

BACI Zoom Family Gathering – May 28 2020

54 participants

Richard Faucher:

- Welcome to families and we appreciate their support and patience during these challenging times.
- We are waiting for guidelines from CLBC to – either tomorrow or early next week -- to help us with our future service planning. We are expected to write a plan by June 15.
- From now to June 15 things will be moving slowly to ensure the safety and health of the people we serve and our staff.
- We will prioritize increasing services for families and LSN contractors who have to go back to work.
- We're now focusing on starting in-person visits with families for those living in our staffed homes – done safely and still following protocols directed by the Public Health Authority.
- Meetings with families will only occur outside, so we have been making the outdoor areas more hospitable.
- We are starting to think about how we move forward at a time when we have to still live with the virus and be careful.
- We will conduct risk assessments in all program areas.
- We know all the parks and recreational facilities are closed in Metro Vancouver until Sept 30, so access to community is different than before.
- We know that bringing people to Still Creek is not a good idea, so we're creating new program models that we'll be telling you about soon.
- We're moving forward carefully, following the guidelines that CLBC has given us.
- You will likely be getting phone calls from us in the near future to discuss services for your loved one.
- Our funders have been good to us. We have a large supply of PPE's (masks, gloves, gowns, etc) that they have reimbursed us for.
- They are also giving a top-up to home care providers.
- We also expect pandemic pay for our staff. For every straight hour that staff work directly with the people they serve, they will get additional pay for 16 weeks, starting March 15. They will get the pay in one lump sum at the end of the 16 weeks.
- We thank families for standing with us during this difficult time.
- It's hard for us to plan too far ahead, but we do need to still look ahead so we will work on that together with families.

Tanya Sather:

- IDP continues to offer services virtually. They are canvassing families to see who is interested in receiving in-person services again.
- The IDP groups will continue to be virtual.
- The child care centres are welcoming more families back in June, but will not be operating at full capacity.

- The provincial government is providing additional funding to child care centres to offset the loss of fees when families decide to keep their children at home.
- There is research around children and COVID and we are closely following the guidelines of the Health Authority and Licensing. We are screening everyone who enters the centre on a daily basis.
- Our out of school care centres are working with the schools right now, with children given the option of going back next week.
- We appreciate our child care staff as they navigate all of the changes and challenges.
- Our summer Youth Program is going ahead, but it will not look like it has in the past.
- We are trying to create a program that is fun and gives opportunities for youth to connect, but is also safe.

Richard Faucher:

- We continue to check in with families in all of our programs and find out what the needs are and try to accommodate those needs as best as we can.
- We think 70% of the people we serve through our employment services have lost their jobs. Our BEST employment staff will be busy supporting them to find other work.
- We need to create plans for all of our departments moving forward.
- Question: What does it look like to have meaningful connections? CI is looking at smaller numbers of people coming together who appreciate each other. We're currently trying to design those groups. We're looking at how we bring people together who have things in common and appreciate one another. Also looking at how we can keep people close to home when there are limited community activities.
- Question: What are guidelines for Community Inclusion (CI) staff using PPE's when working 1:1? Staff are provided masks to wear when going into people's homes. We will work with WorksafeBC to create guidelines.
- We will put together kits with masks, hand wipes, etc. for when people go out into the community more.
- Question: Have home share providers received extra pay? Yes, a good number of them received it, based on CLBC guidelines – ie if the provider had to stay home more to support the person they live with.
- Top-ups were received for April and May – they will be given out again in June.
- Question: Would CI establish a safe location used on a rotating basis by a small group of people at a time? We are looking at hosting people at someone's home, or at a small BACI office somewhere.
- As we develop the pods, we will think about where safe activities can occur and where we can have access to indoor space.
- Question: When will AHA open? We have a general plan in place, but that plan needs to meet the CLBC guidelines. We may also extend the art caravan into the community instead of hosting art classes at the AHA studio.
- Question: When will the full allocation of CI hours start to be implemented? The idea is that eventually we will provide the same hours you are used to receiving. It may take some time to get there.

- Question: Will the overpass development affect Still Creek? There will be an overpass built. We are working on a quick needs assessment with the Vancouver Port Authority and our Board and an Advisory Committee. At our GM on June 18, we will talk about what that could look like for BACI. We have to think about how it would be to have construction around Still Creek for the next 2 years.
- We've always known that we're on City land and that the City has had some plans for future use of the land. When the Port Authority approached the City and offered to pay for an overpass, the City jumped at that. Douglas Road will be closed in the near future as they build a 3rd rail line near Still Creek Road.
- Our Board and a committee of family members will meet from mid-June to the first week of August to create a needs assessment. We'll present that to the full BACI Board in early August.
- Part of what we need to do over the summer is to determine what we would need – ie in terms of property, strategic initiatives – for us to move.
- This is a good time to look at the future of BACI.
- The vast majority of our Admin staff are working at home now. Most Admin staff can continue to work at home, but we do have protocols in place for Admin staff at the Still Creek building – ie. handwashing, areas marked off where people can stand to help with physical distancing.
- Question: Is the building being expropriated? No. In the end, the decision is ours if we decide to stay or not.
- The City has made a commitment to make BACI whole – whatever that means. We will try to determine that over the summer.
- Question: Is there a start date for CI going into people's homes? It's a slow process at this time. We need to meet with all families in CI, seeing what people are comfortable with – ie are you comfortable with people coming into the home? How many people? Are you comfortable with transit?
- We're also working with WorkSafeBC on employee safety. A lot of moving parts.
- Hard to get an entire workforce working again after such a quick disruption.
- Question: How do you feel about the 6 foot distancing and surgical masks? We think physical distancing will be important for quite a while and we think wearing masks is important when physical distancing is not possible.
- We know our partnership with you is important. We want to get on the right track. We have a commitment to move ahead together.
- We're committed not to leave anyone behind.
- Things will be different, but we'll make sure we're all moving together.
- Question to families: Should we continue to keep holding these meetings every week?
- We will continue to have weekly meetings as things still transition.
- On June 18th there won't be a family meeting, we will have a general meeting.
- Comment that BACI has done an amazing job under difficult circumstances to manage the safety of people and staff.
- Our partnership with families will be integral to moving forward. We appreciate your kindness and commitment to your loved ones.