

Burnaby Association for Community Inclusion • 2007 Annual Report



# Our Hopes & Dreams...





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# Mission

The Burnaby Association for Community Inclusion (BACI), through innovative programs and exceptional facilities, exists to:

- Empower people to live their lives by respecting their choices.
- Assist in the learning, development and growth of all individuals.
- Ensure that people are connected to family and friends.
- Support families to provide the best care for their children.
- Advocate, by raising community awareness, for individuals with disabilities.

# Vision

The Burnaby Association for Community Inclusion serves individuals of all ages with disabilities together with their families, provides an infant development program and offers child care for all children.

BACI advocates that all individuals are accepted and valued members of the community who, in their own way, contribute to society.

*“There is so much love in this building. There is no other job on earth that I could walk into and, before 9:00 in the morning, have five different people hug me and show so much love and so much caring – no other job in the world.”* – Kathleen Power



# I dream of TRAVELLING...



# President's Message

*Robert Quinn once wrote, “when we muster the courage to act on new scripts, amazing things can happen.” The people of BACI both believe and have the courage to act on those beliefs. I can hardly wait!*

I have at work a single wooden cutout word – Believe – prominently displayed on my desk. It faces outward for myself and others to see as we enter my office. This word has taken on huge personal significance for me during the past few years. To me, believing is the single driving force behind all the dreams and goals actualized – be it in our own lives or in larger life contexts.

The last two years have been a whirlwind of celebration (surrounding BACI's 50th Anniversary), of thoughtful reflection and process, and of hard work by many. I have been “closer to the action” than I have ever been before in the role as President. You have my word that the organization is in the good hands of individuals whose everyday actions reflect the values upon which BACI was built. These individuals also hold a strong belief in the Strategic Plan – BACI's Path.

Committed individuals – from families, staff, self advocates, the community, and both the BACI and Sharing Our Future Boards – have been focusing their efforts on such initiatives as social enterprise, diversity, inclusion, and advocacy. They have also addressed issues such as child care services and the need for more government funding, and have forged community partnerships with entities such as the Burnaby School Board.

By initiating programs such as Adopt-A-School-Trustee and providing Adult and Continuing Education courses in Burnaby, the committed individuals at BACI work towards making the lives of individuals with disabilities and their families full of possibility.

I remain inspired and thankful for the privilege of knowing and working with so many of you. One can't help but marvel at the amazing effort and commitment of the Sharing Our Future Foundation members, with their hosting the BACI Golden Anniversary Gala last Fall and organizing the ARTicipation fundraiser in June. And not surprisingly, the recent Executive Directors' Review – which sought feedback from staff, families, individuals served by BACI, Board members, and the community – was immensely positive.

Time and time again, the values-based, very capable leadership of Tanya and Richard was extolled, and BACI itself was heralded as an innovative and forward thinking, ethical organization – a leader among other community living organizations. I am hopeful and excited to see what the next fifty years will bring! – *Merrilyn Cook, President*

# Executive Directors' Message

*“Our hope and dream is to make other people’s hopes and dreams come true.”*

*– Tanya Sather, Executive Director*

Well, here we go...the first year of the next 50. A year ago, BACI was in the middle of its Golden Anniversary. It was a year of reflection, sharing, celebration, and fun. Now the work begins as we journey towards 2056 – and wherever that may take us.

It’s exciting to think about the next 50 years, but quite overwhelming at the same time. Before we reach 2056, we have much work to do. How do we get that work done? We take it one day at a time... one week at a time...one year at a time. And during all of that time, we’ll do our very best to make every day count for the children, youth, adults, and families served at BACI.

All of us at BACI – Board members, employees, individuals, and families – make decisions that contribute to creating meaningful days and, ultimately, good lives for those we support. Every day in a person’s life is so important because it could be the day when a baby first crawls, a child makes a friend, or a young person joins the drama club. When someone gets their first paycheck, cooks dinner for their family, or meets their friend at the local coffee shop to share a favourite beverage. When a person tells you a great joke and makes you laugh. There are endless possibilities for what makes a day good. Our job at BACI is to make sure that as many days as possible are good for those we care so much about.

One way that we can, as an organization, try to create good days, weeks, and years for the individuals we serve is through our Strategic Plan. By definition, a strategic plan is a long-term plan that outlines the goals and actions an organization wants to achieve. The plan reflects the mission, vision, and values of the organization.

BACI’s strategic plan is a PATH – a creative planning tool which starts with its focus on the future and works backwards to an outcome of first steps that are possible and positive. We chose to use a PATH to create BACI’s strategic plan because it visually shows the place where we want to be and our plan to get there.

At BACI, we identify our strategic plan as the “soul” of the organization. The plan is not only about goals and actions, but it is the heart, spirit, and what gives life to BACI – a purpose. When the plan was developed in 2006, the Board envisioned it to be more than a tool for the organization or a set of goals with outcomes to achieve. They wanted it to be inspirational and full of life – something to compliment the “body” of BACI (the policies, procedures, health and safety protocols, legal requirements, etc.)

In this plan, you not only read the words “inclusion,” “friends,” “employment,” “community,” and “leadership,” you can actually visualize them through the graphics and illustrations. Beyond the words and pictures, we want to make real change

and, ultimately, bring the pictures and words to life.

Throughout this Annual Report, you will see updates from all of our services and programs and learn of our numerous achievements. This is extremely valuable information for our membership and stakeholders. In addition, you will also see how BACI's 2006-2010 Strategic Plan is coming to life. More specifically, there are 17 goals being worked on until November 2007. Through these goals – only two years into the plan – we are strengthening BACI's soul and bringing many of the words and phrases from the PATH to life. We are creating great days, weeks, and years – full of memories and purpose – for the children, youth, adults, families, and employees at BACI.

### Strategic Plan Goals for 2007

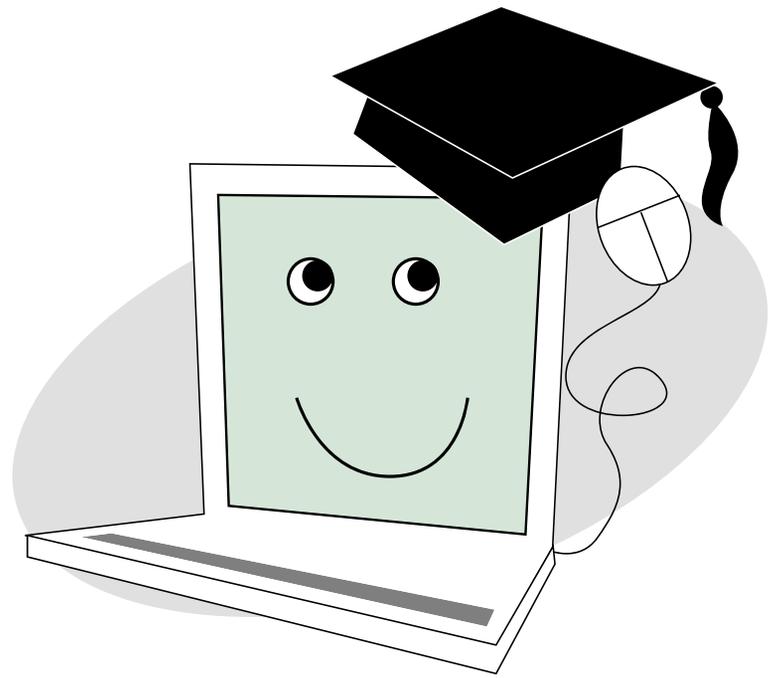
- The Woodshop establishes a partnership with community organizations or businesses.
- 1(0)% of BACI's budget is generated through Social Enterprise.
- Create a Published Guide for Families of Younger Children
- Create Mosaic Art pieces to depict BACI's values of inclusion and accessibility.
- Develop and implement a strategy for the way funding is allocated.

- Develop 9 more apartment units in partnership with the City of Burnaby and a developer.
- Burnaby citizens act as hosts of the 2010 Olympics and 2009 Police-Fire Games.
- 15 people served by BACI are employed.
- Philia is infused into the broader community, with BACI taking the lead.
- Develop a business plan for a Burnaby Alliance for Community Innovation.
- Establish a Committee on Diversity (of all stakeholders), so that the demographics of Burnaby are represented throughout BACI.
- Nurture leadership through a Peer Support Program.
- 30 staff have facilitated at least one enduring friendship.
- Host a School Inclusion Summit.
- Implement an Adopt-A-School Trustee Program in Burnaby.
- BACI is recognized as one of the top employers in the community living movement.
- Establish social co-ops.

**NOTE:** PATHS are now used as a strategic planning tool in the business sector, by medical professionals, and in many other community organizations (see: [www.inclusion.com](http://www.inclusion.com)).

*“You help by building relationships with the people you work with so that it becomes an environment where caring is nurtured.”* – Richard Faucher, Executive Director





I want to **LEARN** computer skills...



# Accreditation

*“The Association is very professional. There are a lot of workshops and training that help develop our skills and make it easier to do what we do and keep us inspired and motivated.”* – Stacey Kessler

BACI is in the last year of its three-year accreditation with CARF (the Commission on Accreditation of Rehabilitation Facilities). We have begun to prepare for another survey in April 2008.

Accreditation is an evaluation process in which outside professionals, who are affiliated with CARF and do similar work within Community Living and Children’s Services, visit BACI for approximately 3-4 days and do a very thorough review. During that time, they look at BACI’s policies and procedures, meet with our stakeholders, review health and safety protocols, and basically check to ensure that the organization is meeting the high standards of care and support established by CARF.

BACI participates in the accreditation process as a condition of providing services, as established by Community Living BC (and formerly the Ministry for Children & Family Development). However, BACI also participates in this process because it is a good way to see if the Association meets the very high level of standards and best practices established throughout the world.

We have long said that accreditation helps BACI take care of the “body” of the organization. In other words, accreditation requirements provide a good foundation for our systematic safeguards like policies, procedures, stakeholder input, health and safety protocols, legal requirements, and so on. Indeed, the

accreditation survey and meeting of CARF standards are key considerations in BACI’s short- and long-term planning. They aid us in providing safe, quality services to the children and families of BACI.

Accreditation is a huge endeavor and it takes the entire BACI team – staff, Board, individuals, families, and community partners – to make it work. Luckily, BACI has a great Accreditation Committee, made up of all stakeholders, that keeps the Association on track – not only for preparing for the survey, but for complying with all CARF standards along the way.

Over the next six months, BACI and the Committee will be busy getting ready for April 2008. (In actuality, we started to get ready in May of 2005!)

*As the date of the survey gets closer, BACI will prepare to celebrate another three-year accreditation – helping the very important “body” of the organization remain strong, and ensuring that all of BACI continues to exhibit a high level of standards and best practices.*

# Human Resources

*“When I finished college I was offered a job at the school board. The school board paid more, but I decided to come here, and I have not regretted it. I get a lot of satisfaction from my work, because I know I make a difference in people’s lives.” – Habiba Ratansi*

## Become One of the Top Employers in the Community Living Movement

- Created a Recruitment and Retention Working Group to address those employment challenges at BACI.
- Identified changes the agency could make to improve the recruitment and retention of employees, and have now implemented the following:
  - Developed a recruitment and retention plan and marketing tool/strategy.
  - Created an employee wellness room and dream wall.
  - Offered more employee training opportunities, and have communicated to employees the opportunity to take courses related to their work (with partial fee reimbursement upon course completion).
  - Implemented the BACI Peer Support Program.
  - Invested more in employee wellness.
  - Created a Birthday Day Off policy.
  - Offered more stress management and relaxation support – free massage and reflexology treatments.
  - More recognition – gift cards, letters of appreciation – provided to all employees.
  - Renegotiated the children’s services Collective Agreement.
- Implemented an Employee Referral Program – employees who refer someone who is hired will receive \$500 if the new employee stays with BACI for at least one year.
- Partnered with Burnaby Continuing Education to develop in-house courses.
- Welcomed new employees with a BACI gift.
- Offered more Cornerstones Training for new employees.
- BACI’s Leaders in Learning Program – training for senior leaders of the organization – continued to support staff development. Initiatives included:
  - Providing workshops on creating a learning culture, change and transitions, developing our leadership competencies and coaching.
  - Developing a leadership orientation manual.
  - Developing a succession plan and identifying advancement opportunities for employees across BACI.
- Continued to conduct exit interviews in-person, but also provided electronic surveys to staff leaving the agency.
- Reviewed the new-hire orientation process.

- Created a logo/symbol to help communicate the training with which the agency leaders have been involved.

## Nurturing Employees through the Peer Support Program

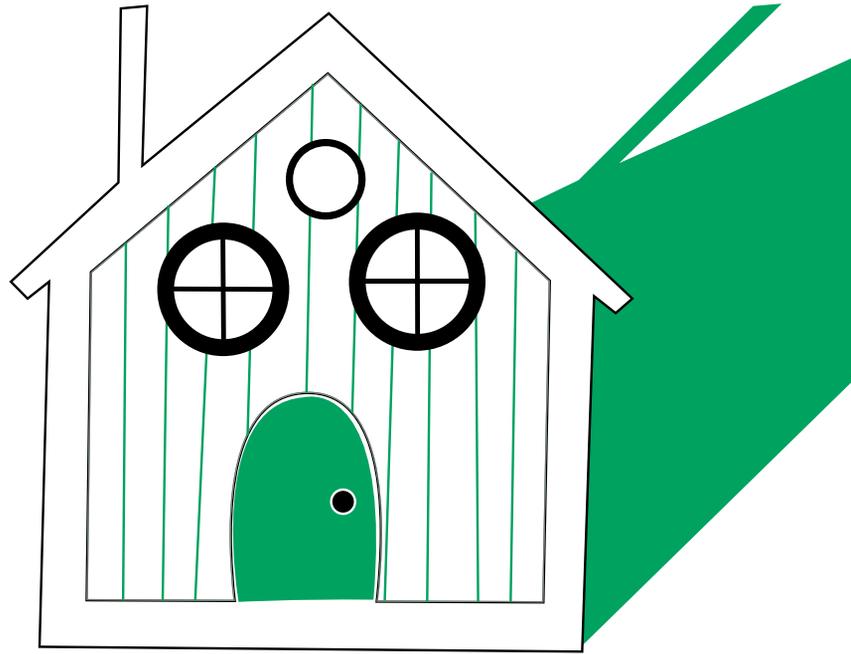
- The BACI Peer Support Program was launched in January 2007.
- The majority of employee turnover occurs within the first year of employment.
- In the Peer Support Program, a new employee is paired with an existing employee within the first three months of employment – for friendship, support and welcoming, to receive information and learn about BACI events.
- Employees participate in the program for a minimum of 3 months.
- New employees are surveyed after 6 months to evaluate the success of the program and their experience upon being hired.

## Staff/Board Committee on Diversity Established *(The demographics of Burnaby are represented throughout BACI)*

- Representatives from BACI's Board, families, self-advocates, employees, and community partners came together to form a Diversity Team.
- They participated in several evening sessions of training and exploring the topic of diversity.
- Created a large-scale “Diversity Wheel” to raise awareness and illustrate the many areas of diversity within BACI. This also helped to inspire others and communicate the work of the Diversity Team.
- We are continuing an ongoing diversity dialogue to discuss various ways to infuse greater diversity throughout the agency.

- We partnered with other service providers to create a Multicultural Alliance which co-sponsored two training events and a Multicultural Information Fair for Asian families living in the Burnaby area.





I dream of **HAVING** a home...

