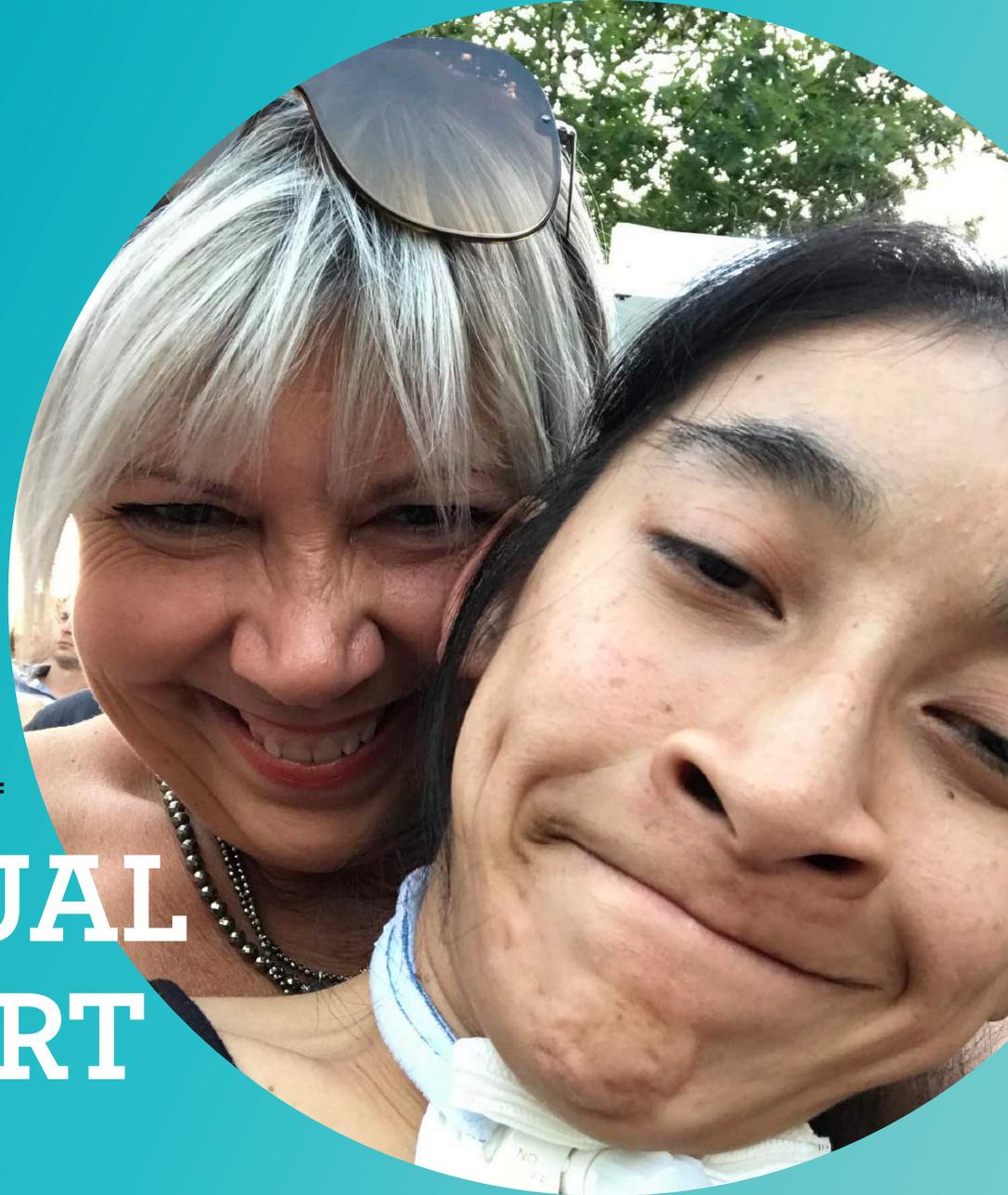




INSPIRATION, INNOVATION AND IMPACT



**BURNABY ASSOCIATION
FOR COMMUNITY INCLUSION:**

**ANNUAL
REPORT
2018**

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OUR VISION

WHAT WE WANT

A society that includes all people.



OUR MISSION

WHAT WE DO

We create places where people of all ages can...connect with family and friends, achieve hopes and dreams, learn and grow, have choices respected, access quality supports and services and believe in and advocate for the rights and responsibilities of everyone.



OUR DIALOGUE

WHAT SOME KEY WORDS MEAN

Innovation means doing things in new and better ways. Words like creative and invention remind us of innovation. Inclusion means making sure that everyone belongs.

PRESIDENT'S REPORT



PAUL MILLER, PRESIDENT

In the end, it is collaborations with the inspiring individuals and families we serve, the resourceful staff and the dedicated members of the Board, that keeps BACI at the leading edge of creating a more connected, caring and inclusive society.

As I stepped into the role of President once more in January 2018 – filling the hole that Kristina Rody left when she and her family moved to Southeast BC – I appreciated the accomplishments and inspired leadership she left as her legacy.

This past year saw more important steps forward in aligning BACI's service delivery, community development and advocacy initiatives to better meet the needs and dreams of the children, youth and adults we support.

One of the key decisions made was the closing of Action Packaging as we moved forward with more community-based employment. It was a difficult milestone for some, but it was time to make that change.

Collaboration continued to be important at BACI. We partnered with BC Housing, the Ministry of Child & Family Development and the City of Burnaby to begin developing 15 new units of affordable and accessible housing and a new inclusive children's centre at our Banff Avenue site.

Through our focus on Social Research and Development, we worked with a collective of organizations to find new and better ways of doing things. We held a joint Board meeting with partner organizations Kinsight and Posabilities to review our exciting accomplishments so far and pave the way for future work together.

As always, we look forward to our continued collaboration with the Sharing Our Future Foundation as they evolve their strategies to support BACI's mission.

EXECUTIVE DIRECTORS' REPORT

Cheers to another year of success and struggle, laughter and tears, ups and downs, highs and lows and the ever-present resilience of the people we serve, their families, and the staff that make BACI such a great place!

Another year, another Annual Report! This makes fifteen Annual Reports for Tanya and me. It's hard to believe it has been fifteen years since we formed our partnership and became Co-Executive Directors at BACI. It's even harder to believe that, between the two of us, our time at BACI has passed the half century mark.

Our decades of commitment to the people we serve and their families continues to inspire us daily. The support we receive from our Board of Directors (BACI & SOFF) and Leadership Team ground and fuel our vision and endeavours to ensure a positive impact for those we serve. So, thanks very much for the inspiration and support!



RICHARD FAUCHER
CO-EXEC DIRECTOR



TANYA SATHER
CO-EXEC DIRECTOR

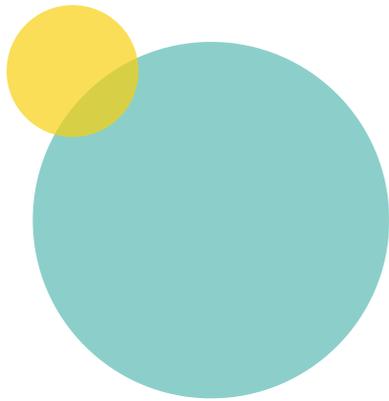
Speaking of inspiration and support, we must acknowledge how important our employees are! Our hope and our goal is to ensure they feel well-equipped, valued, and supported to be their best.

We've always known that the staff – now almost 600 people – are one of BACI's greatest assets and the single most important element in the delivery of quality services.

It's something we deeply appreciate. So, thanks for the inspiration, the privilege to work with you, and the difference you make every day.

The delivery of quality services is one of three key areas within BACI's Theory of Change, and often it is the area that holds most of our attention. The purpose of service delivery is the same, whether through our Children's Services and Infant Development Program, our Youth services, Community Options, BEST Employment, or Residential Services – to support those we serve to be their best selves, to become who they aspire to be, and to belong with those they love in the communities in which they live.

Quality service delivery, as powered by the very best practices, is vital to who BACI is an organization and what we do; however, it's only one part of our story. We also believe the next practices – those that will shape our collective future – will be discovered and nurtured through paying intentional attention to the other two areas of our Theory of Change – Community Development and Advocacy.



Over the next year, we will sharpen our focus on these two areas by leveraging our valued partnerships, seeking out new and unusual partners, and revving — up our solution-focused advocacy efforts.

Dr. Steve Patty, one of BACI's most important mentors, taught us that an organization will grow in the direction of its most persistent inquiries. The questions we ask, how we ask them, who we ask, and how often we ask, reveal our priorities and shape our identity and reputation – in the community, with those we serve, their families and our staff team.

We must pay close attention not only to the questions we ask, but the nature of our discourse and tone, as well as the content of our conversations. This will help to ensure that we don't get distracted and inadvertently pursue inquiries that move us away from our vision. The right questions and inquiries will move us closer to what matters, achieving our vision... and the now and future we aspire to.

So, cheers to another year of success and struggle, laughter and tears, ups and downs, highs and lows and the ever-present resilience of the people we serve, their families, and the staff that make BACI such a great place!

DIRECT SERVICES:

CHILDREN & YOUTH

CHILDREN'S SERVICES

This past year has been another busy and fun time at Children's Services, with many highlights to share. BACI continues to operate four child care centres – Fairhaven, Brentwood Park Plus, Southslope, and Variety.

In September 2017, Variety centre was re-located to accommodate the re-development of its Banff Avenue site. Now situated at Cariboo Road Church in Burnaby, the centre's name has been changed to Variety Cariboo. Thanks to the hard work of our Variety staff team, as well as the patience and understanding of our families, the move was a success. Contributing to that success was the hospitality and warmth of the Cariboo Road Church staff and Board of Directors. It was a great relief to find such a friendly and accommodating new home for the centre. We look forward to a continued successful relationship.

Another highlight for Children's Services was receiving a \$500,000 operating grant for the development of the new Variety Child Care Centre (at Banff Avenue) from the Ministry of

Children & Family Development (MCFD).

Thanks to this funding, BACI will be operating 5 fully inclusive child care centres by the end of 2019. The new Variety Centre and its outdoor play space were designed to incorporate the latest and best child care design features and be fully accessible. We look forward to the official ground-breaking – and ultimate opening – of this new centre.

BACI continues to offer play-based curriculum at our centres with the key goals of supporting children to grow and develop socially, emotionally, physically, and cognitively.

The staff create environments where children can explore, challenge themselves, grow and learn with friends, and feel safe and secure while doing so.

One of the highlights for Fairhaven Child Care Centre was working with Paula Milbradt to incorporate more natural (less plastic) toys, activities, and décor. She also helped the team re-design the space to create better transitions for the children, facilitate independent play and exploration, and encourage more meaningful engagement. Together, they made small changes that would have big impacts. The team is very proud of their accomplishments and continue to draw on their learnings with Ms. Milbradt to incorporate changes and strategies that support the children's development at this very precious age and time.

The Out of School Care Centres – Brentwood Park Plus and Soutslope – continue to offer fun and creative activities for school-age children. We are particularly proud of the field trips and summer outings the children were able to enjoy. Between the two centres, over 50 different community places were visited over the past year. Trips included Britannia Mines, Science World, Playland, countless pools and beaches, and many other locations in between.

Making sure the children have a fun and interesting summer is a very important goal of our Out of School Programs and we can safely say, especially based on the feedback from the children and families, it was mission accomplished!

A final highlight to share is that two of our Children's Supervisors participated in training on the Children's Charter in Burnaby. The training taught them how to facilitate meaningful conversations with the children about their rights – to play, feel safe, be included, etc.

From there, the children's statements and insights will help create a declaration about children's rights in Burnaby – the Children's Charter. It's very exciting to think that children as young as three – and attending our centres – will shape and build this. For BACI, one of the greatest impacts we can and want to have in our centres is inclusion.

Someone once said, “A lot of different flowers make a bouquet.” This remains at the heart of the work we do in Children's Services – the ongoing pride in supporting all children, including children with unique and special needs, to make friends, learn, grow, take risks, play, problem-solve, explore different cultures, and have fun together. It's a gift we celebrate and appreciate every day.

As always, the highlights and stories of impact shared in this report would not be possible without the wonderful work and commitment of the Child Care employees and the leadership and vision of the Program Supervisors – what a team!! They truly make a difference in the lives of the children and families they support every day.

Note: Please see the 2017 Outcomes Management Report for demographics and other quantitative service information about Children's Services.

CHILDREN'S RESPITE

Some great new connections have been made in Children's Respite, which are a tremendous benefit to the children and families involved. Families often feel exhausted and overwhelmed, and are relieved that someone with experience, knowledge and empathy is able to spend time with their children and give parents a much-needed break.

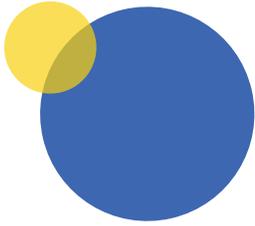
For one family, C had not been out of his home in months. A caregiver was introduced to the family and after the initial meeting they began going out each Saturday. After a short time, C's mom was able to get him back into school and attending regularly. This helped his older sister tremendously, as she had been providing a lot of support and missing school because C could not be left alone.

We have had some great support from MCFD in helping to provide extra funding and support for families experiencing exceptional circumstances. The flexible and collaborative nature of our program is certainly one of its strengths.



INFANT DEVELOPMENT PROGRAM

This past year, our program has advanced to better serve the growing number of young toddlers at risk for developing Autism Spectrum Disorder (ASD). We had the privilege of facilitating funding for timely private psychological assessments for children aged 22 months through 40 months. Twenty-three children in total were funded to be assessed, saving the children and families from having to wait 12 to 14 months for a public assessment. We also received one-time-only funding to hire an additional (temporary) Infant Development Consultant who is focusing her caseload on children with, or at risk for, ASD.



IDP CON'T

The impact has been widespread: many more children than we usually support are receiving provincial funding associated with the diagnosis, and are receiving behaviour supports.

We have also streamlined our services more for families – increasing our screening expertise and managing the process beyond diagnosis much more cohesively. Some families have been able to move on from our program more quickly, as they are receiving other specialized supports, including behaviour supports and therapy services. Many families have been supported through the process of hiring a behaviour team during their time with our program.



Because of our program, there are now 23 fewer families who have to wait and wonder about their child's potential diagnosis. We look forward to supporting the next 20 families as they gain the knowledge and funding to begin navigating the services and resources for their children with ASD.

YOUTH PROGRAM

In 2017, we took a closer look at our After-School Teen Program and asked some important questions. How can we better connect to resources and activities in the community? Who is not getting what they need? How can we make the program meaningful for all the youth involved?

We spent the Spring working with teens and their families to better understand what they are looking for, and thinking about how we can offer something different. Expect changes for the Teen Program in the coming year!

DIRECT SERVICES:

ADULTS

STITCHED SERVICES

Over the past year, the new Stitched Service at BACI has transformed from a tentative prototype to a new kind of support that is formally being offered to participants. The focus is on providing well-coordinated adaptable supports that help (and challenge) participants to reach bigger goals. It is designed to provide a combination of supports that are flexible (life doesn't just happen during set hours on a weekly schedule!) and that change over time as participants learn and grow.

The Stitched Service combines a new role – the Co-pilot – with a combination of services that include BEST Employment Services, Outreach, Community Connectors and Kudoz.

The Co-pilot spends time building a profile with participants, helping to articulate big goals and uncover passions, and then helps to determine with participants the best mix of supports to help them achieve their goals. The Co-pilot is along for the journey and proactive in ensuring things are moving forward in adapting the mix of supports.

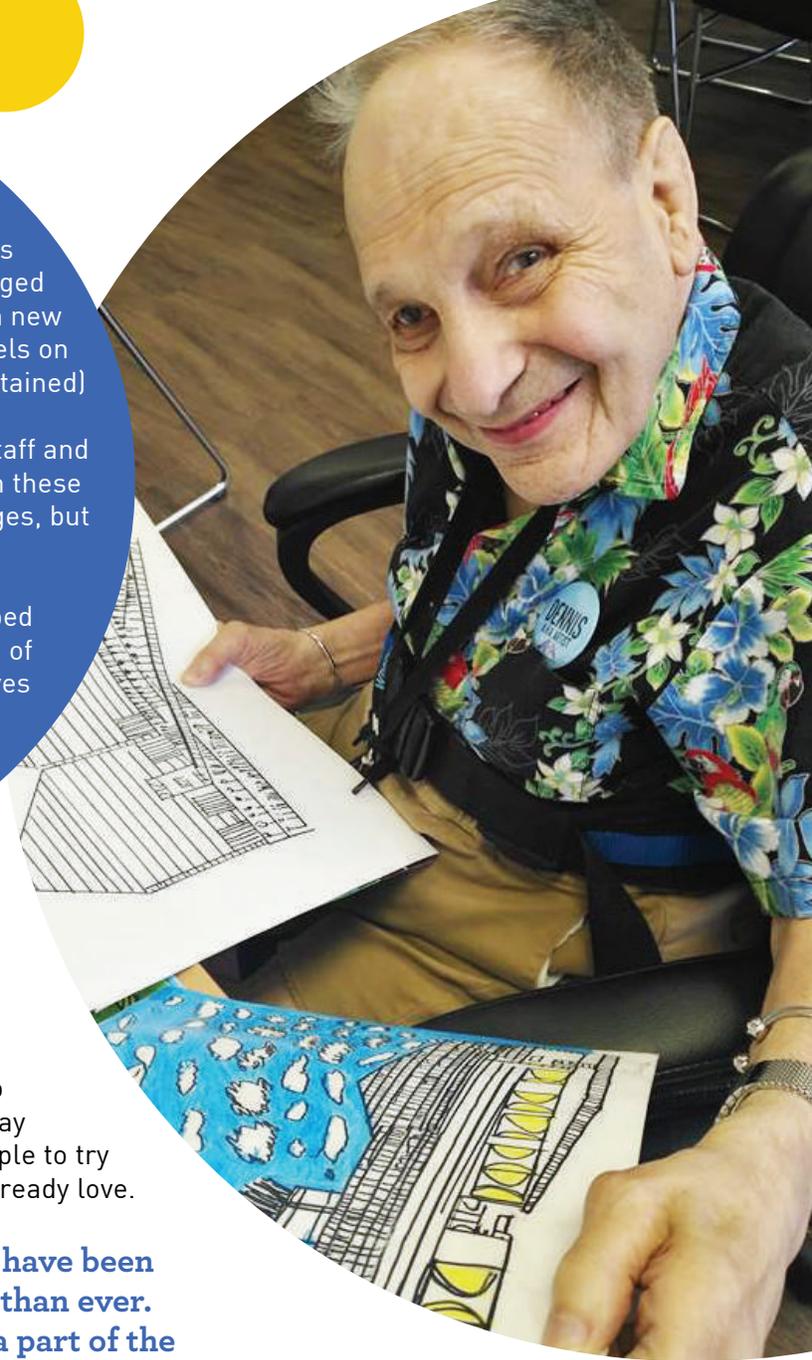
Over the past year, we've seen participants move from a referral to a full-time day program to full-time employment.

We've seen people challenge themselves to take control of their own schedules and communication, and gain independence in the community. We've also seen people struggle to come to terms with the realization that they're bored and we challenge them to take action to relieve that boredom.



One participant, bored with his day-to-day, was desperate to try something new. He joined the Stitched Service and was able to clearly articulate his goals. Over the past year, he has been challenged to take greater responsibility in his life, to learn new skills and to try a lot of new things. He now travels on transit independently, has secured (and has maintained) his first job, and understands what he needs to do to move closer to his dream job. Staff and his family are amazed at his transformation. With these changes come new and sometimes scary challenges, but both he and the family are up for the task.

By bringing a new role to life, working to embed systems for collaboration, combining a range of specialized services, and challenging ourselves to continue to learn and develop, we are seeing big changes for many participants and their families in the Stitched Service at BACI.

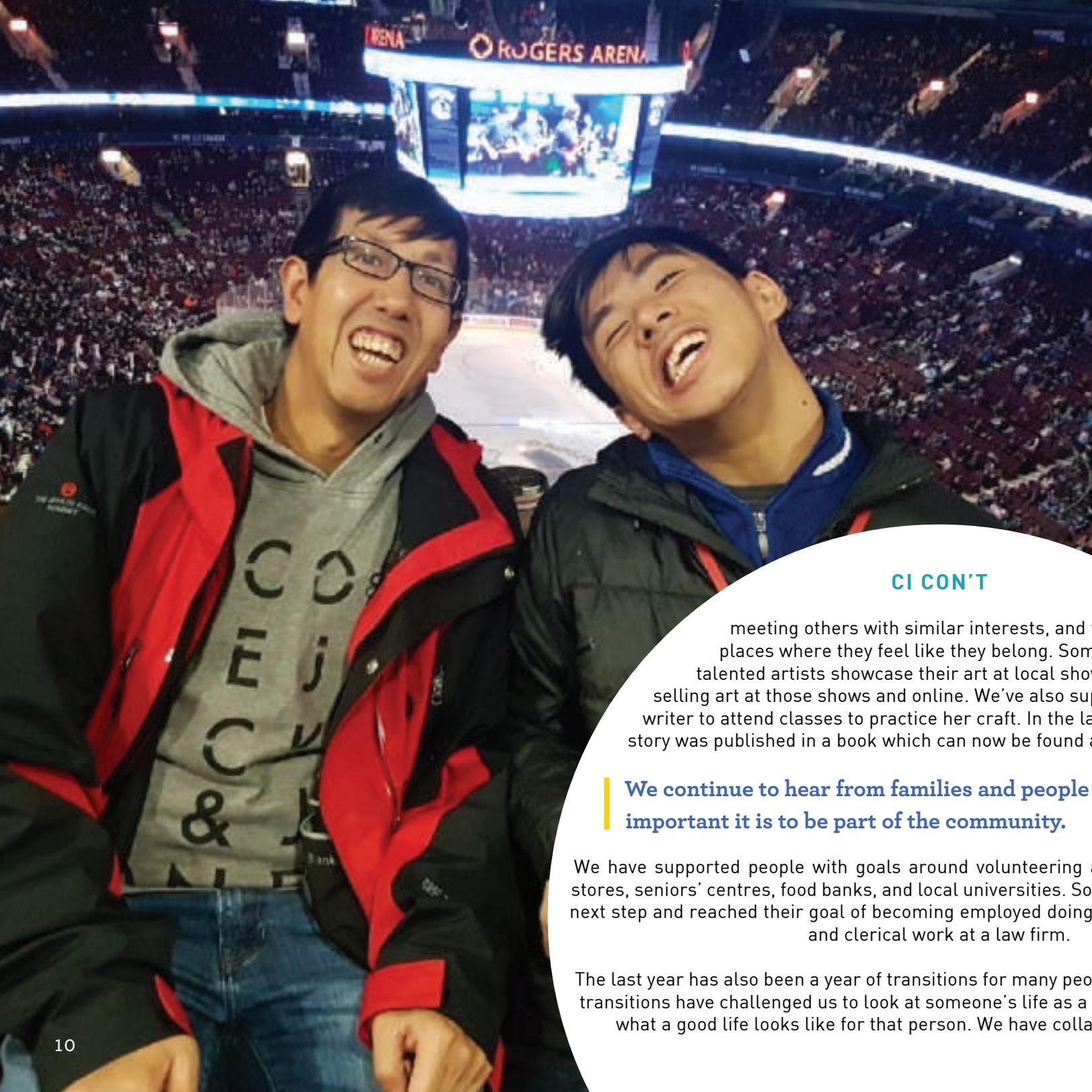


COMMUNITY INCLUSION

The past year has been a busy one in Day Services! We have been intentional about providing holistic services to people in ways that touch their lives beyond the typical day program hours. We have supported and encouraged people to try various new things, and new ways of doing things they already love.

The people supported through Day Services have been exploring and pursuing their passions more than ever. People have been finding unique ways to be a part of the community through arts and culture, entrepreneurship, and relationship building.

In the past year, the Artists Helping Artists (AHA!) studio was re-launched with a lot of new energy and a mission for greater partnerships and collaboration. More people are exploring their interest in art,



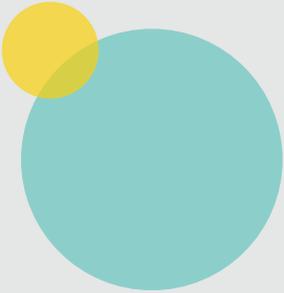
CI CON'T

meeting others with similar interests, and places where they feel like they belong. Some talented artists showcase their art at local shows, selling art at those shows and online. We've also supported a writer to attend classes to practice her craft. In the last story was published in a book which can now be found at

We continue to hear from families and people who say how important it is to be part of the community.

We have supported people with goals around volunteering at stores, seniors' centres, food banks, and local universities. So far, the next step and reached their goal of becoming employed doing administrative and clerical work at a law firm.

The last year has also been a year of transitions for many people. These transitions have challenged us to look at someone's life as a whole and what a good life looks like for that person. We have colla



families, other staff and departments within BACI, health and community professionals, and other service providers to support people to have successful transitions. We have supported some young people to move out for the first time from their family homes into Life Sharing arrangements, and some people moving from long hospitalizations to new living arrangements at home. We have also recognized when people may be better served in a different service model, and have supported a number of people to transition into the new Stitched Services at BACI.

In the last year, we have spent a lot of time thinking about and exploring challenges faced by the seniors we support – regarding future housing options, how to meet the growing health-related needs of people as they age, and how retirement might look for the people we support.

This has challenged us to find new and flexible solutions to people’s changing needs. We’re offering more drop-in and low impact activities for those with changing mobility needs and engaging in more pro-active planning whenever possible with people and their networks.

We have also focused the Grounded Space social research and development initiative on our staff team supporting seniors. We have a better understanding now of the challenges facing our teams and are developing initiatives to help staff feel more valued, appreciated, and more deeply connected to their work. We recognize that none of the great work done over the last year would be possible without our passionate and knowledgeable staff teams, who bring a diverse skillset to support the flourishing lives of the people we serve.



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BUILDING CARING COMMUNITIES (BCC)

Community Connectors with Building Caring Communities (BCC) – a partnership between BACI, posAbilities, Kinsight and Inclusion Powell River – work to strengthen community connections for people labelled with a developmental disability. Connectors collaborate with participants to recognize and accept their own gifts and strengths, find, develop and maintain relationships, broaden and deepen their experiences within community, and make meaningful contributions to their chosen communities.

Community Connectors provide opportunities for participants in the following areas:

01 SKILL-BUILDING: Coaching with the hard and soft skills necessary to build and sustain relationships and connections;

02 EXPLORING COMMUNITY: Finding and connecting people to resources that are meaningful to them; encouraging connections and contributions that are based on skills, strengths, passions and interests,

03 REFLECTION AND LEARNING: Inviting people to reflect on their experience and contribute to shaping what's next.



With this focus on building social resilience,

BCC is challenging participants to take a more active role in their own lives and many participants are discovering new opportunities that they never thought possible.

One initiative that has tapped into significant energy is 'Let's Get Real' – a community of people with diverse abilities that meet on a monthly basis in a fun, social atmosphere to explore dating, relationships and sexual health.

One Let's Get Real participant exclaimed, "I didn't know that disability people could date, but [my support worker] told me we can." Through LGR, he has an opportunity to explore the idea of relationships in a new way. While this participant has not yet found a girlfriend, he has not given up looking.

Through initiatives like Let's Get Real, and through highly-personalized and collaborative approaches to connecting, BCC is able to take a strengths-based approach to supporting participants to make real change in how they are connected in the community.



BACI EMPLOYMENT SERVICES & TRAINING (BEST)

BEST and BACI believe that employment is critical to the people we support, enriching lives in ways that resonate with what really matters – the being, becoming and belonging of the individual.

Employment creates opportunities, builds confidence, helps people discover their talents and passions, and showcases them in meaningful ways.

It enhances people's social and economic independence and encourages their active participation in the community.

Three years ago, Laura was a shy woman who shared her history of anxiety as an issue keeping her from finding work. Laura secured a position in housekeeping services at Ramada Coquitlam during her second week working with her BEST team. Laura has now become a trainer for new members to the housekeeping team. Laura has opened a savings account, paid off her debt, bought herself a car and paid for a trip to attend her sister's wedding in the Yukon. Laura is so proud of herself and all that she has accomplished in the past few years. It's amazing to see the person she has become today!

Casey came to us from the Vancouver School Board and was supported to find work at Starbucks as a Café Attendant. However, Casey was very interested in working in a grocery store. Casey was helped with finding a stocking position at Nesters Market and has been there for over a year.

Casey has secured another stocking associate position at Market Place IGA. Casey gets positive feedback from his managers and co-workers, and continues to want to grow and add additional tasks to his job duties. Being able to work for real pay has allowed Casey to gain self-confidence and have the funds to enjoy his favourite sports events and travelling.



HOME AND COMMUNITY SERVICES

Over the past year, we have brightened up the homes with major renovations, welcomed new residents, and supported people to reassess their living situations and changing needs. This has helped people to feel a greater sense of ownership, pride and satisfaction with where they live. It has become common to hear people say, "I like it here," when visiting them in their new homes.



We have also seen some amazing things happen in people's personal growth. There has been an increase in the number of people volunteering, with folks excited to give back and develop their employment skills.

A couple of residents have made major steps in working towards their sobriety by enrolling in detox and rehab facilities. This has filled people with a great sense of accomplishment and moved them closer to achieving larger goals. Another great story of personal growth comes from Keston, an amazing musician who performed at a number of venues and gatherings over the past year – first with a band and then as a solo artist. He has rocked his solo shows!

The last year has also seen people expand their horizons through travel. Some have experienced a holiday for the first time in quite a while, while others have been able to take several trips. Regardless of the distance travelled, people are excited to share their stories and pictures.

Over the past year there has been a rise in celebrations. A number of family dinners, BBQs, parties and social gatherings have been held, allowing people to reconnect with friends, families and neighbours. Sadly, a few of the celebrations have been Celebrations of Life. We lost three long-time residents this past year and families, friends, roommates and teams came together to honour their memories.





LIFE SHARING

Life Sharing has been extremely busy over the past year: we have moved our office, taken new referrals, and our team of managers has changed and grown. Throughout all of this we remain committed to asking the right questions, listening thoughtfully to responses, and looking for opportunities to improve the lives of the people we serve.

LIFE
SHARING CON'T

01 BEING

- **NEW CONTRACT AND CONTRACTORS GUIDE:** Clearly outlines expectations and provides support and practical information.
- **NEW LSN OFFICE:** A new accessible space that is easy to access and has a comfortable, bright space to meet with the LSN Managers.
- **VINGE NURSING SERVICES:** Contracted to offer extra supports to people with significant and changing needs.

“It makes me feel comfortable knowing that my caregivers can call for help if I am having health concerns and the nurse will come to my house to assist us, or will tell them what to do over the phone. They have come to train all of my staff and I feel so much safer with staff who are trained to support me.”

02 BECOMING

- **SELF-ADVOCATES TRAINING:** Covering rights, technology, health and safety, accessibility and diversity, exploring relationships, Kudoz and other social research and development initiatives at BACI.
- **CONTRACTOR AND SELF-ADVOCATE WORKSHOP:** On the importance of connections and relationships in the lives of all, led by Shelley Nessman.
- **NETWORKING BBQ:** An afternoon get-together for the people who belong to the network, their friends and anyone who is interested in learning more about Life Sharing.

“The training was very meaningful! Relationships are hard to begin with, but for the people we support I believe it is even harder. Maybe extend the training next time from two to four hours.”

03 BELONGING

- **PROVIDING CHOICES:** Ensuring that people know they have the right to change their surroundings and conditions. Knowing their rights and responsibilities empowers and reassures them that they control where and how they want to live.
- **BUILDING TRUSTING RELATIONSHIPS:** Strengthening the relationship between the person supported, their family, the contractor and BACI by providing good support and clear communication. This openness creates trust and new opportunities.

During one of the Relationship Workshops offered this past year, participants learned a lot about the give and take of relationships and ended up demonstrating that in a very concrete way. One participant told Shelley, the workshop leader, that he develops relationships by giving people rocks. Shelley said that she collects rocks too. At the end of the workshop, Shelley went over to his table and gave him a heart-shaped rock. He later arranged for one of his special rocks to be delivered to Shelley. He felt like he had made a connection with her – and with all of the others at his table.

“The support I get impacts me positively. It makes me think, it motivates me. I have learned to surround myself with positive people.”



OUTREACH

The Outreach Department at BACI has been growing over the past year.

We now support over 75 people in a range of living situations, including many who live independently, with aging families or with home share providers.

Individuals are supported to develop skills that will help them become more independent, lead more meaningful lives, and participate more fully in their community. With the support of Outreach staff, people are exploring new opportunities and taking ownership of important decisions in their lives.

One individual was supported by Outreach to improve their financial situation by securing regular employment, to navigate the complex immigration system to obtain Canadian citizenship, and transition into secure housing – all while taking a more active role in maintaining their health.

Outreach has offered regular community kitchens for many years. The weekly sessions are so popular that even those no longer receiving services drop by – to re-connect, share valuable social time, and get additional information or support. Over the past year, Outreach applied through the Greater Vancouver Food Bank to become a Food Cupboard, which allows Outreach to distribute emergency food to those who find themselves in need. This has led to a significant change for people attending the kitchens, ensuring that no one goes without food.

The types of support provided through the Outreach Department are as diverse as the people accessing services.

The supports needed continue to change over time, with staff over the past year focusing on learning about harm reduction, supporting individuals struggling with mental illness, the impacts of Fetal Alcohol Spectrum Disorder, and how technology can enrich people's lives.

Outreach staff are committed to ongoing learning, to meet the changing needs of the people they serve.



FAMILY SERVICES

The Family Services team of John Tsang, Susan Kwan and Rachel Goddyn, bring Burnaby families together for workshops, activities and social events.

This year saw continued growth of our music therapy groups. Our relatively new North Burnaby group now has a solid group of participants. The families gather to share pizza before teacher Joanie leads everyone in singing and games.

The Chinese Parent Support Group provides connections and education for Chinese parents. John Tsang, the group facilitator, has a wealth of knowledge to share with families and is a caring and compassionate listener.

One goal of Family Services is to help families feel they have everything in place to ensure a secure future for their loved one with a disability.

This year we held workshops on succession planning, trustee responsibilities and Registered Disability Savings Plans.

Rachel Goddyn edits the Family Services bi-weekly newsletter and maintains the website at <http://family.gobaci.com>. Rachel also meets with families one-on-one to help them navigate applications for programs and services.

Powered by:



pos Abilities



Kinsight >

kudoz

Kudoz brings the splendour of new experiences and novelty into the everyday. Kudoers, adults and youth with a cognitive disability, meet Hosts, community members or businesses with an interest to share, and connect for an hour filled with experiential learning.



Over the course of an hour, Kudoers and Hosts don't just share a new experience, they also share a part of themselves. They develop capacities like kindness, empathy or analysis, or skills like entrepreneurship, teaching, carpentry, arts, biology – you name it! They take something that's a part of their identity and share it.

Siobhan wanted to use Kudoz as a way to meet new people. She likes to connect via Facebook but finds herself getting pretty nervous when it's time to meet people face-to-face.

When she first started coming to the Reflection Café she would get pretty overwhelmed and nervous. Sometimes, she would step outside to take a break and calm down. But Siobhan was determined! After coming to a few Reflection Cafes, she began feeling comfortable and the nervousness turned to excitement. She now greets newcomers with a welcoming smile and introduces herself!

REAL TALK

Real Talk is... an affirmation that all people have a sexuality. Adults with cognitive disabilities are experiencing their own sexuality but may not be getting information or acknowledgement about it.

Every human being – whether sexually active or not – has a sexuality. It's part of being human. Sexuality can bring connection, isolation, joy, trauma, pleasure, guilt, or excitement. Often it's a combination of things.

What if we affirmed this experience instead of avoiding the subject?

Lots of adults with cognitive disabilities are interested in having romantic and sexual relationships, but it's rare that these relationships actually happen. At any age, adults with cognitive disabilities are at greater risk of sexual abuse than the general population.



Within certain age groups, adults with cognitive disabilities have higher rates of sexually transmitted infections than the general population.

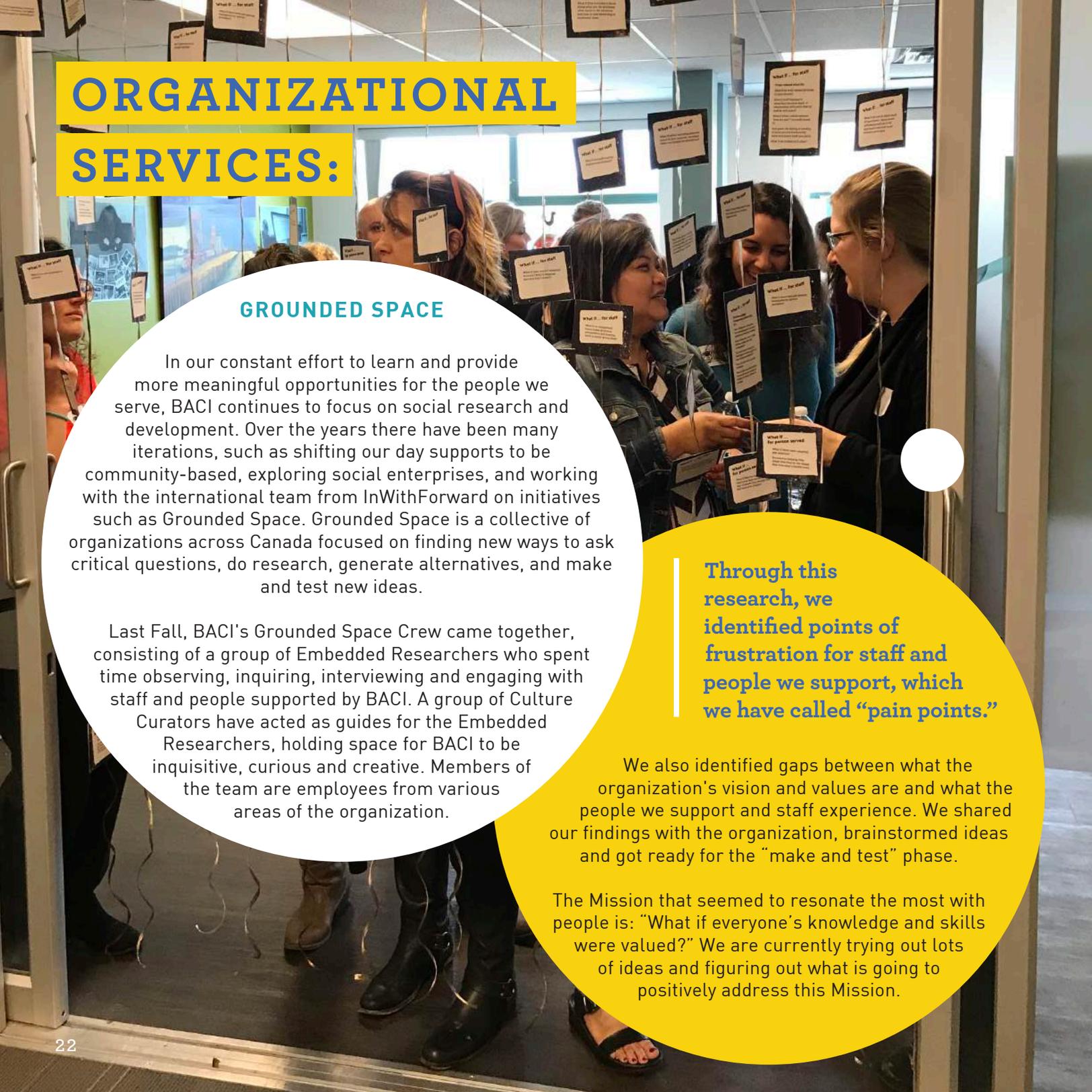
Open communication about sex and relationships improves interpersonal skills, increases the chances of positive romantic relationships, and reduces the risk of STIs and sexual abuse. Sexualized imagery is prevalent in our society, but real talk about sexuality is often absent. What if we started talking?

Real Talk launched in September of 2017 in partnership with posAbilities and Kinsight, and has been busily developing content, establishing a web presence, and hosting a range of conversations. While it's too early to understand the impact that Real Talk is having, we're excited to be starting the conversation. Come visit us at www.real-talk.org.

Powered by: *pos*Abilities



Kinsight



ORGANIZATIONAL SERVICES:

GROUNDED SPACE

In our constant effort to learn and provide more meaningful opportunities for the people we serve, BACI continues to focus on social research and development. Over the years there have been many iterations, such as shifting our day supports to be community-based, exploring social enterprises, and working with the international team from InWithForward on initiatives such as Grounded Space. Grounded Space is a collective of organizations across Canada focused on finding new ways to ask critical questions, do research, generate alternatives, and make and test new ideas.

Last Fall, BACI's Grounded Space Crew came together, consisting of a group of Embedded Researchers who spent time observing, inquiring, interviewing and engaging with staff and people supported by BACI. A group of Culture Curators have acted as guides for the Embedded Researchers, holding space for BACI to be inquisitive, curious and creative. Members of the team are employees from various areas of the organization.

Through this research, we identified points of frustration for staff and people we support, which we have called “pain points.”

We also identified gaps between what the organization's vision and values are and what the people we support and staff experience. We shared our findings with the organization, brainstormed ideas and got ready for the “make and test” phase.

The Mission that seemed to resonate the most with people is: “What if everyone's knowledge and skills were valued?” We are currently trying out lots of ideas and figuring out what is going to positively address this Mission.

HUMAN RESOURCES & QUALITY ASSURANCE

The HR & Quality Assurance team helps ensure success at BACI by working collaboratively with all departments so that staffing needs are met, relevant training opportunities are provided and a well-balanced workplace culture is fostered. Beyond that, we make sure that exciting opportunities are provided to engage staff, and good supports are in place for the people we serve.

2018 was a year of change for our department and we were pleased to welcome new faces to complete our QA/HR Team. Here are a few initiatives we have been working on in partnership with BACI's leadership team:

01 We moved to an integrated system for HR, Payroll and scheduling, which will give us more detailed information about programs.

02 All employees were trained on this new system, as well as on Person-Centered Training, Health and Safety, Social Research and Development, Bullying and Harassment, and our Employee and Family Assistance Program.

03 We designed a new process for Service Evaluations to assist teams in reflecting on what's working and not working in our programs. This will better assist the QA Team to assess what is needed to improve the quality of our supports in all programs.

04 We also held learning circles for people receiving services, which included information on Health and Safety, Accessibility and Diversity, Computer Lab re-design, and Social Research and Development.

05 We continue to make the wellness of our employees a priority, with staff appreciation get-togethers, team building events, weekly massage therapy, holiday parties, and our Employee and Family Assistance Program.

06 Finally, the Quality Assurance Team and Direct Service managers attended CARF accreditation training to help us continue embedding CARF requirements into our regular practices. We want to ensure that continuous quality improvement is part of everyone's day-to-day work at BACI.



TECHNOLOGY

We've had a year of ambitious projects and growth in technology for BACI this year.

We started a pilot project with MyCompass, a person-centered planning tool that makes it easier for our staff teams to communicate with parents and caregivers. The pilot includes sites for people supported by Community Inclusion, Life Sharing and Outreach. Goals include: improving planning practice, seeing staff create more aspirational dreams and goals with clear steps being achieved along the way; documenting in a more user-friendly way, with log notes including photos and video, and; increasing access via mobile devices for staff working in community.

Our main project in 2017/2018 has been implementing ADP software, which will improve efficiencies and effectiveness for BACI's



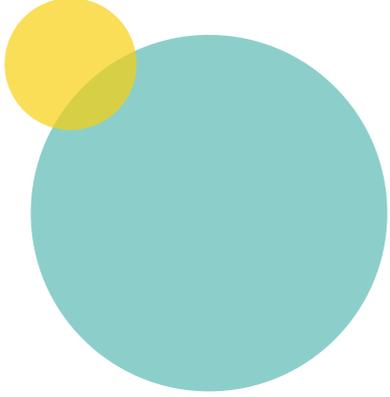
Payroll, Benefits, HR and QA departments. This has included developing a new Journey Map to illustrate the ideal journey of an employee from start to finish, clarifying practice and procedure. Most BACI part-time and full-time staff have completed ADP orientation and are already checking in and out using the mobile app.

Additional projects have included an upgrade of our Shaw services, including wifi service points, internet speeds, firewall security and office phones. The transitions have been smooth and everyone now has better and faster internet access.

In July, we hosted workshops with over 100 people we support to learn more about what they want from the Still Creek Computer Lab, and what new technology they are interested in exploring. There was an increased interest in audiobooks, smart speakers, virtual reality headsets and tablets for digital painting.

We learned that most people want to use technology for entertainment as an individual experience, but a significant group want to use tablets to play games together or share a virtual experience together.

We're excited to see what new accessible and inspirational opportunities we can bring through the Tech Lab re-design.



COMMITTEES: ADVOCACY

It has been another productive year for the Advocacy Committee with very encouraging meetings and community connections!

As transportation remains an important concern for BACI families and the broader community, the Committee devoted much of its time to transit issues and improvements. We contributed to The City of Burnaby's Transportation Plan with concrete suggestions for accessible, safe and connected transit. Last summer, when the New Westminister Q to Q Ferry Pilot Project was inaccessible, the Committee wrote a letter to the Mayor of New Westminister and now the ferry has 2 accessible wheelchair spots.

A letter from the Advocacy Committee about the proposal to allow ride share services (such as Uber or Lyft) in BC was sent to all 4 Burnaby MLA's and to Andrew Weaver, leader of the Green Party. Minister of Transportation and Infrastructure Claire Trevena replied in a letter reporting that a consultant has been hired to engage with stakeholders and make recommendations to create a balanced approach to ridesharing. As well, two members of our Committee serve on Translink's Access Transit Users Advisory Committee (UAC).

| Prosperity for all remains an important part of our work.

Members met with Minister for Social Development and Poverty Reduction



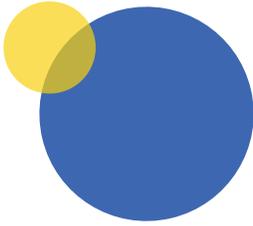
Shane Simpson to discuss Woodlands survivorship. Later it was announced that both pre- and post-1974 survivors will receive compensation for their suffering at Woodlands. The Committee continues to monitor the Canadian pilot project for the Guaranteed Basic Income, and members met with MP Peter Julian to discuss Disability Tax Credit denials and issues with recent changes to the Living Trust - Personal Resident Exemption.

Locally, two of our Committee members also sit on the City of Burnaby Access Advisory Committee. They tackle many inclusion/diversity issues and assisted in inspecting the accessibility of polling locations for this Fall's civic elections. Our Committee continues to work on 'hot' issues like long waits for wheelchair replacements, lost bus passes and wheelchair pass-ups at bus stops, and we are devoted to raising the profile of the Infant Development Programs (IDP) across the Province.

The BACI Advocacy Committee is very fortunate to have such dedicated and hard-working members and is grateful for the terrific assistance of our Staff Support person, Rachel Goddyn!

COMMITTEES: BURNABY ASSOCIATION OF SELF ADVOCATES

The Burnaby Association of Self Advocates (BASA) group completed their two-year project writing and producing a plain language booklet on Bullying and how to prevent and deal with its effects on all people with disabilities. The group did their own research, interviewed professionals and disclosed personal stories to find information that would be useful to all self advocates and the people who support them. The booklet will be published and ready for Community Living month in October 2018.



Our goal is to promote this booklet across BC and Canada and offer workshops to educate other self advocates about Bullying.

It affects all people with disabilities, since everyone has been bullied at least once in their lifetime. We hope that by informing our peers about Bullying and how to prevent it, this will never happen again to self advocates.

Our Group has also been monitoring the process for the settlement of abuse claims by the former residents of the Woodlands Institution. We are glad to announce that the new provincial government has settled with all former residents/survivors of Woodlands, including those who were excluded by the previous government if they lived at Woodlands after August 1, 1974. It has taken over 16 years to finally settle this significant advocacy issue in our community.



We look forward to another year of making our goals happen with the support of everyone at BACI. We encourage all self advocates to join our meetings on the last Monday of each month at Still Creek Centre from 10:30 am to 12:00 pm.

FINANCIAL SUMMARY

The operating results for the 2018 fiscal period is a surplus of \$1.4 million. This is an extraordinary result, which is due to the gain on the sale of one group home (approximately \$1.8 million). The operating results before the gain is a loss of \$353,000, which is also not a typical result. This loss is due to an accumulation of one-time adjustments and estimates, each of which is not significant, but in total created an operating loss. The operating results prior to both the gain and the adjustments was a deficit of \$4,300, which is consistent with prior years.

The net asset position at year end is approximately 3% of the annual budget. As a long-term goal, this should be in the 5 to 10%. BACI will continue to employ strategies to strengthen the net asset position. The increase in the net asset position is due to the sale of the group home, however \$800,000 of the gain is restricted for the redevelopment project on Banff Ave.



OPERATING RESULTS

On a comparative basis, operations have increased 4% over last year. This increase is consistent with our historical trends and reflects a continued growth in services and wages.



THE BOTTOM LINE

A modest surplus is required to protect the Agency's finances. BACI's long-term goal is to generate surpluses of approximately 0.1% to 0.5% of the annual budget.



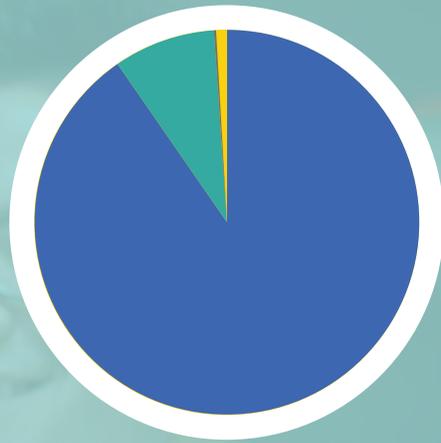
REPLACEMENT RESERVES

The replacement reserves form an important asset for the Association – to ensure that our BC Housing properties are provided for should major items require replacement. For this year and future years, any asset additions or improvements for non BC Housing properties will be capitalized and are not included in the replacement reserve figures. The total of reserves are sufficient to provide for any major repairs or replacements.

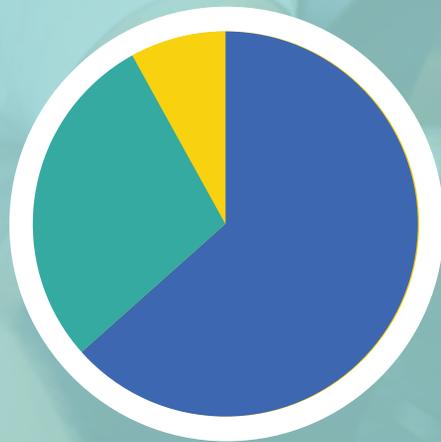
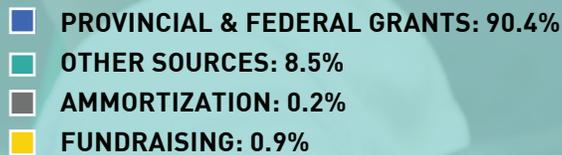


PARTNERSHIPS AND COOPERATION

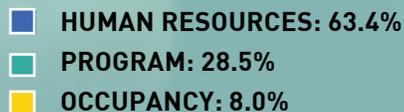
BACI continues to investigate new technologies and the past fiscal year included implementation of a new payroll and scheduling system. The plan is to upgrade our financial and accounting systems in 2019. Consistent with BACI's philosophy, the Finance department is a disability confident employer.



REVENUES | \$ 27,071,089.00



EXPENSES | \$27,424,233.00



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FRIENDS OF BACI - PLATINUM LEVEL (\$10,000+)

BC Gaming
BC Housing & Management Commission
BCGEU
City of Burnaby
Community Living BC
Fraser Health Authority
Government of Canada – Accessibility Grant
Government of Canada – Canada Job Grant
IBM
InclusionBC
Kinsight
Lewis Family Fund c/o NWM Private Giving Foundation
Ministry of Children & Family Development
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posAbilities
Public Health Agency of Canada
Richards Buell Sutton (RBS)
Rick Hansen Foundation
Sharing Our Future Foundation (SOFF)
The JW McConnell Family Foundation
United Way of the Lower Mainland
Value Village
Vancouver Aboriginal Child & Family Services Society
Vancouver Coastal Health Authority



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INSPIRATION, INNOVATION AND IMPACT

BURNABY ASSOCIATION FOR COMMUNITY INCLUSION:

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