

## 2.4 Unanticipated Service Modifications

The Burnaby Association for Community Inclusion (BACI) is dedicated to providing services that will meet the needs of those we serve both in the short term and into the future. Our ability to maintain this commitment to person-centred service delivery is in part reliant upon the sound fiscal management of our agency. BACI operates financially based upon accountability, transparency, and prudent risk analysis.

Central to our fiscal practice are three key safeguarding features:

- Increasing the self sustainability of BACI;
- Establishing solid and trusting partnerships with our primary funders, and;
- Anticipating the fiscal climate in order to proactively adjust service delivery when necessary.

### Service Modification Process

In the event that service provided by a particular program is restructured, reduced or ended in an unplanned or unanticipated manner, it is critical that the BACI is prepared to manage the situation effectively.

BACI will be prepared to respond to an unanticipated service modification, reduction or closure by ensuring an orderly and efficient response that maximizes the safety and well-being of persons served. A service modification may include:

- The partial loss of program funding necessitating a reduction or downsizing in the amount or type of services that can be offered to persons served
- A significant modification of services that requires a restructuring or re-organizing of service delivery model
- The complete loss of program funding necessitating a complete winding down of program operations

BACI will respond to the service modification by completing the following:

- Any communication received by agency staff regarding changes to funding or support necessitating a reduction, downsizing or restructuring will be forwarded immediately to the Executive Director. The Executive Director will confirm the information and immediately forward it to members of Board of Director.
- The Executive Director will meet with program staff to establish a plan to address the changes. The plan will identify specific actions, responsibilities and timelines and will ensure the following is addressed:
  - Ensure the safety and well-being of persons served to the greatest extent possible

- Provide for an orderly transition to other supports and services (where possible) that strives for continuity of care for persons served. This may include the development of individual transition plans for persons served to address their specific needs where appropriate.
- Communicate with the employees impacted by the service modification, including applicable Human Resources practices and procedures.
- Ensure the protection of agency assets and mitigating any potential risks or liabilities associated with the changes
- The plan should be completed as soon as reasonably possible.
- A copy of the plan will be provided to the Board of Directors for approval and/or to funders for approval where appropriate or required.
- The Executive Director or a designate will monitor the completion of actions identified in the plan and report to the Board of Directors and to funders as appropriate.

BACI is committed to ensuring that the people who receive service from us, who work for us, and who volunteer their time with us, do so with the utmost confidence that their needs will be met to the best of our abilities.

**Linking Policies:**

2.1 Accessibility Policy

7.2 Personal Service Planning Policy

