



**Burnaby Association
for Community Inclusion**

2702 Norland Avenue
Burnaby, British Columbia
Canada V5B 3A6

March 19, 2020

Dear BACI Families:

We truly hope that everyone is staying safe and coping as well as possible during this very difficult time. Please be assured that BACI's focus is squarely set on doing everything we can to respond to the COVID-19 pandemic in ways that keep the people we serve, all families, caregivers and our staff, safe and connected.

For those people who typically receive support out of Still Creek -- or frequent the Artists Helping Artists Studio -- our resources, including our staff teams, have been re-allocated to provide support primarily in and from people's homes on a one-on-one basis. Staff have been further allocated to serve people in our staff-supported homes. All the homes will be kept extremely clean and well-stocked with food and activities to help everyone stay mentally and physically healthy during this time when normal routines are disrupted. We are also in the process of building up the supplies needed to keep the people and families we serve, and our staff and caregivers, healthy and safe.

We want to thank the many families of people from both our Day and Residential Services who have decided to keep, or welcome, their family members home and forego or reduce staff support during this time. This decision not only helps to contain the spread of the virus, but it also helps BACI staff be available where and when they are most needed. So, again thank you for your valued partnership.

BACI will stay connected with all families as we move through this crisis. While we are always a phone call or email away, we won't wait to hear from you -- we will reach out each week. We want to keep up-to-date on how your family is doing and how well our re-allocated staffing approach is working for you and your loved ones. If you are now supporting your family member without staff, we want to know if your circumstances change. If they do, we will respond. Again, expect a call or email from us each week.

It gives some comfort to know that none of us is going through this alone. Everyone is impacted by the virus and everyone is dedicated to moving through it safely and coming out the other side healthy and strong. BACI has surrounded itself with our partners, advocacy groups and advisors, and their wisdom continues to shape and support our efforts.

Families have always been our most valued partners, trusted advisors, and fearless advocates and now, as always, we ask that you share your wisdom with us. If you have ideas, connections, or resources to contribute at this time, please reach out to us. We are stronger together! You can connect directly with our Managers, call BACI's COVID-19 Hotline at 604.299.7851, or send Tanya and me an email at tanya.sather@gobaci.com or richard.faucher@gobaci.com.

Take care and stay healthy! We'll talk with you soon!

Richard Faucher
Co-Executive Director

Tanya Sather
Co-Executive Director