



# Adult & Youth Services Handbook

February 22, 2020

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# I. Introduction

This document has been created to provide an organizational overview of our services to people and their families, funders, members, and other possible stakeholders who are interested in our services. It contains a description of our history, values, organizational structure, services, and our ongoing commitments to supporting people and their families.

It is important to understand that as an Association, it is both our vision and our commitment to achieve excellence in each of our service areas, and to be recognized as a face of leadership within the communities where we work, live, and serve.

## History

In 1956, parents of children with disabilities formed a non-profit organization in Burnaby to help advocate for the rights of their sons and daughters. This was the birth of the Burnaby Association for Community Inclusion and the beginning of an unwavering commitment to respond to the needs expressed by people and their families.

Shortly after its inception, the Association and parents introduced Burnaby's first school for special needs children. By the mid 1960's, the Burnaby School Board provided our Association with three separate Donald Patterson sites (a Vancouver paediatrician who lent his name to our cause) for special needs education programs. Plans were soon underway to construct a new Donald Patterson School on Canada Way.

In the decade that followed, the Association developed a series of programs that, in many instances, served as early versions of ones that exist today (for example, early childhood intervention, respite, vocational training programs and workshops, and summer recreation programs).

With the downsizing of Woodlands and Tranquille in the 1980's, our Association played a significant role in welcoming citizens with disabilities back to the community and ensuring that they were successfully supported.

Around the same time period, the vision emerged of building and owning our own centre. Through the shared efforts of Association members, the BACI Building Options Foundation, the City of Burnaby, the provincial government, community volunteers, and local businesses and corporations, our Still Creek Centre became a reality.

## Foundations

From its start as a grassroots non profit, our Association has maintained a steadfast commitment to being a dynamic and vibrant organization with a strong membership, always driven by, and answerable to, the individuals and families we serve. We believe our services must honour this group above all and be capable of accommodating peoples' diverse needs, interests, and expectations.

A central conviction that shapes our practices is the belief that citizenship (and the rights, privileges, and responsibilities that accompany it) must extend to all Canadians, regardless of whether one has a disability. Thus, our goal is not simply to integrate principles of citizenship into the services we provide, but to advocate to make sure these principles are also present for people with disabilities in the wider social and political systems.

BACI's overall strategy and goals are aligned with our Theory of Change's three core pillars: Being, Becoming and Belonging.

### **Being - Becoming - Belonging**

BACI aims to increase the being, becoming and belonging of the people we support through advocacy, community development and service delivery.

Each person has the right to make decisions about what sort of life they will lead, and to receive supports that look after their "**being**" -- home, health and safety, communication, positive social atmosphere, access to services and resources, and support from contractors and others in their personal network.

Each person is supported in "**becoming**" contributing, active citizens and visible and valuable members of society -- through employment, community engagement, and personal growth.

Each person is supported to explore and develop relationships to advance their "**belonging**" -- relationships that provide meaning and connection to others including family, friends and loved ones. People are also supported to find meaningful opportunities to express and receive love and affection -- acknowledging our desire for reciprocal bonds that confirm we belong.

Because our communities clearly are not yet places of full belonging, we recognize the importance of advocacy and community development in bringing about change. We believe it is our responsibility as an organization providing services to individuals who may be more marginalized to act as a change agent.

All of the above convictions are included in BACI's vision, mission and guiding principles that are collectively intended to inspire and guide our services, and which provide a basis for evaluating the success of those services. These are shown on the following 3 pages.

## Vision (What we want):

A society that **includes** all people

## Mission (What we do):

BACI creates places where people of all ages

- **connect** with family and friends
- achieve **hopes** and **dreams**
- **learn** and **grow**
- have **choices** respected
- **access** quality supports and services
- believe in and **advocate** for the rights and responsibilities of everyone

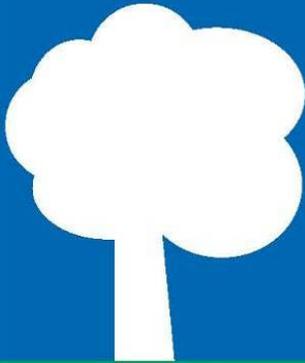


# Statement of Values and Principles

## (What we believe):

*We believe:*

- that **citizenship** must extend to all Canadians
- that each person should be **respected** as a unique individual
- that **friends and family** are of utmost importance in the lives of the people we serve
- that all people have the **right to belong** in their community
- that all people be **valued** for the gifts that they bring to their community
- that people with disabilities should be supported and encouraged to make **decisions** that affect their lives
- in the importance of early intervention and **early** education for all children
- in the importance of providing affordable accessible **housing**
- in the importance of honoring and promoting environmentally and **socially responsible practices** as we fulfill our mission and vision
- in the importance of working in **partnership** with others (organizations, community groups, businesses and government bodies), to maximize the quality of life of the people we serve.



As a member organization of the BCACL (BC Association for Community Living), BACI supports the Statement of Values and Principles of that federation, and in particular:

*We believe:*

- that remembering and sharing our **history** will help guide and build our vision for the future
- that **inclusive communities** enrich the lives of all citizens
- that services and supports must be delivered in a way that **respects** an individual's diverse history, culture, race, religion and sexual orientation
- that real work means **real pay**
- that all children have the **right to be educated** in regular classrooms with appropriate levels of support

These principles serve as both the foundation for, and the inspiration behind our services. We are committed to their fulfillment in every aspect of our undertakings, and we are determined that they shall be neither compromised nor weakened as the result of the demands, pressures, and/or stresses that are involved in the provision of services.

We welcome and encourage all stakeholders (individuals, their families, members, social workers, external professionals/contractors, financial donors, and so on) to challenge us when they feel we may be losing this focus, or when they feel we have not implemented these principles to the fullest extent possible.

For more information on BACI's Strategic Plan and related innovative initiatives, please go to our website at [www.gobaci.com](http://www.gobaci.com)



**OUR THEORY OF CHANGE**



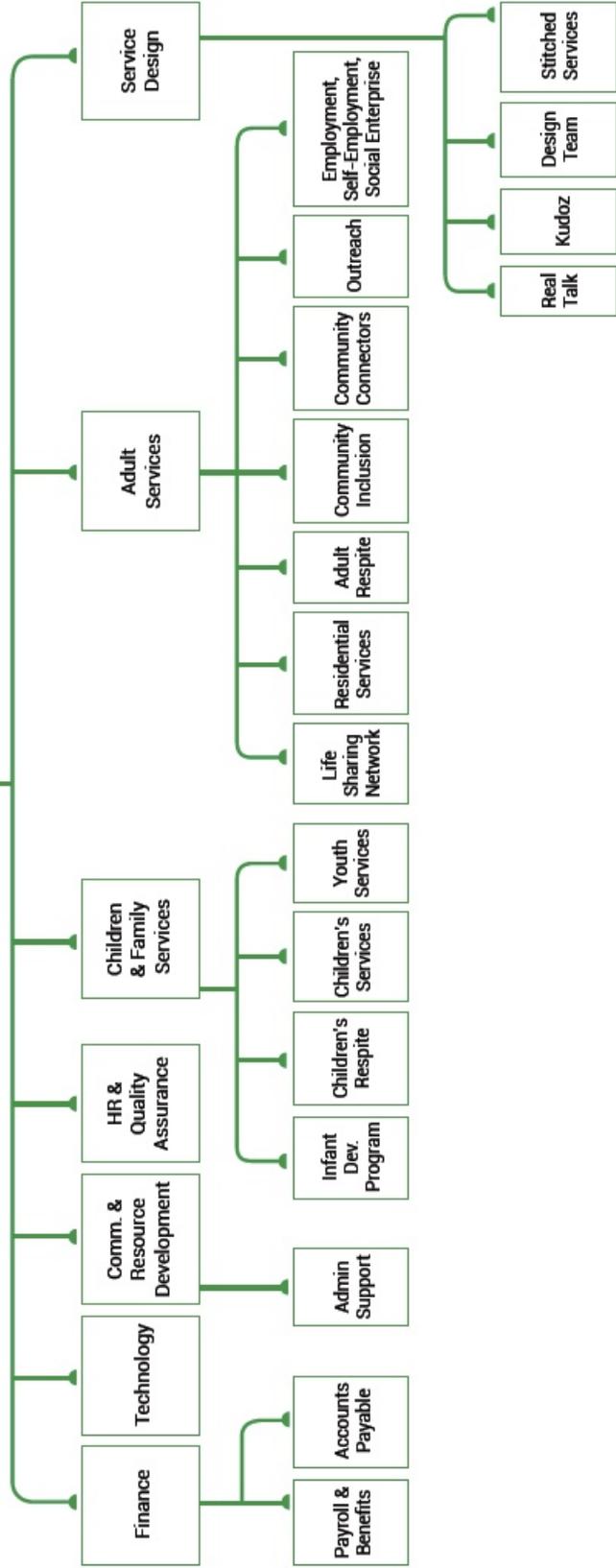
**BACI MEMBERSHIP**

Board of Directors

**Executive Directors**  
Tanya Sather & Richard Faucher

**OUR INTENDED IMPACT**

Children and people with disability will live a good life.



## **Roles & Responsibilities**

### *Board of Directors*

The Board of Directors, the Executive Director and employees at all levels share the responsibility for the evaluation and continuous improvement of services.

The Board is responsible for defining in policy the standards for quality services, the process for evaluating these services, and the process for ensuring that policies are implemented.

#### **Board Committees – Standing:**

- a) Advocacy Committee
- b) Finance Committee
- c) Persons with Disabilities Committee

#### **Board Committees – Ad Hoc:**

- a) Audit Committee
- b) Code of Ethics Committee
- c) Conflict Resolution Committee
- d) Executive Director Performance Evaluation
- e) Governance Committee
- f) Housing Committee
- g) Nominations & Resolutions Committee

### *Executive Director*

The Executive Director is responsible for the implementation of policies and procedures as directed by the Board, and for the overall, daily management of operations.

### *Management Team*

Are responsible for the services provided within their respective areas, and for the corresponding ongoing evaluation and implementation of both broad and program-specific quality improvement plans and projects.

## *Quality Assurance and Human Resources*

The Human Resources and Quality Assurance department is responsible for supporting Senior Managers in three primary ways:

1. To develop systems and mechanisms to ensure quality services and good lives for the people and families we support.
2. To evaluate, coordinate, design and provide staff training to increase the capacity of staff at all levels.
3. To develop systems and mechanisms for the recruitment, hiring, training, evaluation, and general monitoring of employees.
4. To coordinate, conduct and document program evaluations.

## II. Organizational Standards

The Association is wholly committed to conducting itself in accordance to the highest possible professional standards and principles. This commitment should be particularly evident in the following areas:

- Communication with service users, families, personal and professional support systems, and government personnel
- Personalized services
- Use of documentation and reporting systems
- Human resource management
- Internal administrative practices
- Accountability and continuous quality improvement

### Overview

#### *Our Commitment*

We are resolved to ensure that professional excellence is demonstrated at every layer, and in every undertaking, of our organization. We understand the importance of maintaining and strengthening the relationships and morale amongst workers, families, and professionals that are so important for consistent, quality care.

In recognition of important developments in the field, since 2005 we have been a CARF accredited organization. CARF accreditation is a level of certification that recognizes an organization's ability to meet a high standard of professional competence. Not only must we meet or exceed specific professional standards in each aspect of our operations, but we must also be systematically accountable to those persons and their families using our services, and we also must have a demonstrated commitment to continuous quality improvement.

Our Association will continue to introduce new standards, and to make the organizational and administrative changes that are required to continue to improve the quality of our services. Throughout this rather labour-intensive process, we shall not neglect our daily responsibilities to provide meaningful and individualized services to peoples' lives.

## Accountability

### *Our Commitment*

The Association provides most of its services through public funds, and to people who are amongst the most vulnerable in society. It is essential that we are accountable to the public, to government with whom our services are contracted, and to the people and families that expect us to be able to provide safe, meaningful, and quality services.

To this end, our Association is committed to being transparent in its practices and operations, and to being accountable to all stakeholders for all aspects of its activities (individuals, families and personal support systems, government, the public and local communities, Association members, external professionals, financial donors, and so on). The only limit to this transparency shall be with respect to our duty to protect the personal information and privacy of individuals and their families.

## Financial Controls

The Association has a responsibility to the Provincial Government (MCFD, CLBC, and BC Housing), donors, members, and service users and their families, to ensure that:

- The Association is financially viable;
- All expenditures are appropriate;
- There are policies and internal auditing systems in place to guarantee that all expenditures are authorized and properly recorded, and that any variance will be immediately noticed so that corrective measures can be taken;
- Where we are involved in an individual's personal finances, there are reporting and auditing systems in place to ensure transparency and the protection of monies.



If you require more information about the Association’s policies regarding financial controls, please visit our website at [www.gobaci.com](http://www.gobaci.com) or inquire further at 604-299-7851.

## Accessibility

### *Our Commitment*

(BACI) is a disability confident organization and as such is committed to ensuring that our homes, buildings, programs and support services are free of barriers and accessible to all. Furthermore, BACI believes accessibility and inclusion are pillars of the Association’s mission and vision to serve individuals with disabilities, all children, their families, and the greater community. Accessibility and inclusion are intertwined values that support each and cannot exist exclusively.

In addition to an Accessibility Policy, BACI has an Access to Service Policy, which can be found on our [www.gobaci.com](http://www.gobaci.com) website.

We welcome feedback from all stakeholders with respect to our ability to be visible and accessible to the communities with whom we interact, and within which we operate. Feedback can be given in the “Compliments and Concerns” section of our [www.gobaci.com](http://www.gobaci.com) website.

We endeavour to provide whatever is necessary to assist someone to meaningfully access our services, and encourage persons served or their families to make requests of us when needed.



## Working Together

### *Our Commitment*

The Association is but one partner in a larger community of persons and organizations who must work effectively together to fulfill mutual responsibilities of enhancing the lives of persons with disabilities. To be an effective partner, we will observe the following rules of conduct, we will:

- Understand and acknowledge the important role of each professional, MCFD and CLBC personnel, and support persons with whom we interact;
- Be respectful in all our dealings with people;
- Be honest and forthcoming in all professional interactions;
- Uphold professional confidences;
- Encourage and welcome feedback and positive criticism of our services;
- Advocate for the people we serve;
- Value the importance of working together to maximize the quality of life of the people we serve.

## Conflict Resolution

### *Our Commitment*

It is a reality that conflict can arise between the Association and the people served, their family members, professional or personal supports, and/or government personnel. This is a positive thing because it can lead to the deepening of personal and professional relationships, the development of a mutual understanding, and/or the critical review of services. For these reasons, it is our expectation that all persons who have concerns in regards to our staff, our services, or our Association bring these concerns immediately and directly to the appropriate representative of the Association. Conflicts must have an opportunity to be resolved at the level where they first occur, and we recognize our important obligation to respond to concerns in a prompt, sensitive, and responsible manner.

The Association has developed extensive policies concerning conflict resolution, which can be found at [www.gobaci.com/policies/](http://www.gobaci.com/policies/). If you have complaints or concerns regarding our services, please feel free to call the Senior Managers or Executive Directors at 604-299-7851, or submit your complaint online at [www.gobaci.com](http://www.gobaci.com). For people we support in our licensed homes, families/advocates may also make a complaint directly to Fraser Health Community Care Facilities Licensing in Port Moody at 604-949-7730.

As with all other complaints, there shall be no retaliation against anyone who brings a complaint forward in good faith.

## Information Management

### *Our Commitment - Documentation & Reporting*

Documentation and reporting with respect to the people we serve plays an important role. It allows us to establish consistency across different and changing contexts; it ensures that employees are properly trained and familiar with an individual's needs, preferences and service expectations; it renders various kinds of analysis and evaluation more effective (frequency, patterns, etc.); it keeps stakeholders aware of current developments; it plays a very important role with respect to internal and external accountability; it creates a core of information that ensures well-informed continuity of service (particularly around transitions); and so on.

With this in mind, we shall seek to generate documents and reports that adhere to the following standards:

1. **Respectful:** Documents shall be respectful to the person at the centre of the document/report.
2. **Self-determined:** The individual will be invited to contribute to any document or report concerning them (whether in the content of the report, its interpretation, or in response to it).
3. **Accessible:** Individuals have the right to access and respond to all documentation that is about them.
4. **Purposeful:** Documents/reports will not be proliferated where no justifiably meaningful or valuable purpose can be discerned or defended.
5. **Efficient:** The Association will seek to eliminate or avoid the unnecessary proliferation or duplication of documentation/reports.
6. **Confidential:** Documents/reports will only be circulated to those relevant parties who have a right to the information. The Association will provide confidential storage of all information.

### *Protection of Personal Information*

A typical part of receiving support services is the involvement of various professionals and the use of corresponding information systems. The more intensive the support, the greater the proportion of people and documentation involved. The gathering and sharing of this information can cause considerable anxiety to individuals and their families who do not want their lives to be readily accessible to, and 'interpreted' by, those who have no right to the information. Safeguarding the privacy of an individual's personal information is both our professional responsibility and our ethical obligation, and children and youth have the same right to privacy guidelines, detailed in policy, that describe the conditions under which information can be recorded, shared, and stored.

In general, we have an obligation to discuss with all service users and, where appropriate, their families, guardians or representatives, what information may be shared about them, when and with whom. However, we must also inform service users that their rights to privacy do have limitations. For example, we may be required to share personal information about them when their health and safety are at stake, when the law requires it, or when our agreements with the Ministry require it.

### *Consents*

We will make every effort to ensure that individuals understand the information being shared, relating to ideas, activities, procedures, or practices being raised or recommended. On an annual basis, or as needed, adults will be asked to give their consent. We understand it's our responsibility to do this using their preferred communication style, and making use of their formal or informal supported decision-making systems (ie families, guardians, representatives, advocates, and so on).

For people served under the age of 19, parents and guardians will be required to sign consent. However, the youth will be involved in that decision-making and will be also be asked to sign their consent.

### *Storage of Information*

All information about individuals will be secured to ensure both privacy protection and prevention of loss or damage. Security systems protecting such information – whether electronic, administrative, or physical – will be regularly reviewed to ensure their ongoing effectiveness.

## **Health & Safety**

### *Our Commitment*

One of our most important responsibilities is to ensure the health and safety of those using our services. We take this responsibility very seriously. The ways in which we do this include identifying -- and supporting the person to address -- unique health and safety needs, and being aware of situations or circumstances that could pose risks to the person. Finally, it includes having protocols and procedures prepared in the case of emergencies (such as earthquake, fire, medical accident or trauma, etc.).

We also recognize that all people have the right to take risks. We grow and learn by taking risks, by making mistakes, and by sometimes becoming hurt as a result. However, there are some risks we cannot support, such as those we believe may result in serious harm. Further, in matters of noteworthy risk, we will seek to ensure that people fully understand the nature of the risk, and that supported decision-making systems have been approached and involved (family, friends, advocates, CLBC, etc.)



## Behavioural Interventions

### *Our Commitment*

The Association regards behaviours as a natural means of both communication and personal expression. As with any citizen, those receiving our services have the right to conduct themselves in whatever manner they so choose, provided they are neither harming themselves nor others. All employees of our organization are orientated and trained with positive support strategies designed with the person in service. Support strategies are reviewed with all new employees upon hire, as well as annually by the direct service team.

At the same time, we are committed to ensuring that the following principles are evident in all our services to people:

- Their rights, dignity and quality of life
- Their safety and well-being
- The development of strong and trusting relationships
- The promotion of learning
- The provision of opportunities for community involvement and inclusion

Consistent with these principles, we see our role as assisting people to find the most meaningful and effective ways to communicate with others, and to strengthen their connection to those who are important to them and to the broader community.

We believe that a proactive and positive response to challenging behaviours begins with:

1. Having meaningful dialogue with the person in order to understand them better, help build their self-esteem, and positively reinforce their strengths and abilities;
2. Considering medical and environmental factors;
3. Supporting the person to develop more effective methods of communication;
4. Supporting the person to acquire general skills for coping with day to day living;



### III. Adult and Youth Services

People are encouraged and supported to make choices that affect their life – including decisions around the services they receive – and to explore their right to the dignity of risk. Our Adult and Youth Services offer supports and opportunities to empower people to make rich and meaningful contributions to the communities and the world in which we live.

We help people with diverse backgrounds, experiences and needs to try and reach their goals. Our services have range and flexibility, and are person-centred and customized as much as possible.

In this section you will find information on the range of services we offer, as well as the ways in which to access them.

#### Home and Community Services

##### *Our Commitment*

A home is a place where people find comfort, refuge and renewal. It is a place of belonging. It is also an extension of those who live there, a place where one’s personal tastes and preferences are visible. We are committed to providing the means for making a genuine “home” to those who receive our home and community services.

##### *Our Intended Impact*

The people supported through Home and Community Services will:

- Have a good life as defined by them;
- Make progress in their personal growth
- Have a healthy and happy home, and; Flourishing relationships.

##### *Staff Resourced Homes*

Home and Community services consist of staffed resourced homes in which there are from two to five people living together. Staffing is provided 24 hours a day, 7 days a week. These homes are located throughout the Lower Mainland and, in the vast majority of cases, are licensed under Community Care



Facilities Licensing and governed by the Adult Care Regulations and the Community Care and Assisted Living Act.

Home and Community services receive funding through Community Living British Columbia, BC Housing and the Sharing Our Future Foundation.

For individuals and families that are exploring service provider options for Home & Community Services, please contact the Program Manager at 604-299-7851 or at H&CS@gobaci.com

All participants must be referred through CLBC. Service levels are determined through the CLBC referral and funding process.

## Life Sharing Network

### *Our Commitment*

Life Sharing is committed to providing a flexible residential option where a person with disabilities and a contractor live together in a meaningful relationship. It is ultimately a relationship between the person, their network, the contractor and BACI. Each of the members has a role to play and each brings their own set of hopes, dreams, and expectations. While every Life Sharing relationship is unique, there are some hopes and expectations that are common, such as the hope of a good life lived with purpose and the expectation to be treated and supported with respect.

### *Our Intended Impact*

- People live in their desired living situations as defined by them.
- People are growing, learning and thriving.
- People are connected and have a strong sense of belonging in the community.
- People have relationships that are meaningful; they have unpaid support networks.
- People feel confident and valued; they are contributing citizens in their communities

### *Where to start:*

When a person wants to enter into Life Sharing services the first step is for them to confirm they have funding from Community Living British Columbia (CLBC). Once funding has been



confirmed they will be given a choice of various service providers to explore their options. If they choose BACI, CLBC will confirm the person's choice with BACI.

As a service provider, BACI coordinates the Life Sharing services and supports offered to adults with developmental disabilities. Acceptance into the service is based on confirmation of BACI's capacity from the Senior Manager of Life Sharing, Karey DeGenova. It is also based on the agency's ability to find a suitable home for a person, and that person agreeing that it's a good fit for their needs. BACI then enters into a service contract with contractors (families, couples or single persons) to deliver the Life Sharing services. The support experienced through Life Sharing is naturally comprehensive – offered 7 days a week, 24 hours a day.

For more information on BACI's Life Sharing services, please go to [www.lsn.gobaci.com](http://www.lsn.gobaci.com) or email [karey.degenova@gobaci.com](mailto:karey.degenova@gobaci.com) or call 778-888-4282.

## Respite

The Association also provides a range of respite options to people and families. The goal of respite is to enable families to obtain several days of rest and renewal (a weekend or holiday) while the Association provides a safe, enjoyable, and meaningful experience for a respite recipient. Respite can be provided in a person's own home or in a family home.

### *Our Intended Impact*

- Families have an opportunity to rest and rejuvenate.
- Respite is a family centered service and meets each family's unique needs.
- People's supports are personalized, and their needs are met.
- People are safe, and secure.
- People are engaged and have opportunities to explore new experiences.

For individuals and families interested in exploring our Respite services, please contact Kathy Chana for an information session. She can be reached at [Kathy.chana@gobaci.com](mailto:Kathy.chana@gobaci.com) or 778-888-6277. Access to services is based on program capacity at the time.

All participants must be referred through CLBC. Service levels are determined through the CLBC referral and funding process.

## Subsidized Housing Options

In recognition to the fact that residential options are scarce for persons with low and/or fixed incomes, and that the building of genuine communities begins with one's neighbours, the Association has partnered with other organizations to develop both fully subsidized and integrated housing options within Burnaby. These options are as follows:

### **1. Filby Court**

Established in 1992, the Filby Court program is currently the centre of the Association's community apartment program. Filby Court provides affordable housing in nine 1 and 2 bedroom units, and has an amenities room that is shared by all tenants. It is funded through both the collection of rents and British Columbia Housing.

### **2. Orchard Heights**

Established in 1998, Orchard Heights provides affordable housing in 5 units, which range from one to three bedrooms. Orchard Heights receives funding through the collection of rents and British Columbia Housing.

### **3. Stride Place**

Established in August 2000, Stride Place is designed for integrated housing. Sixty percent of its 54 units (1-4) bedroom) are subsidized. The remaining units are designated for persons whose income does not exceed a certain amount.

It is hoped that, in addition to the availability of affordable shelter, Stride Place will become a place where persons with diverse needs and backgrounds are able to establish a genuine community based on mutual respect and understanding.

Stride Place receives funding through the collection of rents and British Columbia Housing.

### **4. Buchanan Tower**

Completed in April 2004, the Buchanan Tower housing project consists of four units within a larger development of apartments, townhouses, and retail stores. This project is the result of a partnership between Apia Development, the City of Burnaby, and our Association.

### **5. Madison**

Completed in August 2005, The Madison Tower housing project consists of eight units within a larger development of apartments. The Madison suites provide subsidized living options as well as accessible suites. This project is the result of a partnership between BOSA Developments, The City of Burnaby and our Association.

For individuals and families interested in exploring our housing options, please contact Kathy Chana at [Kathy.chana@gobaci.com](mailto:Kathy.chana@gobaci.com) or 778-888-6277.

## Community Inclusion

### *Our Commitment*

Our day services provide a range of options that accommodate the diverse interests and needs of all people. Although objectives will vary according to the services a person seeks, one of our main objectives is to build the skills necessary for people to participate fully and confidently in community life whether it is volunteering, training, recreation or employment.

### *Our Intended Impact:*

- People have a strong sense of independence and autonomy
- People are learning and trying new things
- People are building and maintaining social relationships.
- People have a strong sense of self-esteem.
- People feel connected and have a strong sense of belonging in the community.
- People are invested in their physical and emotional health, fitness and safety.

### *Our Services*

BACI offers Community Inclusion services that support adults in small groups and on a one-to-one basis, to access and participate in a range of events and activities within their local communities. The activities take advantage of each person's strengths and abilities, focusing on recreation, personal growth and development, relationship building and volunteer activities through individualized programs.

Supports are typically provided Monday through Friday during the daytime, however we strive to be flexible to meet the needs of participants.

We have partnerships with the City of Burnaby and offer a number of adapted recreational activities throughout the day at local community centres. In addition, we inquire into a person's desire to work and if they are interested, we assist in exploring pre-employment skills through volunteering and other work-related activities.

For individuals and families that are exploring service provider options for Community Inclusion, please contact Kama Guezalova, Senior Manager of Community Inclusion, for an information session. Kama can be reached at [kama.guezalova@gobaci.com](mailto:kama.guezalova@gobaci.com) or 778-888-0052. Access to services is based on program capacity at the time.

All participants must be referred through CLBC. Service levels are determined through the CLBC referral and funding process. If you have any concerns or complaints regarding CI programs, please see the *Conflict Resolution* section of this handbook on p. 16.

## *Artists Helping Artists (AHA)*

AHA is an art collective where people of all abilities and skill levels are encouraged to come together to make art of all kinds. Anyone over the age of 16 is welcome to drop by the studio, access a wide range of supplies, and create art -- or support others to do so.

AHA is located at 7724 Royal Oak Avenue in Burnaby, and is open Monday to Thursday from 9:00 am to 3:00 pm.

For more information, go to [www.ahaburnaby.ca](http://www.ahaburnaby.ca), email [artistshelpingartists@gobaci.com](mailto:artistshelpingartists@gobaci.com), or call 604-438-4775.

## **Economic Inclusion**

BACI's Employment Services & Training (BEST) is a key Economic Inclusion initiative. BEST focuses on supporting adults with intellectual disabilities to find real work for real pay in their communities using a customized employment approach. This is done through a customized process of Discovery, Job Development, Coaching and staying in touch to make sure things are going well for both the employee and employer.

This flexible process takes place both in an office setting and in diverse community settings. While meetings are generally scheduled Monday to Friday, 8:30am-4:00pm, on the job supports are flexible and can be offered any time, depending on the shift and the employer.



We work to be accountable to service users and families by providing quality, person-centered services in an innovative, creative and flexible way. BEST is focused on our mission of supporting both job seekers to find meaningful paid work, and employers to build diverse, inclusive and productive workplaces.

BEST is guided by Customized Employment Best Practice Guiding Principles which highlight choice and control for job seekers, partnerships, and building natural supports.

BEST Employment Specialists are committed to providing quality customized employment services that will enhance quality of life and enable job seekers to:

- Become an asset in the workplace and contributing members of the community;
- Earn income in order to improve financial status;
- Increase self-determination;
- Share their gifts, talents and contributions with others;

- Build new relationships and friendships in the workplace.

BEST provides employers with:

- Connections to high quality candidates that can;
- Training resources and materials that can benefit all employees;
- Skills to build diverse and inclusive workplaces.

Referrals come through Community Living BC (CLBC), who also manages the waitlist. For more information, please contact Senior Manager Heather Johnstone at 604-366-9434. Services offered through BEST are free of charge for both job seekers, and employers.

## Outreach Services

Outreach Services offers flexible supports for adults to learn new skills, build independence and live successfully in the community. This service is designed to help people learn the skills they need to live a full life and have meaningful connections in the community.

Outreach Services are typically provided out in the community, with the location depending on the goals of each person. We support people to practice and learn new skills in the places where they will be used – in people’s homes, on the bus, at the grocery store, or at a bank. Outreach Services provides mostly one-to-one support, though there are some group learning opportunities depending on people’s goals, skills and learning styles.

Support through the Outreach Services is often short-term, aimed towards developing independence skills. Service is defined by identifying goals with the individual and by introducing strategies to realize them. The number of hours of support per week are determined by CLBC, and are based on need and availability, but normally do not exceed 16 hours per month. Service hours generally occur on weekdays between 8:30am-4:30pm; however, flexibility for support on early evenings and/or weekends may be possible. Support generally occurs weekly, but can occur more often depending on need, goal focus and capacity.

Outreach Services Outcomes:

- Maintain and increase independent living skills;
- Maintain and increase relationships;
- Maintain and increase community participation and inclusion;
- Increase acceptance and understanding of various communication styles;
- Increase personal empowerment and self determination;
- Maintain and increase personal health and safety;
- Maintain and increase effective behavioural responses.

People are referred to Outreach Services by Community Living British Columbia (CLBC) who also administers the waitlist. Service levels are determined through the CLBC referrals and funding

process. Individuals and families exploring service options for life skills support can contact the Outreach Manager, Eric Hofer, at 236-808-3410 or email [eric.hofer@gobaci.com](mailto:eric.hofer@gobaci.com)

## Youth Services

BACI provides some services for teens and persons transitioning into adulthood. We offer youth opportunities to explore employment interests, access their communities and connect with their peers.

Youth are referred to BACI by the MCFD Children and Youth with Special Needs liaison. Eligibility is determined by MCFD policy. For more information, email [jen.ghioda@gobaci.com](mailto:jen.ghioda@gobaci.com) or call 604.299.7851.



## Youth Respite Services

The focus of Youth Respite is to provide families with respite services for their children with special needs to assist the families in caring for children in their own homes.

Program Specific Outcomes:

- Maintain children and youth with special needs within their family home;
- Maintain or increase the personal support networks of children and youth with special needs and their families;
- Maintain or increase the child or youth's experiences outside the family circle.

Children and youth are referred to BACI by the MCFD Children and Youth with Special Needs liaison. Eligibility is determined by MCFD policy. Our services are for families in the Burnaby and New Westminster area. For more information, email [jen.ghioda@gobaci.com](mailto:jen.ghioda@gobaci.com) or call 604.299.7851.

## Youth Summer Program

The Youth Summer program provides an opportunity for youth with special needs to explore their community and make new friends. Each week is a different theme.

Eligible teens are referred by MCFD and participate in 1-4 weeks of activities around the Lower Mainland.

### Program Specific Outcomes

- Maintain or increase peer friendships and relationships;
- Maintain or increase physical, recreational, social and educational experiences outside of the family home;
- Maintain or increase participation in effective use of inclusive community settings, consistent with abilities and interests.

Children and youth are referred to BACI by the MCFD Children and Youth with Special Needs liaison. Eligibility is determined by MCFD policy. Our services are for families in the Burnaby and New Westminster area. For more information, email [jen.ghioda@gobaci.com](mailto:jen.ghioda@gobaci.com) or call 604.299.7851.

## Family Support & Leadership Development

Family Support provides resources and information on available supports, services and funding, as well as an opportunity to connect with other families.

For information on our Family Leadership & Education Program, Family Support & Advocacy, and our Parents' Support Groups, please contact Rachel Goddyn at [rachel.goddyn@gobaci.com](mailto:rachel.goddyn@gobaci.com) or call 604.299.7851.

To find out about our Chinese Parents' Support Group, please contact John Tsang at [john.tsang@gobaci.com](mailto:john.tsang@gobaci.com) or call 604.299.7851.

For information on our monthly Music on Monday program or School-aged Tutoring sessions, please call 604.299.7851.

## IV. Quality Assurance

We are committed to demonstrating excellence across all service area and programs and, subsequently, it is essential that we have in place a system that will enable us to evaluate and improve services on an ongoing basis. Further, because the people we support and their families are the reason for our services, their participation and feedback in evaluating services is critical to us.

Cornerstones to providing quality assurance are:

- Being transparent and accountable to all stakeholders
- Planning with each person in a meaningful way
- The continuous review and monitoring and redesign of our services and programs as well as the infrastructures that support them (human resources, design, finance, technology).

### Service Outcomes

BACI has defined a theory of change for the organization. Through Services Delivery, Advocacy and Community development we intend to support people to improve their quality of life. Each department is committed to advance and balance Being, Becoming and Belonging for individuals supported at BACI. These areas are identified as our change themes.

Each service area has identified a set of intended impacts or outcomes. These intended impacts or outcomes are stated to provide a way of expressing the objectives of each service and to provide a way of measuring them.

### Person Centered Planning

#### *Our Commitment*

Quality services are relevant and meaningful to the person receiving them. There must be mechanisms in place to ensure that services continue to reflect the personal needs, interests and abilities of those served. BACI is committed to the implementation of effective planning. Acquiring a genuine understanding of each person is the basis to good planning. Good planning also includes a planning process with tools that are effective in identifying and exploring each service user's personal goals, needs, interest and expectations. Another critical element to planning is the evaluation, implementation, review and monitoring of these goals and expectations. Planning requires that mechanisms which support and enable change are in place.



The Association's primary obligation is to the people we provide services to; or primary responsibility is to ensure that our services are relevant and meaningful to each person receiving them. The Association must be as flexible as possible in order to respond to the diverse and ever-changing support needs of the people it serves. Once support needs, choices and expectations are identified in the various planning processes, the Association shall be prepared and required to adjust or reorganize services to the extent that it is capable in order to best accommodate them.

### *Entering Services*

When someone chooses BACI as their service provider, the planning process begins. Outlined here is what to expect in the initial phase of service and thereafter.

#### **Intake /Discovery:**

An initial intake meeting takes place in which we collect and familiarize ourselves with existing profiles and documentation, and where we meet with all stakeholders (the person supported, their family, personal supports, CLBC, and other involved professionals) in order to develop as rounded and accurate a sense of the person as possible.



#### **The First Three Months**

Everyone's journey looks slightly different as we begin the process of identifying person centred supports and plans for each person starting services. A preliminary assessment is done based on the first three months of service and our observations and discussions with stakeholders. It will include not only an overview of the individual's needs, but also a description of their strengths and abilities, preferences, interests, and general information important for maintaining relationships with friends and family.

#### **Personal Expectations for Service and Planning**

As soon as the network and the Association determine it is possible, a meeting is coordinated and facilitated by the Association for the purpose of developing a formal person-centered plan which contains the expectations and goals of the person. As mentioned above, the Association's change themes of Being, Becoming and Belonging outline the indicator of quality of life. That is, the areas of life in which we need to have present to have a fulfilled life. These areas are as follows: Relationships, Community, Communication, Growth and Development, Home Life, Health and Safety, and Employment, Support Staff. Corresponding to each of these areas is a general expectation that also serves as a commitment by our Association to the person we are supporting. In this planning stage, we identify, explore, and document the

personal, specific expectations that the person has of us in each of these areas. As well, we begin the process of discovery and the start of the development of a personal profile. The information and goals developed at the planning meeting and all information about the person including their expectation of us is included in one place called the Individual Service Plan.

### **Transition Planning**

Sometimes, a person may transfer into our services or transfer to a different department within our service. Whenever this happens a transition plan needs to be created and shared with all the stakeholders. Within our service there should be a personal service plan already in place. Where this is not the case, a meeting to develop a personal support plan will be coordinated and facilitated by the agency with the family and the person's support. The primary purpose of the meeting is to identify goals for the person. Information compiled from the above processes are made available at this meeting in order to assist in the identification of meaningful goals.

### **Service Response Plan**

Whether a person is new to service or transitions from an internal service, all individual service plans include Service Response Plans (SRP). As mentioned above, at a planning meeting goals are established. Each goal needs a service response plan - a detailed plan of action for how a goal will be accomplished. SRP's aren't constructed in the planning meeting but are typically developed soon after the planning meeting.

### **Individual Support Plan**

The Individual Support Plan (ISP) is a key document whose purpose is to help ensure continuous and consistent support for those people receiving services from us. It includes information under the following headings:

#### **Section 1: General Information**

- Fact Sheet
- Personal Profile
- Relationship/Significant People
- Missing Person Procedure and Missing Person Poster

#### **Section 2: Personal Planning Process**

- Personal Expectations for Service
- Personal Service Plan Goal Sheet
- Semi- Annual Report with Goal Measurement Chart
- Person Centered Planning Documents

#### **Section 3: Communication**

- Personal Expectations for Service



- Communication Styles/Communication Systems
- Support Strategies – relaxation supports, behavior support strategies
- Safety Plan (written by a professional consultant) or de-escalation plan...if applicable

#### Section 4: Home Life

- Personal Expectations for Service
- Day/Week schedules
- Supports around home activities, including housework, hobbies and leisure preferences, cooking, managing money, use of phone/ technology, caring for others/pets, etc.
- Supports around activities of daily living including grooming, dressing, etc...



#### Section 5: Community and Employment

- Personal Expectation for Service
- Supports needed for: rec/leisure pursuits, volunteer positions, classes, church/religious observances, getting around (ie bus/taxi/van), banking
- Supports needed and schedule for paid employment

#### Section 6: Health Care

- Personal Expectations for Service
- Medical History form (updated yearly or as needed)
- Yearly Medical/Dental appointment record (or reference were kept)
- Weight Charts (or reference where kept)
- Support needed for Medical/dental appointments
- Health Care Plans (written by professional consultants) critical medical issues, emergency protocols, mental health issues, seizure protocols, oral care plan.
- Support needed for activities of daily living including nail care, bathing, toileting, transfers, exercises/range of motion.

#### Section 7: Medication

- Personal Expectations of Service
- List of Current medications – time, dosages, purpose
- PRN protocols
- Special supports to take medication

#### Section 8: Nutrition

- Personal Expectations for Service
- Nutrition Care plan
- Dietary issues, special concerns, likes/dislikes, special feeding procedures

## Reviewing, Evaluating, and Monitoring

Reviews happen at all levels. Support staff review planning outcomes (specifically, the SRP and the person's goals) on an ongoing basis, updating as required. Managers of the departments will review all Individual Support Plans twice a year. Quality Assurance will do a Service Evaluation annually. This process includes the review of Individual Support Plans in each program.

## Human Resources

As the employer, the duties and responsibilities of human resource management belong exclusively to the Association. We recognize the value of qualified and well-trained employees as they approach the complex role of supporting people to improve the quality of their life as defined by the person. Consequently, we accept our responsibility to ensure that recruitment practices are effective and thorough, job descriptions and performance expectations are clear, staff are properly oriented and trained so that they can safely and effectively fulfill their responsibilities, professional development opportunities are made available to enhance the skills and career opportunities of employees, and that performance appraisals are regularly and meaningfully conducted.

We will seek to foster an environment of collegiality and mutual respect where in feedback is welcomed and encouraged, and where staff are inspired by word and by example to perform to the best of their capabilities. To this end we are committed to providing a fair and transparent work environment in which employees feel valued and appreciated.



## **V. Important Contact Numbers:**

### **Advocate for Service Quality**

(This advocate in government helps people get better quality community living services from Community Living British Columbia)

>>> 604-775-1238

[www.eia.gov.bc.ca/advocate/](http://www.eia.gov.bc.ca/advocate/)

### **BACI'S Family Resource Centre**

>>> 604-432-7724

### **BC Coalition of People with Disabilities Advocacy Access**

(Non-profit society for Disability Benefits and related info.)

>>> 604-872-1224 >>> TTY: 604-875-8835

[www.bccpd.bc.ca](http://www.bccpd.bc.ca)

### **Burnaby City Hall**

>>> 604-294-7944 >>> TTY: 604-294-7308

### **Burnaby Parks Recreation and Cultural Services**

>>> 604-294-7400

[http://www.city.burnaby.bc.ca/cityhall/departments/departments\\_parks.html](http://www.city.burnaby.bc.ca/cityhall/departments/departments_parks.html)

### **Burnaby Public Library**

>>> 604-436-3724

[www.bpl.bc.ca](http://www.bpl.bc.ca)

### **Burnaby School Board**

>>> 604-664-8441

### **BUS PASSES for People with Disabilities and Seniors**

>>> Toll Free 1-866-866-0800 (press 4 then 3)

### **Coast Foundation**

(Non-profit society which sets up Discretionary and Non-Discretionary Trust Funds for people with disabilities and their families)

>>> 604-872-3502

**Community Living British Columbia (CLBC)**

(Adult Community Living Services)

>>> 604-933-2000

[www.communitylivingbc.ca](http://www.communitylivingbc.ca)

**Enquiry BC**

(Free government information line which connects you to any government offices throughout BC for free by phone or fax)

>>> 604-660-2421

**Family Support Institute** (Non-profit society for family peer support only)

>>> 604-875-1119

**Fraser Health Authority**

(General Enquiries)

>>> 604-918-7631 >>> TTY: 604-294-7519

[www.fraserhealth.ca](http://www.fraserhealth.ca) Email: [feedback@fraserhealth.ca](mailto:feedback@fraserhealth.ca)

**Human Resources Skills Development Canada**

Registered Disability Savings Plan information

[http://www.hrsdc.gc.ca/eng/disability\\_issues/disability\\_savings/index.shtml](http://www.hrsdc.gc.ca/eng/disability_issues/disability_savings/index.shtml)

**INCLUSION BC**

>>> 604-777-9100

[www.inclusionbc.org](http://www.inclusionbc.org) Email: [info@inclusionbc.org](mailto:info@inclusionbc.org)

**Ministry for Children and Family Development (MCFD)**

Child and youth special needs

>>> 604-933-2500

**Ministry of Social Development**

(info about your BC Benefits cheque)

>>> 1-866-866-0800

**Office for Children and Youth**

>>> 1-800-476-3933

**Office of Public Guardian and Trustee**

>>> 604-660-4444 Email: [mail@trustee.bc.ca](mailto:mail@trustee.bc.ca)

**Police, Fire and Ambulance Services**

>>> 911 >>> TTY: 604-294-7955

## **PROVINCIAL MLAs**

(Members of the provincial BC Legislative Assembly elected to represent you in the Parliament in Victoria)

### **Burnaby - Deer Lake**

Anne Kang >>> 604 775-0565  
[anne.kang.MLA@leg.bc.ca](mailto:anne.kang.MLA@leg.bc.ca)

### **Burnaby - Edmonds**

Raj Chouhan >>> 604 660-7301  
[raj.chouhan.mla@leg.bc.ca](mailto:raj.chouhan.mla@leg.bc.ca)

### **Burnaby - Lougheed**

Hon. Katrina Chen >>> 604-660-5058  
[katrina.chen.MLA@leg.bc.ca](mailto:katrina.chen.MLA@leg.bc.ca)

### **Burnaby North**

Janet Routledge >>> 604-775-0778  
[janet.routledge.MLA@leg.bc.ca](mailto:janet.routledge.MLA@leg.bc.ca)

## **Provincial Ombudsman**

(Government officer responsible for receiving and following up on complaints regarding being treated unfairly by any government staff including decisions by CLBC personnel)

>>> 1-800-567-3247

[www.ombudsman.bc.ca](http://www.ombudsman.bc.ca)

## **Representation Agreement Resource Centre of BC**

(Register your Representation Agreement with this alternative to public guardianship)

>>> 604-408-7414

[www.rarc.ca](http://www.rarc.ca) Email: [info@nidus.ca](mailto:info@nidus.ca)