engagement, and personal growth.

Each person is supported to explore and develop relationships to advance their "**belonging**" -- relationships that provide meaning and connection to others including family, friends and loved ones. People are also supported to find meaningful opportunities to express and receive love and affection -- acknowledging our desire for reciprocal bonds that confirm we belong.

Because our communities clearly are not yet places of full belonging, we recognize the importance of advocacy and community development in bringing about change. We believe it is our responsibility as an organization providing services to individuals who may be more marginalized to act as a change agent.

All of the above convictions are included in BACI's vision, mission and guiding principles that are collectively intended to inspire and guide our services, and which provide a basis for evaluating the success of those services. These are as follows:

Vision (What we want):

A society that **includes** all people

Mission (What we do):

BACI creates places where people of all ages

- **connect** with family and friends
- achieve **hopes** and **dreams**
- **learn** and **grow**
- have **choices** respected
- **access** quality supports and services
- believe in and **advocate** for the rights and responsibilities of everyone



Statement of Values and Principles

(What we believe):

We believe:

- that **citizenship** must extend to all Canadians
- that each person should be **respected** as a unique individual
- that **friends and family** are of utmost importance in the lives of the people we serve
- that all people have the **right to belong** in their community
- that all people be **valued** for the gifts that they bring to their community
- that people with disabilities should be supported and encouraged to make **decisions** that affect their lives
- in the importance of early intervention and **early** education for all children
- in the importance of providing affordable accessible **housing**
- in the importance of honoring and promoting environmentally and **socially responsible practices** as we fulfill our mission and vision
- in the importance of working in **partnership** with others (organizations, community groups, businesses and government bodies), to maximize the quality of life of the people we serve.



As a member organization of the BCACL (BC Association for Community Living), BACI supports the Statement of Values and Principles of that federation, and in particular:

We believe:

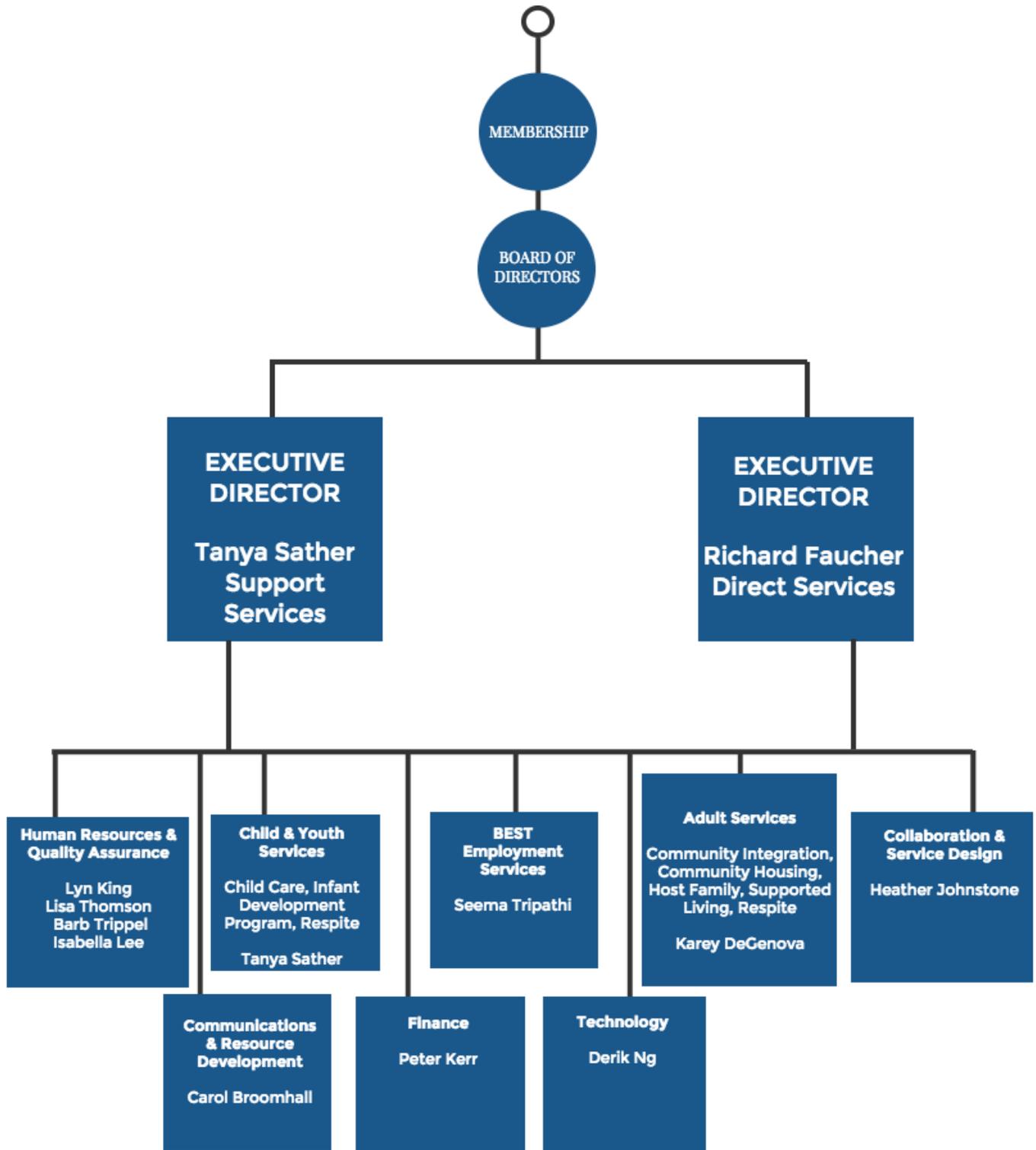
- that remembering and sharing our **history** will help guide and build our vision for the future
- that **inclusive communities** enrich the lives of all citizens
- that services and supports must be delivered in a way that **respects** an individual's diverse history, culture, race, religion and sexual orientation
- that real work means **real pay**
- that all children have the **right to be educated** in regular classrooms with appropriate levels of support

These principles serve as both the foundation for, and the inspiration behind our services. We are committed to their fulfillment in every aspect of our undertakings, and we are determined that they shall be neither compromised nor weakened as the result of the demands, pressures,

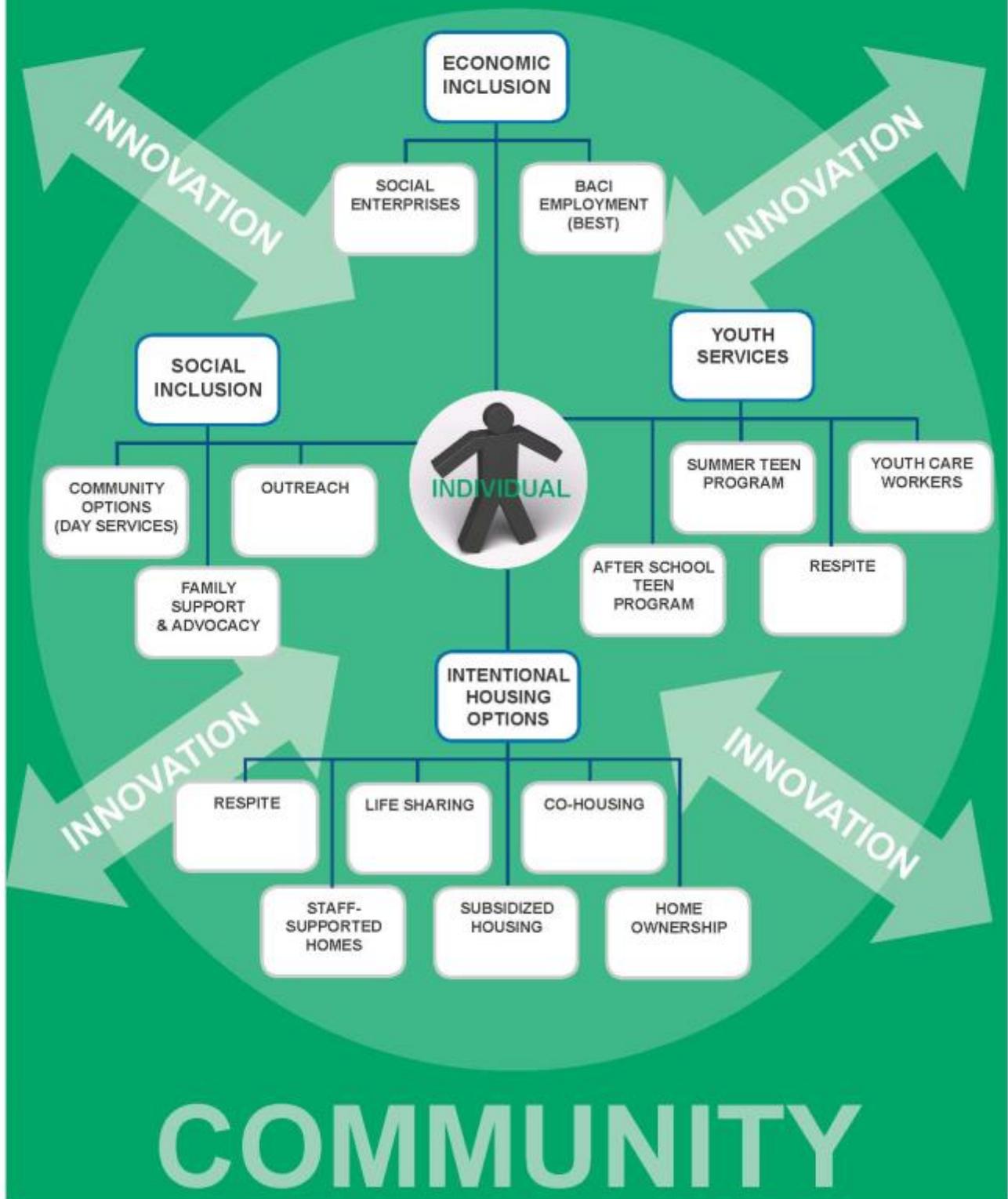
and/or stresses that are involved in the provision of services. We welcome and encourage all stakeholders (individuals, their families, members, social workers, external professionals/contractors, financial donors, and so on) to challenge us when they feel we may be losing this focus, or when they feel we have not implemented these principles to the fullest extent possible.



BACI Organizational Structure



ADULT AND YOUTH SERVICES STRUCTURE



Roles & Responsibilities

Board of Directors

The Board of Directors, the Executive Director and employees at all levels share the responsibility for the evaluation and continuous improvement of services.

The Board is responsible for defining in policy the standards for quality services, the process for evaluating these services, and the process for ensuring that policies are implemented.

Board Committees – Standing:

- a) Advocacy Committee
- b) Disability Confidence Committee
- c) Finance Committee
- d) Quality Assurance Committee
- e) Seniors' Committee

Board Committees – Ad Hoc:

- a) Audit Committee
- b) Board Committee Membership
- c) Board Committee Terms of Conduct
- d) Code of Ethics Committee
- e) Executive Director Performance Evaluation
- f) Governance Committee
- g) Nominations & Resolutions Committee

Executive Director

The Executive Director is responsible for the implementation of policies and procedures as directed by the Board, and for the overall, daily management of operations.

Senior Managers

The Senior Managers are responsible for the services provided within their respective areas, and for the corresponding ongoing evaluation and implementation of both broad and program-specific quality improvement plans and projects.

Human Resources and Quality Assurance

The Human Resources and Quality Assurance department is responsible for supporting Senior Managers in three primary ways:

1. To coordinate, conduct and document program evaluations.
2. To evaluate, coordinate, design and provide staff training to increase the capacity of staff at all levels.
3. To develop systems and mechanisms for the recruitment, hiring, training, evaluation, and general monitoring of employees.

BACI Committees

- a) Wellness committee
- b) Labour management committee
- c) Health and safety committee
- d) Quality Assurance committee

We encourage a greater involvement from our membership. Anyone interested in joining these committees is welcome.

II. Organizational Standards

The Association is wholly committed to conducting itself in accordance to the highest possible professional standards and principles. This commitment should be particularly evident in the following areas:

- Communication with service users, families, personal and professional support systems, and government personnel
- Personalized services
- Use of documentation and reporting systems
- Human resource management
- Internal administrative practices
- Accountability and continuous quality improvement

Overview

Our Commitment

We are resolved to ensure that professional excellence is demonstrated at every layer, and in every undertaking, of our organization. We understand that poor or compromised standards impact immediately upon direct services. They also damage the relationships and morale amongst workers, families, and professionals that are so important for consistent, quality care.

As a consequence and in recognition of important developments in the field, we have completed the process of receiving CARF accreditation. CARF accreditation is a level of certification that recognizes an organization's ability to meet a high standard of professional competence. Not only must we meet or exceed specific professional standards in each aspect of our operations, but we must also be systematically accountable to those persons and their families using our services, and we also must have a demonstrated commitment to continuous quality improvement.

Our Association will continue to introduce new standards, and to make the organizational and administrative changes that are required to continue to improve the quality of our services. Throughout this rather labour-intensive process, we shall not neglect our daily responsibilities to provide meaningful and individualized services to peoples' lives.

Accountability

Our Commitment

The Association provides most of its services through public funds, and to people who are amongst the most vulnerable in society. It is essential that we are accountable to the public, to government with whom our services are contracted, and to the people and families that expect us to be able to provide safe, meaningful, and quality services.

To this end, our Association is committed to being transparent in its practices and operations, and to being accountable to all stakeholders for all aspects of its activities (individuals, families and personal support systems, government, the public and local communities, Association members, external professionals, financial donors, and so on). The only limit to this transparency shall be with respect to our duty to protect the personal information and privacy of individuals and their families.

Financial Controls

The Association has a responsibility to the Provincial Government (MCFD, CLBC, and BC Housing), donors, members, and service users and their families, to ensure the following:

- That the Association is financially viable
- That all expenditures are appropriate
- That there are policies and internal auditing systems in place to guarantee that all expenditures are authorized and properly recorded, and that any variance will be immediately noticed so that corrective measures can be taken
- That where we are involved in an individual's personal finances there are reporting and auditing systems in place to ensure transparency and the protection of monies



Board of Directors

The Board of Directors must review and approve the Association budget on an annual basis, and any significant changes throughout the year. Financial statements are further supplied to the board on a quarterly basis, or more frequently should the Association fall into a deficit or should there be a significant variance on a budget line item.

Senior Managers

The Association will keep accurate and complete records of all accounting transactions. Senior Managers and employees with spending authority have reasonable limits imposed, and are required to accurately record and report all expenditures.

Direct Service Teams

Team Coordinators or Supervisors are required to provide a complete and accurate monthly reconciliation to the Department Manager at the end of each month. A monthly reconciliation is when the coordinator/supervisor totals and submits all receipts and written records of expenditures, and reports the team's operating cash balance. The receipts plus the cash-on-hand must equal the monthly budget.

Amendments or revisions to a budget must be approved by the Senior Manager and submitted to the Chief Financial Officer for implementation.

Service Users

The Association, through its employees, often assists people with their finances. We therefore have a separate accounting system to record and balance all expenditures, and to reconcile their finances on a monthly basis. Any discrepancies must be reported to the team Coordinator/Supervisor within 24 hours. The Coordinator/Supervisor is responsible to monitor individual finances on a monthly basis and the records are double-checked by another Coordinator/Supervisor.

If you require more information about the Association's policies or procedures regarding financial control, please visit our website at www.gobaci.com or inquire further at 604-299-7851.

Accessibility

Our Commitment

The Association must be accessible to all persons who use and interact, or who may potentially use and interact, with our services. Systems and resources are useless if people cannot find, access, or understand them. For this reason, we are committed to ensuring that our services are accessible to all who may require them, or who may need to interact with us. We conduct annual assessments of all sites used by the Association.

Access includes, but is not limited to the following:

- *Physical environment.* The Still Creek Centre and all properties maintained or used by the Association will be accessible for those who need them to be.
- *Communication/Language.* The Association will endeavour to provide clear, accurate, and understandable information to those who require it. This includes providing information in plain language for those who request it and, where possible, to provide important information in the first language of those involved (i.e., through written translations or the use of interpreters).
- *Outreach.* The Association will seek to distribute information about its own services (and subsequently, information about the general availability of support services) to different cultural, ethnic, and social groups who may not be aware of these resources.

We welcome feedback from all stakeholders with respect to our ability to be visible and accessible to the communities with whom we interact, and within which we operate. We will endeavour to provide whatever is necessary to assist someone to meaningfully access our services.



Working Together

Our Commitment

The Association is but one partner in a larger community of persons and organizations who must work effectively together to fulfill mutual responsibilities of enhancing the lives of persons with disabilities. To be an effective partner, we will observe the following rules of conduct:

- We will understand and acknowledge the important role of each professional, MCFD and CLBC personnel, and support person with whom we interact
- We will be respectful in all our dealings with people
- We will be honest and forthcoming in all professional interactions
- We will not break professional confidence
- We will encourage and welcome feedback and positive criticism of our services
- We will advocate for the people we serve
- We will value the importance of working together to maximize the quality of life of the people we serve

Conflict Resolution

Our Commitment

It is a reality that conflict can arise between the Association and the people served, their family members, professional or personal supports, and/or government personnel. This is a positive thing because it can lead to the deepening of personal and professional relationships, the development of a mutual understanding, and/or the critical review of services. For these reasons, it is our expectation that all persons who have concerns in regards to our staff, our services, or our Association bring these concerns immediately and directly to the appropriate representative of the Association. Conflicts must have an opportunity to be resolved at the level where they first occur, and we recognize our important obligation to respond to concerns in a prompt, sensitive, and responsible manner.

The Association has developed extensive policies concerning conflict resolution. If you have complaints or concerns regarding our services, please feel free to call the senior managers or executive directors at 604-299-7851. For people we support in our licensed homes, families/advocates may also make a complaint directly to Fraser Health Community Care Facilities Licensing in Port Moody at 604-949-7730.

As with all other complaints, there shall be no retaliation against anyone who brings a complaint forward to licensing in good faith.

Information Management

Our Commitment

It is a reality that conflict can arise between the Association and the people served, their family members, professional or personal supports, and/or government personnel. This is a positive thing because it can lead to the deepening of personal and professional relationships, the development of a mutual understanding, and/or the critical review of services. For these reasons, it is our expectation that all persons

Documentation & Reporting

Documentation and reporting with respect to the people we serve do have an important role. They allow us to establish consistency across different and changing contexts; they ensure that employees are properly trained and familiar with an individual's needs, preferences and service expectations; they render various kinds of analysis and evaluation more effective (frequency, patterns, etc.); they keep stakeholders aware of current developments; they play a very important role with respect to internal and external accountability; they create a core of information that helps prevent misinformed service or discontinuity of service (particularly around transitions); and so on.

With this in mind, we shall seek to generate documents and reports that adhere to the following standards:

1. Respectful: Documents shall never consist of language that is disrespectful, in any way whatsoever, to the person at the centre of the document/report.
2. Self-determined: The individual will be invited to contribute to any document or report concerning him or her (whether in the content of the report, its interpretation, or in response to it).
3. Accessible: Individuals have the right to access and respond to all documentation that is about them.
4. Purposeful: Documents/reports will not be proliferated where no justifiably meaningful or valuable purpose can be discerned or defended.
5. Efficient: The Association will seek to eliminate or avoid the unnecessary proliferation or duplication of documentation/reports.
6. Confidential: Documents/reports will only be circulated to those relevant parties who have a right to the information. The Association will provide confidential storage of all information.

Further, our Association shall resist those external documentation or reporting practices that fail to respect or adequately acknowledge the person under consideration. Any failure on our part to pay attention to the power of language – both within our own services and within those

external services interacting with our own – risks, among other things, the right of individuals to live lives that are within their own control.

Protection of Personal Information

An inevitable part of receiving support services is the involvement of various professionals and the use of corresponding information systems. The more intensive the support, the greater the proportion of people and documentation involved. The accumulation and distribution of this information can cause considerable anxiety to individuals and their families who do not want their lives to be readily accessible to, and ‘interpreted’ by, those who have no right to the information. Safeguarding the privacy of an individual’s personal information is both our professional responsibility and our ethical obligation, and children and youth have the same right to privacy guidelines, detailed in policy, that describe the conditions under which information can be recorded, shared, and stored.

In general, we have an obligation to discuss with all service users and, where appropriate, their families, guardians or representatives, what information may be shared about them, when and with whom. However, we must also inform service users that their rights to privacy do have limitation. For example, we may be required to share personal information about them when their health and safety are at stake, when the law requires it, or when our agreements with the Ministry require it.

Consents

At all times, we shall make every effort to ensure that individuals understand what they are being told or asked, and whether they consent to whatever idea, activity, procedure, or practice being raised or recommended. Where informed consent is not possible, we shall inform individuals to the best of both our ability to communicate and their ability to understand, and by making use of those formal or informal supported decision-making systems in place around the individual (that is, families, guardians, representatives, advocates, and so on). All consents are reviewed, and renewed annually.

In order to determine who should give informed consent – the parent or the child – we shall be guided by the age of majority and by the individual’s understanding of the situation. When consenting to share information, the individual will be advised of exactly what information will be shared with whom it will be shared, and for what purpose.

Storage of Information

All information about individuals will be secured to ensure both privacy protection and prevention of loss or damage. Security systems protecting such information – whether

electronic, administrative, or physical – will be regularly reviewed to ensure their ongoing effectiveness.

Health & Safety

Our Commitment

One of our most important responsibilities is to ensure the health and safety of those using our services. We take this responsibility very seriously. This responsibility includes maintaining health through regular medical appointments and treatments, the availability of a healthy diet, and so on. It also includes being aware of physical dangers in the environment, as well as situations or circumstances that could pose significant risks to the individual. Finally, it includes having protocols and procedures prepared in the case of emergencies (such as earthquake, fire, medical accident or trauma, etc.).

We also recognize that all persons have the right to take risks. It is impossible to protect someone from all forms of harm, and even where it is possible, it would not be desirable. We grow and learn by taking risks, by making mistakes, and by sometimes becoming hurt as a result. The people we serve have the right to grow and learn, also. However, we cannot support risks that we believe will likely result in serious harm. Further, in matters of noteworthy risk, we will seek to ensure that individuals fully understand the nature of the risk, and that supported decision-making systems have been approached and involved (family, friends, advocates, CLBC, etc.)



Behavioural Interventions

Our Commitment

The Association regards behaviours as a natural means of both communication and personal expression. In our view, the goal of establishing so-called “normal” behaviours is neither a necessary nor sufficient reason for behavioural intervention. As with any citizen, those receiving our services have the right to conduct themselves in whatever manner they so choose, provided they are neither harming themselves nor others. All employees of our organization are orientated and trained with positive support strategies designed with the person in service. Support strategies are reviewed with all new employees upon hire, as well as reviewed annually by the direct service team.

At the same time, we are committed to ensuring that the following principles are evident in all our services to people:

- Their safety and well-being
- Their rights, dignity and quality of life
- Develop strong and trusting relationships
- The promotion of learning
- The provision of opportunities for community involvement and inclusion

Consistent with these principles, we see our role as assisting persons to find the most meaningful and effective means to communicate with others, and to build bridges to communities, cultures, and people who are of importance to them.

We believe that a proactive and positive response to challenging behaviours begins with:

1. Building self-esteem and positively reinforcing the person’s strengths and abilities in daily interactions
2. Considering medical and environmental factors
3. Supporting the individual to develop more effective methods of communication
4. Supporting the individual to acquire general skills for coping with day to day living
5. Having meaningful dialogue with the individual in order to both understand him or her better, and to provide assurances that they are important and valued

In cases where intervention practices are required for the safety of the individual and those around him or her, they will at all times be implemented with empathy and respect, and with consideration for the person’s physical and emotional needs. Policies and procedures are in place and staff are trained to ensure that informed consent is obtained prior to any restrictions and that rights are re-instated as soon as possible. Where possible, consensus will be established with stakeholders prior to the establishment of behaviour intervention strategy, and input will be sought from professional and qualified persons with respect to the particulars of the strategy.

III. Adult and Youth Services

Although there are various complexities and challenges in providing support services to adults and youths with disabilities, we believe that the concept of citizenship must form permanent basis to the service. For example, all adults and youths have the right to be self-determining and the right to the dignity of risk and failure. Placing individuals in unreal environments is therefore a violation of the principles of citizenship, and it also weakens the communities in which we all live. Our Adult and Youth services, therefore, shall support people to live full lives in real communities, and to provide whatever supports and opportunities are necessary to empower individuals to make rich and meaningful contributions to the world, the society, and the communities in which we live.

In order to accomplish this, services must have both range and flexibility, and be able to accommodate people with diverse backgrounds, experiences, needs and goals. Services will be personalized to the greatest extent possible.

Home and Community Services

Our Commitment

Of course, a house or apartment does not make a home. A home is a place where one finds comfort, refuge and renewal. It is a place of belonging. It is also an extension of the one who lives there, a place where one's personal tastes and preferences are visible. Creating homes for adults and youths with disabilities can sometimes be challenging because of the diverse interests, influences, and the demands that bear upon such efforts. Nevertheless, within our capacity to do so, we are steadfastly committed to providing the means for making a genuine "home" to those who receive our home and community services.

Staffed Resourced Homes

Home and Community services consist of staffed resourced homes in which there are one to five people living together. These homes are located throughout the Lower Mainland and, in the vast majority of cases, are licensed under Community Care Facilities Licensing and governed by the Adult Care Regulations and the Community Care and Assisted Living Act.

Home and Community services receive funding through Community Living British Columbia, BC Housing and the Sharing Our Future Foundation.

Person Referenced Outcomes:

- Maintain and increase relationships
- Maintain and increase community participation

- Increase personal empowerment and self-determination
- Maintain and increase personal health and safety
- Maintain and experience a comfortable home life
- Identify and pursue opportunities for personal growth and development
- Participate in person-centred planning and service delivery
- Seek input regularly regarding satisfaction with service provided.

Life Sharing Network

The Life Sharing Network offers an alternative to staffed homes by providing a person with living and/or respite supports within their own home or of non-natural family. The Association contracts with families, including single persons or couples who are interested in moving in with someone or simply welcoming a person into their home and assisting him or her to develop and maintain a personal network of friends and family, to find and participate in meaningful activities, and to obtain a genuine sense of belonging within the home and community in which the individual now lives. Support options consist of one of the following:

1. Life Sharing Model

The adult or youth lives with a family either by occupying a bedroom and sharing communal space, or by living in a self-contained suite within the family home.

2. Modified Life Sharing Model (Parallel Living)

The adult or youth lives in an apartment next to a family. The family is responsible for assisting in the development of the individual's independent living skills.

Respite

The Association also provides a range of respite options to people and families. The goal of respite is to enable families to obtain several days of rest and renewal (a weekend or holiday) while the Association provides a safe, enjoyable, and meaningful experience for a respite recipient. Respite can be provided in a person's own home or in a family home.

Subsidized Housing Options

In recognition to the fact that residential options are scarce for persons with low and/or fixed incomes, and that the building of genuine communities begins with one's neighbours, the Association has partnered with other organizations to develop both fully subsidized and integrated housing options within Burnaby. These options are as follows:

1. Filby Court

Established in 1992, the Filby Court program is currently the centre of the Association's community apartment program. Filby Court provides affordable housing in nine 1 and 2 bedroom units, and has an amenities room that is shared by all tenants. It is funded through both the collection of rents and British Columbia Housing.

2. Orchard Heights

Established in 1998, Orchard Heights provides affordable housing in 5 units, which range from one to three bedrooms. Orchard Heights receives funding through the collection of rents and British Columbia Housing.

3. Stride Place

Established in August 2000, Stride Place is designed for integrated housing. Sixty percent of its 54 units (1-4 bedroom) are subsidized. The remaining units are designated for persons whose income does not exceed a certain amount.

It is hoped that, in addition to the availability of affordable shelter, Stride Place will become a place where persons with diverse needs and backgrounds are able to establish a genuine community based on mutual respect and understanding.

Stride Place receives funding through the collection of rents and British Columbia Housing.

4. Buchanan Tower

Completed in April 2004, the Buchanan Tower housing project consists of four units within a larger development of apartments, townhouses, and retail stores. This project is the result of a partnership between Apia Development, the City of Burnaby, and our Association.

5. Madison

Completed in August 2005, The Madison Tower housing project consists of eight units within a larger development of apartments. The Madison suites provide subsidized living options as well as accessible suites. This project is the result of a partnership between BOSA Developments, The City of Burnaby and our Association.

Social & Economic Inclusion

Our Commitment

Our day services provide a range of options that accommodates the diverse interests and needs of all people. Although objectives will vary according to the services a person seeks, one of our main objectives is to build the skills necessary for people to participate fully and confidently in community life whether it is volunteering, training, recreation or employment.

Social Inclusion

BACI offers a number of daytime activities that support participants in small groups and on a one-to-one basis, to access and participate in a range of events and activities within their local communities. The activities take advantage of each person's strengths and abilities, focusing on education, recreation, life skills and volunteer activities through individualized programs. Recreational activities are also offered through Bonsor Recreation Centre in Burnaby. In addition, we inquire into a person's desire to work and if they are interested, we assist in starting the Discovery process and other work related activities.

Person Referenced Outcomes:

- Increase independence and autonomy
- Increase social relationships
- Increase self-esteem
- Meaningful community participation
- Increase safety
- Increase health and fitness
- Decrease behaviour challenges
- Inquire into interest of working



Still Creek Centre

1. Computer Lab

The IBM Computer Lab at Still Creek Centre is available to BACI members for the purposes of developing computer literacy skills and using Internet services, software applications, and educational material.

Economic Inclusion

BACI's BEST Employment Services and our 2 Social Enterprises are key Economic Inclusion initiatives. Our objectives are focused on advancing our social mission of inclusion and integrated workplaces. In addition, we strive to be accountable to service users and families by providing quality, person-centered services in an innovative, creative and flexible way.

Economic Inclusion focuses on the following outcomes:

- Individuals experience full citizenship through economic inclusion in their community
- Individuals and families/friends take a lead role in customized employment regarding the planning of support and services that meet the unique needs of the individual
- Individuals and families make key decisions about the services and support they receive
- Individual and families have easy access to appropriate and timely supports and services that meet their needs with respect to employment
- Individuals' and families' needs are responded to and met through flexible, innovative and creative supports and services

Social Enterprises

BACI has two social enterprises: Action Packaging and the BACI Work Crew. Our overarching goal is a sustainable enterprise that creates supportive and inclusive work opportunities.

The Work Crew ensures the regular donation pick-up and maintenance of our BACI Clothing Donation Bins. Action Packaging provides wrapping and sorting services to businesses.

Person Referenced Outcomes:

- Increased financial independence
- Increased social relationships
- Increased self-esteem
- Increased work related skills
- Increased opportunities for obtaining jobs
- Increased acceptance into the community
- Increased sense of purpose/contribution to society
- Increased awareness of job options
- Seek input regularly regarding satisfaction with service provided

Self-Employment Training: Co-op Businesses

This program is for individuals who wish to create their own vocational opportunities by researching, designing, and marketing their own cooperative businesses. Participants learn about all aspects of establishing and operating a small business and receive support and assistance that gradually diminishes as their understanding and confidence levels increase. Examples of a cooperative business would be the Artists Helping Artists Co-operative.

Customized Employment

Our BEST employment office is focused on assisting individuals with intellectual disabilities to find real work for real pay in their communities. This is done through the process of Discovery, Job Development, Coaching and then Fading from a support role to an ongoing monitoring of the work relationships between the employee and employer. We also offer a training curriculum that is focused on increasing the capacity to understand social rules and expectations in workplaces while at the same time exposing individuals to different work situations to aid in the process of Discovery.

In terms of employment, BACI is guided by the following Person Referenced Outcomes:

- Increase employment opportunities
- Increase awareness of job options
- Increase employment support
- Increase individualized accommodations
- Increase work-related skills
- Increase self-determination and choices
- Increase social relationships
- Increase self-esteem
- Increase acceptance into the community
- Increase knowledge and skills with respect to self employment
- Maintain employment
- Increase financial independence
- Seek input regularly around satisfaction with service provided

Outreach Services

The focus of our outreach services is to assist people to live successfully in the community. That is, service delivery is designed to enable people to develop the skills necessary to lead meaningful and participatory lives in the community. It is not enough to be merely present in the midst of a city; we all need to feel that we belong and that we are valued. Outreach Services seek to facilitate this outcome by competencies and confidence so that people can live a full life, with many meaningful options in the community.

Consequently, Outreach Services are typically provided within the community either in people's homes or in the environment where new skills are applicable or could be experienced and reinforced (such as grocery stores, banks, doctor's offices, or city transit). The Outreach Services model of service delivery includes both one-to-one support and group learning opportunities, depending upon the participant's skill and learning styles.

Referrals come through Community Living British Columbia who administers the waitlist. Service is defined by identifying goals with the individual and by introducing strategies to realize them. Service hours and duration are usually determined based on need and availability but normally do not exceed 16 hours per month.

Person Referenced Outcomes:

- Maintain and increase independent living skills
- Maintain and increase relationships
- Maintain and increase community participation and inclusion
- Increase acceptance and understanding of various communication styles
- Increase personal empowerment and self determination
- Maintain and increase personal health and safety
- Maintain and increase effective behavioural responses.

The Association provides outreach workers to individuals mostly through contracts with Community Living British Columbia. It is normally a short-term strategy aimed towards developing independence skills. Services focus on the following areas:

Teen Program

Funding from the United Way and our fund-raising efforts enable us to provide services for teens and persons transitioning into adulthood. We support teens in activities and opportunities to access their communities and connect with their peers.

Children and Youth Respite Services

The focus of the Children's and Youth Respite is to provide families with respite services for their children with special needs to assist the families in caring for children in their own homes. Children and youth are referred to BACI by the MCFD Children and Youth with Special Needs liaison.

Program Specific Outcomes:

- Maintain children and youth with special needs within their family home
- Maintain or increase the personal support networks of children and youth with special needs and their families
- Maintain or increase the child or youth's experiences outside the family circle

- Maintain or increase opportunities for parents to focus attention away from their special needs child.

Summer Program

The Teen Summer program provides an opportunity for youth with special needs to explore their community and make new friends. Each week is a different theme.

Eligible teens are referred by MCFD and participate in 1-4 weeks of activities around the Lower Mainland.

Program Specific Outcomes

- Maintain or increase peer friendships and relationships
- Maintain or increase physical, recreational, social and educational experiences outside of the family home
- Maintain or increase participation in effective use of inclusive community settings, consistent with abilities and interests
- Maintain or increase opportunities for parents to focus attention away from their special needs children.



Seniors Outreach Program

Many adults/youths supported by the Association are currently living at home with their elderly parents. Because of our strong commitment to supporting people and families through life transitions, we offer parents assistance in identifying appropriate resources and in planning strategies for the future of their son or daughter. Examples of assistance may include workshops (such as Establishing the Vision of a Quality of Life, Wills and Estates, Representation Agreements, Trusts and Taxes) and facilitation of planning processes.

Family Support & Leadership Development

Family Support provides resources and information on available supports, services and funding, as well as an opportunity to connect with other families.

For information on our Family Leadership & Education Program, Family Support & Advocacy, and our Parents' Support Groups, please contact [Rachel Goddyn](mailto:rachel.goddyn@gobaci.com) at rachel.goddyn@gobaci.com or call 604.299.7851.

To find out about our Chinese Parents' Support Group, please contact [John Tsang](mailto:john.tsang@gobaci.com) at john.tsang@gobaci.com or call 604.299.7851.

For information on our monthly Music on Monday program or School-aged Tutoring sessions, please call 604.299.7851.

IV. Quality Assurance

We are committed to demonstrating excellence across all service areas and programs and, subsequently, it is essential that we have in place a system that will enable us to evaluate and improve services on an ongoing basis. Further, because individuals and families are the *raison d'être* of our services, their participation and feedback in evaluating services is critical to us.

Cornerstones to providing quality assurance are:

- Transparency and accountability to all stakeholders
- Thorough and individualized planning for person receiving services
- Clear mechanisms in place for the ongoing design, review and monitoring of both services and programs, and the organizational infrastructures supporting them (i.e., human resources)

Service Outcomes

Each service area of our Adult and Youth Services has a corresponding set of 'Person Referenced Outcomes' that those receiving service can expect. These outcomes are stated so as to provide a way of expressing the fundamental objectives of each service, and to provide a way of measuring them. Although these outcomes will be specifically applied to the needs, choices and expectations of the person receiving service, it is important to understand that if the outcomes do not match the needs of the individual, then their particular service is not suitable and alternatives should be explored.

Person Centered Planning

Our Commitment

Services must be relevant and meaningful to the person. There must also be mechanisms in place to ensure that services continue to reflect the personal needs, interests and abilities of those served. Acquiring a genuine understanding of each person is the basis to good planning. The second part is developing a planning process with corresponding tools that are effective in identifying and exploring each service user's personal goals, needs, interest and expectations. The final part is evaluating, implementing, reviewing and monitoring these goals and expectations.

Planning without the ability to implement change renders it empty and useless. The Association's primary obligation is to the service user; our primary responsibility is to ensure that our services are relevant and meaningful to each person receiving them. The Association 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.

When the Association undertakes to support a new service user, there are a number of different planning stages consisting of different objectives and responsibilities. These stages are as follows:

Stage 1: Intake

An initial intake takes place in which we collect and familiarize ourselves with existing profiles and documentation, and where we meet with all stakeholders (the individual, his/her family and personal supports, CLBC, and other involved professionals) in order to develop as rounded and accurate a sense of the individual as possible.

Our responsibility: To request and collect as much existing information as possible; to meet with the person and his/her supports.

Stage 2: Preliminary Assessment

A preliminary assessment is done based on the first three months of service and our observations and discussions with stakeholders. It will include not only an overview of the individual's needs, but also a description of his or her strengths and abilities, preferences, interests, and general information important for maintaining relationships with friends and family.

Our responsibility: To create a quality document that is balanced and respectful; to provide a copy of this assessment to the appropriate stakeholders; if necessary, to adjust services to reflect the findings of this preliminary assessment.

Stage 3: Personal Expectations of Service

As soon as it is meaningfully possible, a meeting is coordinated and facilitated by the Association for the purpose of exploring personal expectations for service and developing a personal profile. The Association has identified eight distinct areas of service delivery that we feel are absolutely essential when planning and implementing quality services. Corresponding to each of these areas is a general expectation that also serves as a commitment for our Association to the individual. In this planning stage, we identify, explore, and document the personal, specific expectations that the individual has of us in each of these areas. As well, we begin the process of discovery and start the development of a personal profile.

Our responsibility: To perform this planning process at least once per year; to regularly review or revise those personal expectations that no longer reflect the individual's wishes; to incorporate the individual's wishes; to incorporate the individual's personal expectations into the ongoing services provided to the individual.

Stage 4: Personal Service Planning

Sometimes, an individual may transfer to our services or transfer to a different department within our service, with a personal service plan already in place. Where this is not the case, a meeting to develop a personal service plan will be coordinated and facilitated by the agency with the participation of the family and the persons network or by a facilitator with CLBC. The primary purpose of this meeting is to identify service goals for the individual. Information compiled from the above processes are made available at this meeting in order to assist in the identification of meaningful service goals.

Our responsibility: To gather relevant information and to share it at the meeting

Stage 5: Service Response Plan

A Service Response Plan (SRP) is developed and implemented in collaboration with involved supports and professionals; to ensure the SRP is implemented and monitored at an internal level.

Stage 6: Individual Support Plan

The Individual Support Plan (ISP), also known as a Care Plan, is a key document whose purpose is to help ensure continuous and consistent support for those individuals receiving residential services from us. It includes information under the following headings:

- I. General Information (Personal Profile, contacts, etc.)
- II. Routines and Community (schedules and protocols for supporting the individual in their regular exercises, activities, or involvement in the community)
- III. Medication (list and description of current medication and the dispensing protocols)
- IV. Nutrition (a nutrition plan and dietary considerations such as eating disorders and food allergies)
- V. Health Care (critical medical issues, medical appointments information and outcomes, weight charts, oral care plan, special care issues, etc.)
- VI. Behavioural support (behaviour programs, protocols and assessments)
- VII. Daytime activities (day program schedule and strategies for ensuring continuity of service between residential and day services)

- VIII. Communication (individualized communication system based on assessment of individual's style)
- IX. Personal Planning Process (the goals from the persons planning meeting)

The ISP includes dates for reviewing the information in each section, for staff training, and for reviewing the goals, outcomes and personal expectations of the Service Response Plan and Personal Expectations for Service.

Our responsibility: to ensure that all plans are complete, current, relevant, and personally meaningful; to ensure that appropriate professional consultation has been made; to ensure that those parts of the plans that require the authorization from CLBC, a physician or other specialist(s) have been approved (signed off); to ensure that the plans comply with existing legislation, regulations, and Association policies; to ensure that staff are aware of the plans and have received the necessary training and orientation.

Stage 7: Reviewing, Evaluating and Monitoring

A review of all planning outcomes (specifically, the SRP and the individual's goals) will be conducted six months following the planning meeting. An internal monitoring method exists whereby all relevant employees, managers, and/or departments provide reviews of the service plans to ensure that they are being implemented in accordance with the established timelines and in compliance with existing legislation, regulations or policies.

Our responsibility: to welcome and encourage different forms of external monitoring; to conduct, report upon, and implement the outcomes of regular reviews; to monitor the implementation and fulfillment of all planning processes and tools.



Human Resources

Our Commitment

As the employer, the duties and responsibilities of human resource management belong exclusively to the Association. We recognize that the success or failure of our services rests in a critical way in the hands of our employees and in their qualifications, skills, and the values they bring to the job. Consequently, we accept our responsibility to ensure that recruitment practices are effective and thorough, job descriptions and performance expectations are clear, staff are properly oriented and trained so that they can safely and effectively fulfill their responsibilities, professional development opportunities are made available to enhance the skills and career opportunities of employees, and that performance appraisals are regularly and meaningfully conducted.

We will also 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.

General Performance Expectations

The following expectations apply to all service employees of the Association:

Values

- The employee treats the individuals with respect and dignity
- The employee respects the individual's right to privacy

Communication

- The employee communicates effectively, and establishes and maintains positive relationships with professionals external to the Association
- The employee communicates effectively with and maintains positive relationships with families
- The employee establishes and maintains an effective line of communication between departments within the Association with respect to the service needs of those individuals he or she supports

Professionalism

- The employee displays appropriate problem-solving skills
- The employee displays appropriate judgment
- The employee completes all aspects of his or her job description and any/all tasks assigned within the job description
- The employee seeks and accepts feedback and direction from his or her supervisor in a positive manner

- The employee demonstrates effective work habits (punctuality, attendance, diligence)
- The employee completes all aspects of his or her job within the timelines identified by his or her supervisor

Administration

- The employee completes required record keeping and other forms of documentation
- The employee demonstrates knowledge of and follows the policies and procedures of the Association

Adult and Youth Services Performance Expectations

Employees in Adult and Youth Services are further evaluated with respect to their performance in the following areas:

Relationships

- The employee supports the individual to explore and express their personal expectations for relationships
- The employee acts as an appropriate role model for individuals around the development and maintenance of relationships
- The employee supports the individual to strengthen and maintain their relationships through the development and implementation of specific support strategies
- The employee monitors, through ongoing evaluation of the individual's satisfaction and progress, the success of support strategies aimed at building and strengthening relationships

Being Part of the Community

- The employee supports the individual to express their personal expectations for participation in the community
- The employee provides the individuals with a variety of community participation options in order to promote meaningful choices and valued community participation
- The employee is an appropriate role model for individuals while they are participating in a community activity
- The employee develops and follows through with securing any/all regularly scheduled community participation such as a course volunteer work, recreational activity, employment, etc.
- The employee liaises to the appropriate degree with members of the community and designs and implements support strategies geared to ensure success in the activity, volunteer placement, etc.

Home Life

- The employee supports the individual to create a safe, comfortable home that reflects and respects their personal needs and tastes

- The employee is always in the process of Discovery in order to surface an individual's strengths and preferences.
- The employee demonstrates a respect for the individual's right to privacy within their own home
- The employee supports the individual to express opinions and make decisions that impact on their daily life
- The employee provides the individual with a variety of opportunities and support strategies that encourage participation and independence in activities of daily living
- The employee documents all support strategies designed to enhance growth and independence with respect to home life
- The employee monitors all support strategies to ensure the individual's satisfaction and progression toward goal acquisition.

Communication Styles

- The employee explores and acknowledges the individual's personal communication style
- The employee communicates respectfully with individuals
- The employee speaks respectfully about individuals to others while maintaining confidentiality
- The employee supports individuals to expand and refine their communication styles
- The employee liaises with professional support teams and follows through with all communication plans
- The employee acts as a role model for the individuals and community members with whom they are communicating
- The employee communicates with the individuals in their chosen communication styles. This includes daily schedules, work routines, and support strategies
- The employee documents all support strategies with respect to "personal communication styles"

Employment

- The employee supports the individual to explore and express their personal expectations for employment.
- The employee acts as an appropriate role model for individuals around the development and maintenance of employment.
- The employee supports the individual to strengthen and maintain their employability through the development and implementation of specific support strategies.
- The employee is always in the process of Discovery in order to surface an individual's strengths and preferences.
- The employee consistently documents information about what is learned and required to share with co-workers in order to develop a wrap-around approach to supporting an individual.

V. Important Contact Numbers:

Advocate for Service Quality

(This advocate in government helps people get better quality community living services from Community Living British Columbia)

>>> 604-775-1238

www.eia.gov.bc.ca/advocate/

BACI'S Family Resource Centre

>>> 604-432-7724

BC Coalition of People with Disabilities Advocacy Access

(Non-profit society for Disability Benefits and related info.)

>>> 604-872-1224 >>> TTY: 604-875-8835

www.bccpd.bc.ca

Burnaby City Hall

>>> 604-294-7944 >>> TTY: 604-294-7308

Burnaby Parks Recreation and Cultural Services

>>> 604-294-7400

http://www.city.burnaby.bc.ca/cityhall/departments/departments_parks.html

Burnaby Public Library

>>> 604-436-3724

www.bpl.bc.ca

Burnaby School Board

>>> 604-664-8441

BUS PASSES for People with Disabilities and Seniors

>>> Toll Free 1-866-866-0800 (press 4 then 3)

Coast Foundation

(Non-profit society which sets up Discretionary and Non-Discretionary Trust Funds for people with disabilities and their families)

>>> 604-872-3502

Community Living British Columbia (CLBC)

(Adult Community Living Services)

>>> 604-933-2000

www.communitylivingbc.ca

Enquiry BC

(Free government information line which connects you to any government offices throughout BC for free by phone or fax)

>>> 604-660-2421

Family Support Institute (Non-profit society for family peer support only)

>>> 604-875-1119

Fraser Health Authority

(General Enquiries)

>>> 604-918-7631 >>> TTY: 604-294-7519

www.fraserhealth.ca Email: feedback@fraserhealth.ca

Human Resources Skills Development Canada

Registered Disability Savings Plan information

http://www.hrsdc.gc.ca/eng/disability_issues/disability_savings/index.shtml

INCLUSION BC (formerly BCACL)

>>> 604-777-9100

www.inclusionbc.org Email: info@inclusionbc.org

Ministry for Children and Family Development (MCFD)

Child and youth special needs

>>> 604-933-2500

Ministry of Social Development

(info about your BC Benefits cheque)

>>> 1-866-866-0800

Office for Children and Youth

>>> 1-800-476-3933

Office of Public Guardian and Trustee

>>> 604-660-4444 Email: mail@trustee.bc.ca

Police, Fire and Ambulance Services

>>> 911 >>> TTY: 604-294-7955

PROVINCIAL MLAs

(Members of the provincial BC Legislative Assembly elected to represent you in the Parliament in Victoria)

Burnaby - Deer Lake

Kathy Corrigan >>> 604 775-2414

kathy.corrigan.mla@leg.bc.ca

Burnaby - Edmonds

Raj Chouhan >>> 604 660-7301

raj.chouhan.mla@leg.bc.ca

Burnaby - Lougheed

Jane Shin >>> 604 660-5058

jane.shin.mla@leg.bc.ca

Burnaby North

Richard T. Lee >>> 604-775-0778

richard.lee.mla@leg.bc.ca

Provincial Ombudsman

(Government officer responsible for receiving and following up on complaints regarding being treated unfairly by any government staff including decisions by CLBC personnel)

>>> 1-800-567-3247

www.ombudsman.bc.ca

Representation Agreement Resource Centre of BC

(Register your Representation Agreement with this alternative to public guardianship)

>>> 604-408-7414

www.rarc.ca Email: info@nidus.ca