



# BACi General Meeting

JUNE 18, 2020



A woman with short, curly hair is sitting at a dining table, looking at a laptop. The table is set with a white mug, a white woven basket, and a bowl of food. The background shows a dining room with a leather sofa and a doorway. The entire image has a blue tint.

SECTION 1

# BACI & The Holdom Overpass Project

# Holdom Overpass

The City and BACI have identified the following draft objectives for any potential relocation:

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- To support BACI's provision of current and desired future services and strategic initiatives during and after any relocation activities.
- To provide equivalent or improved community profile and access to BACI services once relocated.
- To support the success of The Holdom Overpass Project, which has long been in the City of Burnaby's transportation plan, and allow for optimal overpass alignment.



## The City and BACI objectives for the Summer 2020 Needs Assessment process are:



Determine the value of the move for BACI – financially and mission-related.



Identify at least 2 reasonable proposals for a potential relocation of BACI that address the needs of BACI.



Explore and determine reasonable costs related to BACI's relocation and the impact of such a relocation on BACI's ability to continue pursuing future service delivery and strategic initiatives.



Produce a report with sufficient information for the BACI Board to determine whether to pursue a relocation, and then communicate this intent to the City.

VFPA, as the project delivery agent, has one objective related to this Needs Assessment process. That is to receive direction from the City on or before September 30, 2020, that either:



2702 Norland Avenue will be available for construction activities by January 2022.



The City supports an alternate intersection design option that does not negatively impact 2702 Norland Avenue.

## Timeline for the Project

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**JAN 2020**

- City of Burnaby contacted BACI about the Holdom Overpass Project.

**MAR 2020**

- City of Burnaby made presentation to the BACI Board.

**APRIL 2020**

- Brief presented by BACI ED's to the Board outlining the project and BACI's approach.

**MAY 2020**

- Still Creek Board Committee formed.

**JUNE 2020**

- Still Creek Advisory Committee formed.

## Timeline for the Project

**JUNE 2020**

- Joint Letter of Agreement - BACI, City of Burnaby, and VFPA.
- Selection of the external consultant to support BACI complete the Needs Assessment.

**JULY, AUG 2020**

- Complete Needs Assessment.

**SUMMER END 2020**

- Develop two reasonable proposals for a potential relocation of BACI that address the needs of BACI, identified through the Needs Assessment process.

**EARLY SEPT 2020**

- BACI Board reviews and selects a proposal.
- Sept BACI General Meeting – Board reports back to membership. The City confirms to VFPA that either:
  1. 2702 Norland Ave will be made available for project construction activities as of Jan 2022, or;
  2. The project should proceed with an intersection option that does not require the BACI site.

**FALL 2020**

- If relocation is decided, detailed design and planning will commence.



A woman with short grey hair, wearing a striped shirt, is seated at a dining table. She is smiling and looking at a tablet computer that is propped up on the table. The tablet screen shows a video of a person. On the table, there is a white mug with the text 'BE FREE!' and a bowl of sliced cucumbers. The background shows a dining room with a wooden table, chairs, a white wicker basket, and a doorway leading to another room. The entire image has a blue tint.

SECTION 2

# Executive Directors' Report



# Children's Services

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INFANT DEVELOPMENT PROGRAM  
CHILD CARE  
CHILDREN'S RESPITE

## IDP

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Successful offering of virtual visits for families served. Continuing to liaise, case manage, and assess childrens' development via virtual platforms.



New initiatives launched, like dropping off food and technology to families in need.



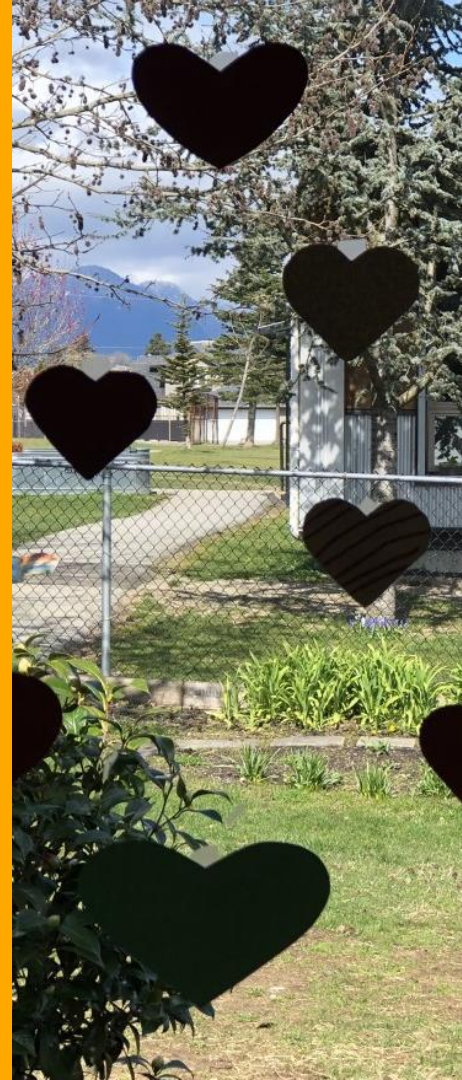
Continuing offering consultative physiotherapy via virtual joint visits.



Offering new ways to share information and educate the community by connecting virtually with our Community partners – Neighbourhood houses, SMILE Young Moms Program, AdoptBC, SUCCESS parenting programs, Information Children, Cameray, Family Services of Greater Vancouver, etc.



Partnership with Kinsight and posAbilities to design more virtual opportunities through Journey mapping the onboarding of new families served across all three agencies.



## Child Care

- Our 4 centres remain open – very proud to support our families and Essential Services Workers that require child care.
- Strictly adhering to the health guidelines and protocols directed by the Provincial Health Officer & Licensing.
- Enrolment significantly decreased March-May – approximately 10-15% spots filled
- Enrolment is now increasing again – approximately 45% spots filled.
- Only able to operate due to the Provincial Emergency Funding for Child Care – month to month.
- Canvassing families every month regarding their future enrolment.
- Working on summer planning – will be very different than previous summers.
- Meeting weekly with our Burnaby Child Care Resource Group – great support and on-going source of information throughout the pandemic.



## Children's Respite



Families in the Respite Program had the choice of receiving a respite payout in lieu of their typical respite. About 1/4 chose to be paid, 1/4 continued to use their respite with a few more coming back over this past month, and the rest have let it stay as is to use once they feel the time is right/safe.



One family was finding it really tough and did not have access to supplies or things to do early on, so we provided them with puzzles and some colouring supplies. Mom excitedly reported that after a couple weeks of trying, the boy has learned to complete a 50 piece large floor puzzle and is so happy with himself.



One family was feeling very isolated, thinking they could not go out to get groceries because of illnesses and suppressed immune systems in the home. Their respite caregiver helped drop groceries off for them.



# Adult and Youth Services

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YOUTH SUMMER PROGRAM  
COMMUNITY INCLUSION  
HOME AND COMMUNITY SERVICES  
LIFE SHARING NETWORK  
BEST  
OUTREACH  
BUILDING CARING COMMUNITIES  
THE STITCHED SERVICES

## Youth Summer Program



Staff have been hired for the Summer Youth Program. Programming will be very different this year, but they are making plans for a fun summer and ensuring that health and safety is always top priority.



Excited to be working with Kudoz to bring in new virtual experiences— both for youth attending the summer program and for other youth who are unable to attend this year.

## Community Inclusion

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- We initiated regular in check-ins with people served, caregivers and families throughout the COVID-19 pandemic.
- We shifted to daily offers of digital experiences through CoMakeDo, as well as arranging for art kits to be brought to people's homes through the BACI Art CARE-A-VAN.
- We are designing a new service for group-based Community Inclusion called the "Pod Model" – new small groups that will plan, grow, forge relationships and learn together.
- As we move into Phase 2 of the pandemic and re-start Community Inclusion supports, we have begun connecting with all families to assess support needs and risks over the next couple of months.





## Home and Community Services



The Home and Community Services team worked with QA/HR to create house-specific Emergency Response Plans for the COVID-19 pandemic.



We re-developed our scheduling system within the first weeks of the pandemic, creating a centralized schedule for all homes. This enabled us to keep smaller teams in place with residents, limiting everyone's risk of virus transmission by having less people moving in and out of the homes.



We have supported 21 people to live in temporary home share settings (reducing the number of people they engage with and reducing the number of staff needed in the homes they came from.)



## Home and Community Services

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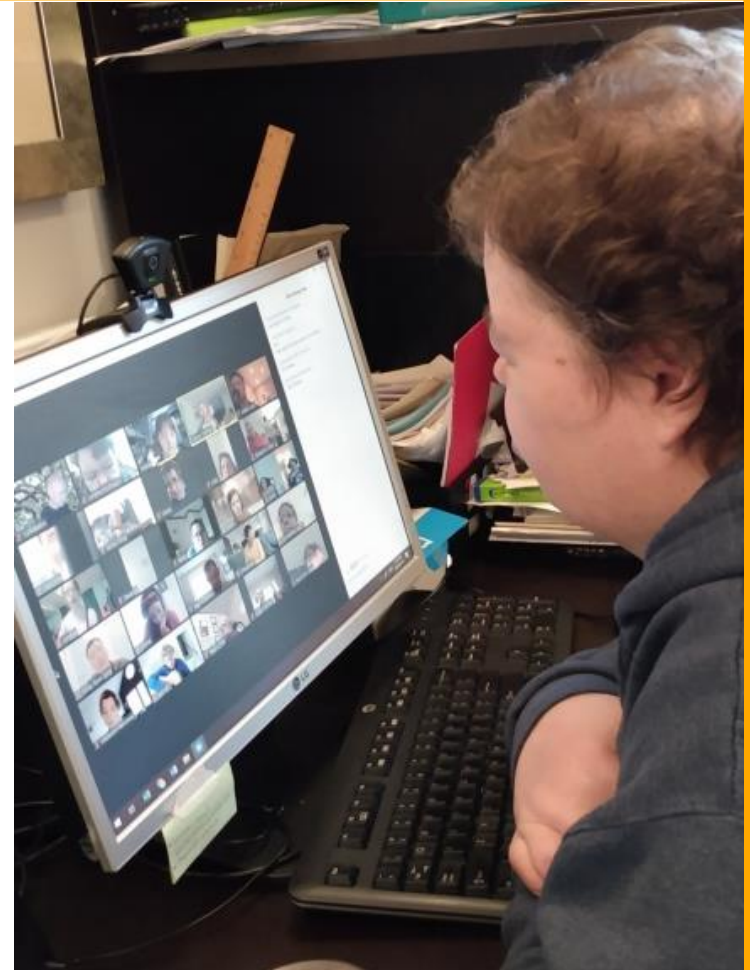
We took charge of the inventory for BACI of PPE's, cleaning supplies, paper products and emergency supplies. Sourcing these supplies has been ongoing, and will carry on for the foreseeable future.



Planning meetings for all residents are taking place – allowing us to check in with folks about how things need to be adjusted during this time to meet people's expectations while following all the new guidelines and restrictions.



We stayed connected with families through the weekly BACI Zoom Family Gatherings, house meetings and other regular check-ins via zoom/skype/facetime. We have hosted physically distanced visits at the homes, drive-by visits at family homes, and outdoor visits in parks.



## Home and Community Services

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We worked with the residents and teams to create inviting outdoor spaces to have family visits at each home. We have purchased things like new lawn furniture, BBQ's, umbrellas for covered seating areas, and outdoor yard games.



We have assisted residents to get new technology, like tablets and ipads, to help them stay in touch with their families and networks.



Residents have joined people around BC/Canada to take part in online activities through websites like CoMakeDo.com – experiencing dance, theatre, music, art, hobbies, and other learning opportunities.



The past three months have been a very busy time for us all. Some key things Life Sharing has been working on over the past three months are:

- We set up 16 temporary Life Sharing contracts to lessen the exposure of vulnerable people to multiple staff.
- We implemented the 2020 contract lifts for contractors.
- We provided relief funding from CLBC to contractors who support people typically receiving services outside of the home during the day (and now are supported at home 24/7). This equalled 100's of contract changes and signings.

## Life Sharing Network



- We co-created the Pandemic Plan for LSN and ensured that all of the Life Sharing arrangements had plans in place that were personalized to their specific situations. This included COVID-19 hospital forms and support plans.
- The team is working with the CI team, participating in the re-start to services planning meetings with those who are supported in LSN.
- The Life Sharing department is working in partnership with Kinsight and posAbilities to look at how we will address onboarding and monitoring during this time, blending what we have learned – and appreciate – about this new virtual world with in-person supports.

## Life Sharing Network

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## BEST

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During the pandemic, BEST moved to delivering virtual supports. While a significant number of people supported by BEST were laid off during the pandemic, we've seen:



3-5 job seekers  
returning to work  
each week,  
starting in June.



A gradual shift to  
in-person coaching  
support for those  
returning to work.



2 Employment  
Specialists  
completed  
Training.



Launch of the  
IMPACT Youth  
Employment  
Research Project  
in June 2020

## Outreach

### ART CARAVAN



- Outreach joined forces with the Stitched team, AHA and Community Connectors to design and deliver a variety of arts/crafts/activity kits to support mental health and provide safe activities for the people we serve.
- Outreach focused on the shopping, packing, ordering, logistics, delivery, and tracking.
- Over **500** kits were delivered to nearly **200** individuals and BACI staffed homes.

## Outreach

### FOOD SECURITY



- Offered shopping and contactless delivery for seniors and other vulnerable individuals served, as well as most of the BACI staffed homes. 66 shops and grocery deliveries to date.
- Partnered with BCIT to receive and distribute food donations to BACI, posAbilities, Kinsight, MPA Society and Burnaby Neighborhood House. Over 400 litres of homemade soup, 100 homemade burgers and buns, and thousands of snack items were distributed.
- Partnered with BC Housing to deliver over 1500 catered frozen meals to BACI-supported individuals and families in housing connected with BC Housing.
- Outreach has continued to support many individuals through porch or yard visits, outdoor walks, and virtual or phone check-ins.



## Outreach



### TECH DELIVERY

- Partnered with BC Technology for Learning Society and TELUS to receive and deliver 15 laptops and 10 tablets for online connections and learning.

### PPE DELIVERY

- Assisted with the pick-up and delivery of tens of thousands of masks, isolation gowns and face shields for BACI, posAbilities and Kinsight.

### PLANNING

- Prepared COVID-19 plans for all supported individuals.
- Prepared patient summaries for most vulnerable individuals in case of any emergency hospital visits, in preparation for difficulties that family and support networks may encounter due to hospital and provincial health COVID-19 regulations.



Have hosted daily Zoom gatherings since late March – encouraging participants to connect with others, lead a conversation or activity, and have a laugh.



Collaborated on Art Kit development – designing content and instructions to get art kits out within days of the stay-at-home order.



Dedicated many hours to helping participants (and their families) get set up and build skills to access online resources and connect with friends from afar. Most are now comfortably able to video chat!



Convened an inter-agency collaboration around Sex and Sexuality with 5 community living agencies, 3 new organizations, and a diverse group of self advocates.



### **Building Caring Communities (BCC):**

BCC transitioned to providing fully virtual supports during the pandemic. Community Connectors:

## The Stitched Services

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- In addition to supporting most participants to attend CoMakeDo experiences, co-pilots supported one participant to host a session.
- Transitioned YAY Club from in-person to weekly Zoom hangouts – supported participants to design and co-facilitate sessions, including Origami, YouTube and many dance parties!
- Collaborated in the design and packing hundreds of Art Kits for delivery to our supported people.
- Developed and hosted an Art 'Share and Tell' on CoMakeDo where people can share their creations.
- Supported people to build skills and confidence to engage in the virtual world – from delivering devices, to troubleshooting over the phone, to coaching on Zoom etiquette.
- Tested new ways to get to know people by developing virtual discovery tools for video calls.



## QA & HR



Created organization-wide Pandemic Plans and Procedures, and supported all areas to develop program-specific and personalized Plans as well.



Supports Centralized Schedulers and the re-deployment of staff.



Offers online staff orientations and continues to support the learning goals of employees.



Provides online and in-person communications to ensure healthy well-supported staff.

## Filby Court Development



- Construction started on June 1 2020
- 16 units of housing
- Inclusive child care centre
- Expected completion is March 2021

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THANK YOU

Q&A