

2024 OUTCOMES REPORT

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Each year, our Outcomes Report is a valuable document for reflection, learning, celebrating accomplishments and identifying challenges within BACI. It also greatly informs future planning for our organization.

BACI is always focused on quality improvement – trying to get better at what we do and how we do it. As always, our efforts are based on the expectations and goals of the people and families we support.

The Outcomes Report is one way to monitor our quality improvement. Ultimately, our goal is to achieve 100% in the areas of: satisfaction of our interested parties, service effectiveness, service efficiency, and service accessibility. But we know this is not always possible.

Please note: This report is not in plain language. It is our hope that people will get help from their families, friends or staff to read it.

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This report is available at www.gobaci.com



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Outcomes Report

BACi collects information in many ways, from Satisfaction Surveys, Quantitative Interviews and Service Evaluations, to Critical Incident Reports, Health and Safety Reports, and Human Resource Reports. Each of those sources provides data on at least one outcome in the following areas:

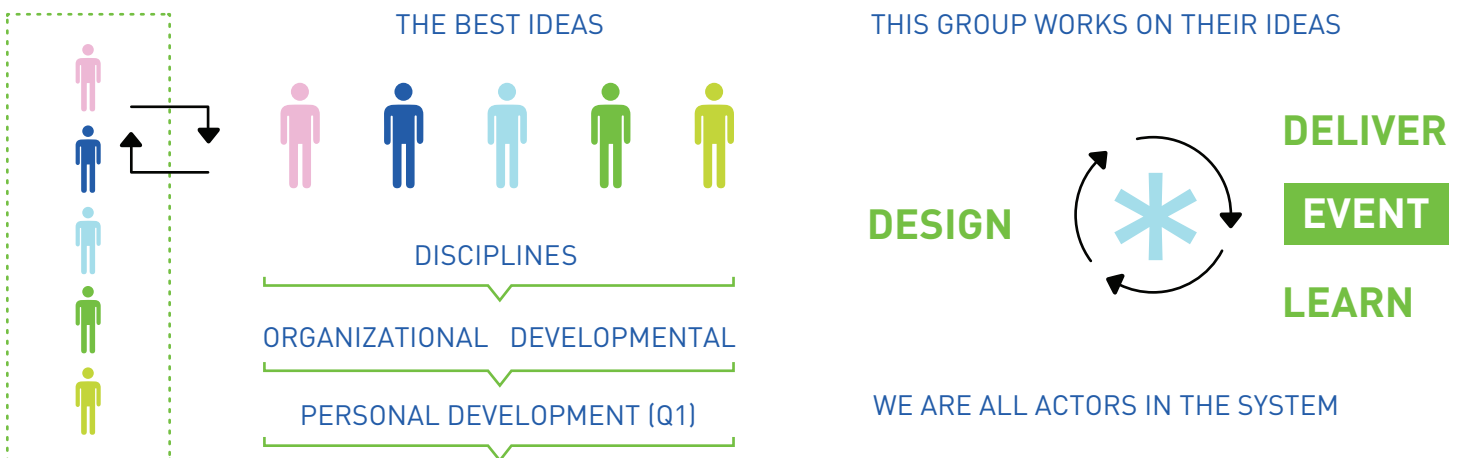
- **SERVICE EFFECTIVENESS:** the service is having its intended impact (i.e. supports personal growth, helps people get jobs and make friends, enhances social and emotional development, builds families’ skills and abilities, etc.).
- **SERVICE EFFICIENCY:** using resources (i.e. money, staff, equipment, etc.) in the best possible way.
- **ACCESS:** measuring the availability of a service based on enrollment and capacity.
- **SATISFACTION OF INTERESTED PARTIES:** people are happy with the services they receive.

Of course, formal feedback tools like Satisfaction Surveys cannot, and will not, replace the impact and importance of our daily conversations or the feedback we receive from families and other interested parties on an ongoing basis. Relationships are a key foundation of our Association. Building trust through daily interactions will only make BACi stronger.

The information collected is both qualitative and quantitative. Qualitative information includes written comments, opinions, and feedback that cannot be measured with a number or rating. Quantitative information uses numbers or percentages (%). This information is taken directly from surveys or reports.

As in previous years, the staff and leaders in all Direct Service departments were asked to consider looking at data and feedback through the lens of Reflection. BACi has been doing a lot of reflecting over the past few years and our commitment to continuous improvement has led us to reflect on the impact of our efforts. Through a developmental/impact evaluation initiative called “Project Impact,” we learned more in 2024 about the impact (effectiveness) BACi is having with those we serve, their families and networks, and the broader community. A detailed report on our Project Impact can be found here: <https://gobaci.com/project-impact/>

BACi is committed to being a ‘learning organization’ – learning from our past efforts, understanding the impact we are having, and being confident enough to take the risks needed to innovate new and better ways of advancing the inclusion and belonging of the people we serve.



This leads to the Recommendations for 2025 portion of the Dashboards. After reflecting on what we have tried – and learned – we ask ourselves: What are we going to do differently in our (re)design? How will we build a mechanism to know if doing something differently has the intended impact? Dashboards will share their highlights and/or learnings from 2024, along with Recommendations for 2025.

One thing that is important to note is that, inevitably, we (who create and author this report) have biases when we collect data and try to find out what it means. This could lead us to read information differently or make assumptions that are different from what the survey respondent intended to convey. Another thing to note is the possibility of human error impacting the report findings (i.e. incorrect input of data, etc.).

We do, however, make sincere efforts to be as accurate as possible when dealing with the data, and mindfully set aside known biases to draft a report that is based on the feedback and information trusted to us by interested parties.

Happy reading!

Introduction

As per BACi's contractual agreement with Community Living BC (CLBC), BACi is responsible to align the delivery of services to further the achievement of the following outcomes for individuals served:

| OUTCOME | DESCRIPTION |
|--------------------------------|---|
| Emotional Well-Being | Individuals feel safe in their home and community. They have a positive sense of self and trust the people in their lives. |
| Interpersonal Relations | Individuals have meaningful relationships with family and friends. |
| Material Well-Being | Individuals have the financial resources to do the things that are important to them. |
| Personal Development | Individuals pursue their interests, have opportunities for personal growth and skill development, and have access to necessary information and support. |
| Physical Well-Being | Individuals are physically healthy and active. They have access to the health care they require. |
| Self-Determination | Individuals make decisions in their lives about things which matter to them. |
| Social Inclusion | Individuals participate in community life in roles they and society value. |
| Rights | Individuals have autonomy and their decisions are respected. |

LIFE SERVICES

About Life Services

In 2024, CI will be implementing a new CLBC service, LIFE Services. With the support of a LIFE Services Animator, LIFE Services is designed to provide support to individuals who have a goal to gain employment, connect to their community, pursue lifelong learning and build meaningful relationships. LIFE Services takes place in the community, at times and places that best suit the person’s goals and aspirations. The service is designed to be flexible and responsive, offering direct support when needed and stepping back when not. It emphasizes improving skills, confidence, and strengthening informal support networks.

Demographics of Individuals Served

| AGE (IN YEARS) | NUMBER OF INDIVIDUALS RECEIVING SERVICE |
|----------------|---|
| 18-24 | 3 |
| 25-34 | 2 |
| 35-44 | 1 |
| 45-54 | 0 |
| 55+ | 0 |
| Total | 6 |

Performance Goals




50% of planning meetings completed for people served. The other 50% started service late in 2024 (fall)
Weekly team meetings (2x week) hosted between Manager and Coaches

Service Efficiency



All coaches have full caseloads. Resources are used at capacity

Service Access



All referrals achieved our target of 8 weeks from CLBC referral to start of service

Recommendations and Highlights for LIFE Services

- The team of Coaches, along with the LIFE Services Manager, worked closely with BACI's BEST team developing quarterly check ins focused around (1) employment market access, (2) available job opportunities and (3) collaboration around job coaching techniques
- The LIFE Services Coaches and Manager, with the support of an external Consultant, applied for a grant to our funders at CLBC that is centred around one of the fundamental principles of LIFE Services – measuring and articulation of the intended difference the program aims to make in lives of the folks we support.
 - We were successful in our application
- The LIFE Services team Prepared to welcome new referrals coming internally from programs such as Stitched and BCC
- The LIFE Services Manager continued to refine the onboarding process for new Coaches and future Coaches. Revamping and adjusting both the pre-screening process and the interview process
- The LIFE Services Manager Offered consultation services to members of the BCEN in their involvement with their learning experience in Employment in the Context of LIFE training (offered by the BCEN)

POD SERVICES

About Pod Services

With the help of a Pod Facilitator, people supported in Pod Services plan, grow and learn together. Pod Facilitators spend time with each person, Pod and their networks discovering and planning things that are important to each person and the whole Pod. People and support networks are connected with one another, have strong communication and are a source of support to each other.

Supporting 49 people at the beginning of the year, in order to more effectively address the needs of participants, two individuals transitioned to 1:1 service during the year, resulting in a program capacity of 47 individuals. At the end of December 2024, the program maintained both an enrolment and capacity of 47 individuals.

Pod Facilitators have time in their schedules dedicated to research and community development. This allows them to plan, introduce and connect Pod Leaders to new people and places within their local communities, focusing on recreation, personal growth and development, and relationship building. The Pod Facilitators also support people who want to work to find paid or volunteer opportunities. The opportunities complement and enrich each person's strengths and abilities.

Objectives

- People are learning and trying new things.
- People feel connected and have a strong sense of belonging in the community.
- People are building meaningful and resilient relationships.
- People are invested in their physical and emotional health, fitness and safety.

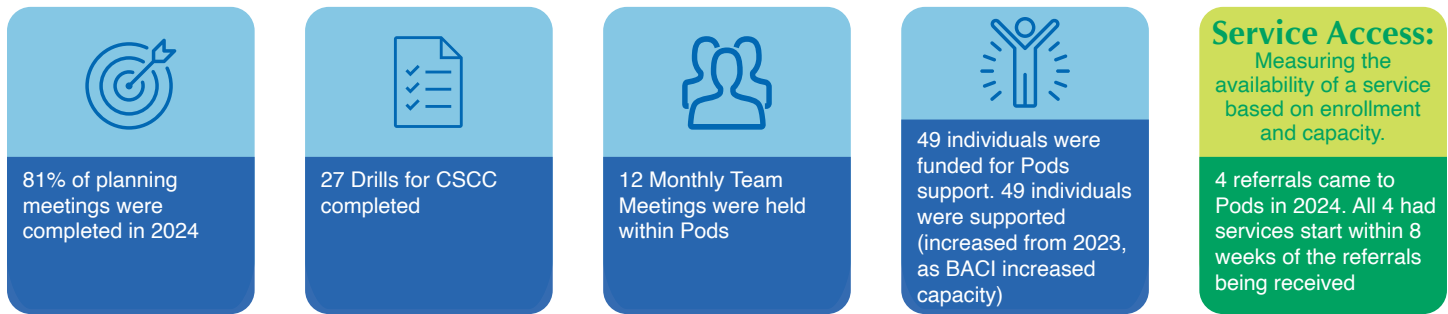
Pod-specific Objectives

- People are growing and engaging their informal support networks.
- People are supported to find and/or maintain meaningful paid and/or volunteer work.
- People are making decisions about the present and future and communicating those decisions.

Demographics of Individuals Served in Pod Services

| AGE (IN YEARS) | NUMBER OF INDIVIDUALS RECEIVING SERVICE |
|----------------|---|
| 18-24 | 10 |
| 25-34 | 16 |
| 35-44 | 14 |
| 45-54 | 6 |
| 55+ | 3 |
| Total | 49 |

Performance Goals



Data Analysis

Highlights and Reflections from 2024

Pod Services will implement the re-design pilot for a small cohort. If successful, it will be scaled up later in the year to include all individuals served within the Pods.

- Pod Services successfully implemented the re-design pilot for a small cohort. Initially called our “Test Adjustment” and starting with a smaller cohort of 12 people served, this “Test Adjustment” was quickly scaled up to a larger cohort of 17 people served, ultimately being re-named the Group Experiences Model (GEM). Here in this model of service, the 17 people served moved between 2 experiences per day, being supported by a small team of 5 CSWs.
- All 17 families reported positive remarks regarding GEM, stating things like:
 - My loved one feels they have more choice in what they do on a daily basis.
 - My loved one gets to hang out with folks they didn’t get to spend much time within the previous model of service delivery.
 - My loved one has more variety in the staff that support them.
- With regards to the last comment, we know and recognize that some folks we support engage in services more effectively with consistent staff. The 17 people supported in GEM seem to prefer the opposite, reporting greater satisfaction with services with a variety of staff to support them throughout their days.

Through orientations, online platforms, and ongoing staff training, we will focus on enhancing the skills and abilities of our staff teams.

- Online Cornerstones rolled out in late 2024. This led staff teams to feel more involved in the back end of service delivery, and allowed for new staff to get a fuller orientation to the agency as a whole.

In 2024 Pod Facilitators began to implement dedicated weekly 1:1 time for the folks they serve. This time spent with people served is designed to bring about individualized goal achievement.

- Pod Facilitators stayed accountable in this 1to1 time by detailing and documenting the (1) Intention behind each session with a person served and (2) the tactics they would use to bring about the success of the intention.
- Intentions and tactics’ success was discussed and reflected on at weekly check ins with the whole Pod Facilitator team.

Things to Consider

With the implementation of the Group Experience Model, adjustments to service delivery across the program have been necessary. This has included changes to scheduling and day-to-day operations. The team continues to adapt and find ways to improve workflows, supporting a more consistent and efficient approach for the program.

ONE-TO-ONE SERVICES

About One-to-One 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.

Objectives

- People are learning and trying new things.
- People feel connected and have a strong sense of belonging in the community.
- People are building meaningful and resilient relationships.
- People are invested in their physical and emotional health, fitness, and safety.

Demographics of Individuals Served

| AGE (IN YEARS) | NUMBER OF INDIVIDUALS RECEIVING SERVICE |
|----------------|---|
| 18-24 | 11 |
| 25-34 | 30 |
| 35-44 | 21 |
| 45-54 | 9 |
| 55+ | 10 |
| Total | 81 |

Performance Goals

The performance goals will vary per program but will include such things as the number of planning meetings completed, risk assessments, team meetings, training events, ISP reviews, drills, etc.



100% of safety plans reviewed



12/12 Community Inclusion Monthly Team meetings occurred



6 Non-Violent Crisis Intervention training sessions were held that provided direct case studies of experiences within Community Inclusion

Service Efficiency:

- 77% or 63 Annual Planning Meetings completed
- In 2024, One to One support was funded to support 81 individuals. Support was provided to 81 individuals

Service Access:

4/4 New referrals started service within 8 weeks of initial intake

Highlights from 2024

- More planning meetings were completed in 2024 than the previous year. Some of the meetings that were not completed were due to people leaving service. The team prioritized more advanced planning to allow networks from out of town or with busy schedules to be able to attend.
 - For some teams, smaller meetings with families and networks were held throughout the year. These ongoing conversations helped strengthen the dynamics between staff teams and support networks, supporting a more cohesive and collaborative approach to providing support.
- In 2024, the Supervisor team placed a greater focus on community check-ins, with supervisors scheduling to meet people during their scheduled activities or, at times, through spontaneous visits.
 - In 2024, changes were made to the caseload management within the Supervisor team, which led to a focus on spending time with the people in their program, something identified as a key priority. As a result, relationships were strengthened, supervisors gained deeper insight into what mattered most to individuals, and new opportunities were identified to support and expand their interests and goals.
- Leadership team worked with Steve Patty's group through 2024 on the Developmental Evaluation Impact project for the 1:1 program.
 - Supervisors were trained in how to do developmental evaluation and we conducted interviews for families and people served to find out if we were hitting intended impact.
 - A quantitative survey was also sent out, to gather more insights on if we are reaching our impact.
 - The team engaged in analysis of their interviews to find themes and findings, and begun working on the adjustments that were identified within the findings.

- In late 2024, the Community Inclusion team opened a new space in the Steveston area. Since this was a new area for us, we have been actively working to build a presence and develop partnerships with local organizations. The program continues to grow in early 2025.
- Throughout 2024, several individuals left the program because of relocation or other life changes, and by the end of the year, 76 people were being supported.

Things to Consider

Staffing shortages remain an issue, we have had vacant positions remain vacant for months at time, and staff turnover is a challenge. The need for vehicles has seen a significant impact in service delivery as more and more staff do not have licenses or access to a personal vehicle. Working more with the city around accessible transit may be something to consider.

SENIORS' SPACE

About the Seniors Space

BACI provides Community Inclusion Services to Seniors based out of our Seniors' Centre in Burnaby off of Royal Oak Avenue. The supports provide a variety of centre- and community-based activities and opportunities in larger group settings.

Objectives

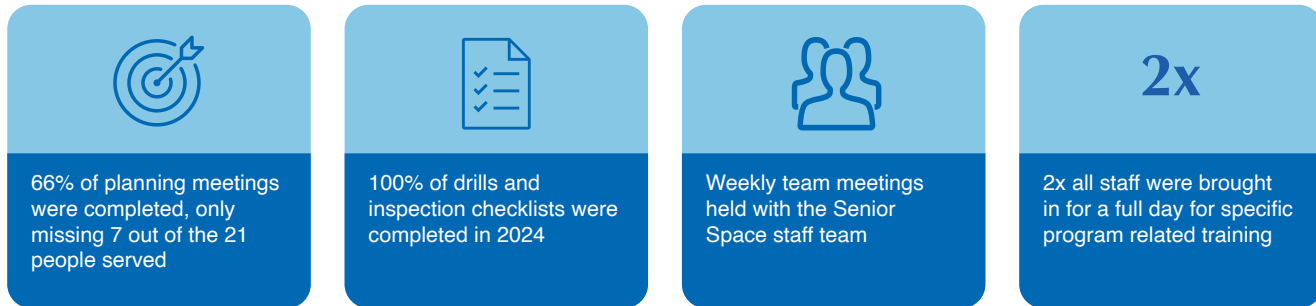
- People are learning and trying new things.
- People feel connected and have a strong sense of belonging in the community.
- People are building meaningful and resilient relationships.
- People are invested in their physical and emotional health, fitness, and safety.

Demographics of Individuals Served

| AGE (IN YEARS) | NUMBER OF INDIVIDUALS RECEIVING SERVICE |
|----------------|---|
| 45-54 | 1 |
| 55+ | 20 |
| Total | 21 |

Performance Goals

The performance goals will vary per program but will include such things as the number of planning meetings completed, risk assessments, team meetings, training events, ISP reviews, drills, etc.



Service Efficiency:

- In 2024 Seniors Space ran at 21 people served
- 21 individuals supported. Capacity for 21 individuals in program (an increase from 2023, where the program was at a capacity of 19)

Service Access:

- 1 New referral – service started within 8 weeks of the referral being received
- 1 Individual transitioned from the Pods Services to Seniors

Data Analysis

Highlights & Reflections from 2024

Recommendations and Highlights

The program will prioritize training and collaboration among the staff team to ensure that we continue to have a strong understanding of the aging needs of the people within the program.

- The Seniors Space closed 2 days in 2024 (January 31 & April 5) to offer staff training on items such as: Medication training, team building, group ISP reviews, Incident report training and navigating team dynamics.
- Staff were offered training through Relias and Open Future Learning around specific aging related changes.
- The pod facilitator attended several workshops in 2024 and would take time at the weekly team meetings to run mini modules for the entire staff team.

Our continued work aims to strengthen partnerships with local organizations that support seniors with a focus on fostering inclusivity.

- Our Pod Facilitator and Supervisor worked together to connect with varying places of culture and worship, as well as other organizations who support Seniors in the local community.
- Monthly excursions were offered to various places of worship and culture so that people could learn about the different cultures. Tours were set up so that people could get a true sense of how these places operate.
- Other organizations were approached, and 1 other seniors center that we visited has resulted in a consistent collaborative relationship where our folks are supported to attend their events.

Collaborate with all interested parties involved in a person's life to ensure they have the necessary resources and support as they age.

- In 2024, the Pod Facilitator of the program prioritized training sessions related to aging needs. Any materials the pod facilitator collected during external training sessions were shared out with networks (ie, training on dementias – assessment tools were sent out).
- The program held a Picnic on September 6th, 2024, where networks of people served were invited to join, collaborate with one another, and network with others who support someone through aging in place.
- BACi in collaboration with other service providers and community members held several sessions (called Spring Tea) on weekends and evenings for caregivers/networks of people who live with and support older adults. This was done in direct collaboration with the pod facilitator. Due to the relationship between the PF and networks there was a higher attendance rate at these sessions.

Things to Consider

In 2025, we continue to explore ways to better utilize the Seniors' Space, as we see an increasing need for accommodations related to aging such as mobility aids, walkers, and wheelchairs. These changing support needs have highlighted the importance of creating a more accessible and spacious environment.

About Home and Community Services

Home and Community Services (HCS) comprises 17 staff-supported homes, each housing between one to five individuals. In 2024, HCS provided support to a total of 52 individuals, with 5 receiving only community-based supports. Staffing is available round-the-clock, seven days a week to ensure the well-being of residents.

These homes are situated across the Lower Mainland and are predominantly licensed under Community Care Facilities Licensing, adhering to the regulations outlined in the Residential Care Regulations and the Community Care and Assisted Living Act.

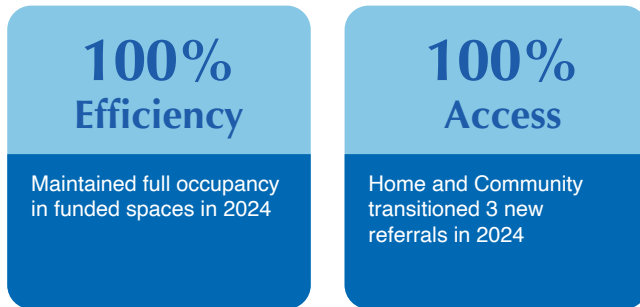
A home is a place where people find comfort, refuge and renewal. It is a place of belonging. It is also an extension of those who live there, a place where one's personal tastes and preferences are visible. We are committed to providing the means for making a genuine "home" to those who receive Home and Community Services. Specifically, we are committed to supporting people to meeting the following objectives:

- People live a healthy and well-balanced life.
- People are their own historians.
- People build and maintain flourishing relationships.
- People embrace success, no matter how big or small.

Demographics of Individuals Served

| AGE (IN YEARS) | NUMBER OF INDIVIDUALS RECEIVING SERVICE (INCLUDES EAST VAN OUTREACH AND CARSON CI) |
|----------------|---|
| 19-40 | 15 |
| 41-64 | 30 |
| 65-79 | 6 |
| 80+ | 1 |
| Total | 52 |

Performance Goals



Highlights From 2024 And Follow Up On 2023 Recommendations

In response to our 2023 recommendations, we started to take a closer look at our program outcomes and developed an Impact Evaluation to ensure we are meeting our desired outcomes. Our focus remains on helping individuals live healthy, well-balanced lives, become their own historians, build and maintain flourishing relationships, and embrace success no matter how big or small.

In 2023, we have also implemented a new Leadership Model, introducing the role of Senior Residence Workers in homes with two or fewer residents. This has allowed our Managers to play a more prominent role in these settings, while we continue to utilize the Supervisor/Coordinator model in homes with 3-5 residents. In 2024, we monitored and adjusted our Leadership Model to ensure its success and introduced a new Manager. While adjusting our Model, we created new tools to assist our Leadership and Staff teams, such as new Onboarding Manuals for both Staff and Leadership positions. These manuals provide valuable information about BACI, Home and Community Services, the person's new role, and the onboarding process. These resources aim to support our team members as they transition into their new roles.

Working alongside the rest of the ADP Enhanced Scheduling team, the Senior Manager of Home and Community Services has been working on streamlining the scheduling process. Training has been provided to Supervisors, Managers and Schedulers to implement the ADP scheduling system at Banff Place. Plans are underway to extend this system to other homes in the coming months.

One of our Coordinators has taken the lead in creating an inclusive and accessible Walking Club. The Club has been a great success, bringing together individuals from various residential homes for weekly walks in the community. It promotes healthy activity, social opportunities and connections within our community.

The department has made significant progress in its Quality Improvement Plan, focusing on enhancing leadership skills through intensive training sessions. Reflective discussions following each training session have helped in developing actionable plans for implementing new knowledge and driving positive change within the organization.

Collaboration with our Manager of Inclusive Housing has been ongoing to maintain the homes where residents are living. Efforts are being made to address a backlog of maintenance needs and ensure the safety and well-being of residents.

We have supported several individuals in transitioning to homes that better match their needs, ensuring comprehensive planning, training and support throughout the process. These transitions have been successful, reflecting our commitment to providing quality care and support.

We were pleased to announce the opening of a new home in Steveston. The transition to this new location was a collaborative effort, involving coordination with Aspire Richmond and the individual's family. Despite some challenges, the team worked diligently to ensure a smooth transition for the person served. The renovation of the Steveston home is currently in progress, with a temporary move to Filby court to accommodate the person during this period.

Plans are in place for upcoming transitions, including relocating individuals to homes rooted in Applied Behavioral Analysis. These transitions involve comprehensive planning, coordination with families, and training for new staff to ensure a smooth transition for all involved.

The distribution of family newsletters has provided updates on departmental progress, success stories and achievements. The focus has shifted towards highlighting individual accomplishments and departmental updates.

In response to our 2023 recommendations, an Advance Care Planning workshop was scheduled in partnership with Fraser Health. This workshop aims to equip program leaders with the knowledge to support individuals in creating advance care plans that reflect their values and preferences.

In terms of individual successes, we were lucky to go on one participant's journey to obtaining his driver's license. He demonstrated dedication and perseverance, which led to a significant achievement.

We have also worked to strengthen family relationships through consistent efforts, in one case reconnecting a resident with his family after many years apart. These moments of connection and growth are truly rewarding for all involved.

As we reflect on the past year, we are proud of the progress made and the positive impact we continue to have on the lives of those we support.

About Life Sharing

Life Sharing is a flexible residential option where a person with disabilities, their family, BACI and a provider commit to being in a relationship. Each of the members has a role to play in their relationship 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 respect.

Outcomes

- People live in their desired living situations.
- People maintain their health and wellbeing.
- People are growing in ways that are personally meaningful to them.
- People are connected and have a strong sense of belonging in the community.
- People have relationships that are meaningful.
- People who care for people are able to provide the best care they possibly can.

Demographics of Individuals Served

| AGE (IN YEARS) | NUMBER OF INDIVIDUALS RECEIVING SERVICE |
|----------------|---|
| 19-40 | 85 |
| 41-64 | 73 |
| 65+ | 20 |
| Total | 178 |

Over the course of 2024, 10 people joined our services and 13 people left our services. At the end of 2024, the Life Sharing department was supporting 165 people, however the Life Sharing team supported 178 people throughout the course of 2024.

Efficiency: 100% – Each LSN Manager managed a caseload of 25 people or the equivalent. (There are several hybrid arrangements and Life Sharing wrap-arounds that require much more of the Managers' time, oversight and attention).

Access: 77% – 10 out of 13 people seeking services moved into a Life Sharing arrangement within 3 months from time of referral.

Performance Goals



98% of Planning Meetings completed



78% of 360 Assessments completed



95% Monitoring Tools completed

Highlights From 2024 And Follow Up On 2023 Recommendations

Program Outcomes and Impact Evaluation

In 2024, we updated our program outcomes to more accurately reflect the intended impact of Life Sharing services. To assess progress, we conducted comprehensive impact evaluations with both the individuals we support and Life Sharing Providers, offering valuable insight into whether we are achieving our desired outcomes.

Case Management System and Collaboration

Although we had hoped to transition LSN Providers to a new SharePoint site and Critical Incident Reporting system, this was not completed. We remain committed to identifying a case management system that meets the needs of LSN Managers and fosters greater collaboration with Providers.

Advanced Care Planning

LSN Managers prioritized the provision of advanced care planning information for individuals aged over 50, their support networks, and LSN Providers. They actively supported individuals who were ready and willing to engage in the planning process.

CLBC Property Support Program

Community Living BC (CLBC) launched the Property Support Program to help LSN Providers recover costs associated with property damage caused by individuals in their care. The program includes two reimbursement streams: one for minor repairs and another via an insurance rider for major repairs. We have successfully registered all eligible LSN Providers with appropriate insurance coverage into this program.

360 Assessment Completion

Currently, 78% of individuals supported in Life Sharing now have the revised 360 Assessment in place. These comprehensive plans evaluate multiple life domains, assess risk levels, outline current safeguards, and define tailored support strategies to address identified vulnerabilities.

LSN Newsletters

The LSN team created a series of informative newsletters to ensure that providers are informed and updated about topics that meaningful to the work they do. Topics included: documentation and reporting, planning and goal setting, getting ready to connect, health care and changing needs understanding adult guardianship, and more.

WorkSafeBC Personal Options Protection

As part of the 2024 B.C. Budget on April 1, 2024, CLBC increased Home Sharing rates in recognition of costs associated with a new requirement for Providers to register with WorkSafeBC for Personal Optional Protection (POP) coverage. This is to ensure that Home Sharing Providers receive coverage if they are injured.

About Outreach Learning & Growth

Outreach services supported 139 people in 2024 in a range of living situations, including many who live independently and those with aging families or home share providers. Individuals are supported to develop the skills that will help them become more independent, lead more meaningful lives, and be able to more fully participate in their community. The hours of support per month are based on the needs and goals of each individual, but typically would not exceed 16 hours per month. The Outreach department is made up of those who receive weekly support on an ongoing basis, as well as short term referrals who typically stay with Outreach for 6-12 months to work toward specific goals.

Objectives

- Individuals will have a current plan and will be supported to achieve their personal goals.
- Individuals served are learning new skills.
- The services provided by Outreach are adaptive and respond to changes in people's lives.
- The goals that are being worked on are meaningful to supported individuals.

Demographics of Individuals Served in Outreach

| AGE (IN YEARS) | NUMBER OF INDIVIDUALS RECEIVING SERVICE |
|----------------|---|
| 19-24 | 23 |
| 25-34 | 57 |
| 35-44 | 26 |
| 45-54 | 14 |
| 55+ | 19 |
| Total | 139 |

Service Efficiency: Effective use of resources (e.g. funding, staff, equipment) to meet our contractual obligations.

2024

- $120/139 = 86\%$ of people had an annual planning meeting
- 240 new goals completed in 2024
- $27/27 = 100\%$ of new referrals received information about their rights
- Efficiency 100% of Outreach services maintained at full occupancy

Service Access: Assessment of service availability, measured by enrollment and overall capacity.

2024

74% of individuals started services within 3 weeks of their CLBC referral or their preferred start date..

Highlights and Follow-up from 2023 Recommendations

Highlights 2024

- Outreach supported 85+ people in 35 families to access Farmers Market Coupons valued at over \$20,000.
- Young Adults Club (YAY) continued to grow and was accessed by 40+ different individuals throughout the year. Individuals attending have continued to form new peer groups independently from YAY club connections including Multimedia Club, Trivia Group, Karaoke Group and Girls Night Group.
- Community Kitchen was accessed by 50+ different individuals throughout the year.
- Food Bank Cupboard accessed by 60+ families for food and other goods valued at over \$25,000.
- Created new Assistant Manager of Outreach position which has supported the continued and consistent growth of the Outreach department.

2023 Recommendations for 2024 and 2024 Updates

Build network and consistent communication with individuals, families and networks to share opportunities more effectively.

The addition of an Assistant Manager in Outreach has allowed us to have more consistent communication with individuals and families. Increasing our availability to meet with already busy family schedules has provided more opportunities to connect for more effective planning or just staying in touch and answering questions as they arise.

Continue to build relationship between BACi gardens, GVFB and BACi Community Kitchen to highlight healthy and sustainable options.

The Outreach department started to revitalize the BACi community gardens. Garden plots have continued to be used by Outreach staff for our Community Kitchen program. Outreach has worked with the Greater Vancouver Food Bank to advocate for greater accessibility and accommodations for the people and families we support. This advocacy has improved access for at least 5 individuals and families that would not have had access following the advertised application process. Accommodations such as virtual interviews, in place of the typically required in-person interview, long term consent for staff to pick up packages for individuals unable to attend due to specific barriers, and prepared packages for individuals that may have barriers such as extreme social anxiety, have all been achieved.

Collaborate with Stitched Services Program to develop framework for scaling of YAY (Young Adults) Club success.

The Outreach department began collaborating with BACi's Stitched Services to gain a better understanding of the YAY Club and what the future of the club might look like. YAY Club members were invited to share their highlights and ideas. Staff also met to discuss pain points and brainstorm solutions. When Stitched Services was eventually phased out, the Outreach team took on the daily operations and support associated with maintaining the YAY Club for its 10-20 consistent members and 40+ different attendees. We continue to meet and discuss with staff and individuals how the success and scale of the YAY Club can continue.

Develop and facilitate workshops, guest speakers and seminars for Gathering of Older Adults.

The Outreach department, in collaboration with the Senior CI team, created 2 seminars for the Gathering of Older Adults. Seminars included guest speakers from Fraser Health, the Planned Lifetime Advocacy Network (PLAN) and a local lawyer. Topics discussed included Advanced Care Planning, the Disability Tax Credit (DTC), RDSPs, and long term financial planning around Wills, Estates and Trusts. Over 100 individuals, families and staff attended these seminars.

Collaborate with BACi self advocate network to continue to evaluate service delivery.

The Outreach-led Survey Support Squad continued to support individuals with understanding and completing the BACi Satisfaction Survey. Approximately 30 people were supported with their surveys by the 5 person and 2 staff Survey Support Squad.

Continue to educate and advocate for all individuals and networks to learn about the DTC application process.

Disability Alliance BC (DABC) provided a workshop at the Outreach team meeting to inform all staff about the Disability Tax Credit (DTC) process, as well as some tips and tricks to get through the application process. Three known individuals, with support from their staff and family or networks, were able to obtain their DTC. Many other individuals have learned about and have started the process of applying for the DTC. For some, this process started with understanding how to access a family doctor and beginning those initial steps.

Develop and present workshops on voting rights and accessibility.

The Outreach department prepared and presented voting rights workshops for the BACi community. This included role playing the process of voting, with help from resources provided by Elections BC and Elections Canada. The workshops also supported individuals to have a better understanding of the different political parties and candidates associated with their specific riding. Individuals were supported to identify their address and closest voting station. Finally, we reviewed accessibility and inclusivity in the voting process and answered questions specific to mobility accessibility, advance voting, and how to request specific accommodations. Approximately 25 people attended the voting workshops.

About BEST

BEST is a service designed by BACi to empower individuals to find paid jobs and make meaningful contributions to the communities in which they live. We assist people to find and maintain employment that matches their skills and interests.

We collaborate with employers – offering effective, personalized supports and innovative employment solutions – to help them tap into a diverse workforce and meet their business needs.

BEST offers free employment services and training through the following strategies:

- **Pre-Recruitment:** We are committed to learning about specific businesses and the skills and abilities needed to fill their open positions.
- **Quality Job Matching:** We provide pre-screened individuals who have the skills to meet the needs of businesses.
- **On-site Coaching:** We offer 1:1 support to the new employee – at no cost to the business. We assist the development of the employee/employer relationship to maintain successful employment.
- 102 people were supported by BEST in 2024 (in 2023 – 86 people were supported – an increase of 16%). This total includes students in the Gateway to Employment program (Vancouver School Board). By year's end - 82 people were supported.

Demographics of Individuals Served in BEST

| AGE (IN YEARS) | NUMBER OF INDIVIDUALS RECEIVING SERVICE |
|----------------|---|
| 18-24 | 43 |
| 25-34 | 32 |
| 35-41 | 17 |
| 45-54 | 8 |
| 55+ | 2 |
| Total | 102 |

Service Efficiency: Effective use of resources (e.g. funding, staff, equipment) to meet our contractual obligations.

Service Access: Assessment of service availability, measured by enrollment and overall capacity.

Performance Goals



44% of clients in active employment during 2024 (56% in 2023)



58% of clients employed at year's end are making more than minimum wage (58% in 2023)



26 new jobs were secured in 2024 (12 new jobs secured in 2023)



90% of information meetings occurred within two weeks of CLBC referral.
Note: Job seekers may choose to defer this timeline

**These Goals do not include VSB-GTE students.*

Note: A lower percentage of people in active employment despite more jobs being secured than in the previous year is explained as follows: 16% increase in caseloads in 2024, and some people got more than 1 job during the year. In general, people getting more than 1 job were older (late-20s to late-30s), very motivated, and had considerable work experience.

Highlights and Follow-up from 2023 Recommendations

Explore more opportunities for seasonal/short term employment for clients.

6 people worked in seasonal/short term positions (Provincial election, Salvation Army, Purdy's, Nat Bailey Stadium, Playland/PNE, short term office assignment). Additional opportunities for seasonal work for other people were not successful, including at some of the above-mentioned employers and in the event-based entertainment field and summer specific jobs relating to children's camps and tourism.

Continue to network with Boards of Trade/Chambers of Commerce/Industry Groups to uncover hiring opportunities and customized employment.

Contacts were made with industry and training organizations/training programs (e.g. Back in Motion – Warehouse Training Program, Creative BC, Have Culinary Training Institute). Through BEST's Manager's participation in "Opening the Door to Trades: Pathways to Inclusive Apprenticeship Opportunities" project, connections were made to construction and trades organizations/programs (e.g. Skilled Trades Employment Program (STEP), BladeRunners Program – Access, and Skilled Trades BC, Skills Training).

Job satisfaction/career goals of persons served - Introduce concept of career ladder in Discovery process and in maintenance check-ins.

The concept of the career ladder is introduced at introductory meetings with the BEST Manager and person served/support person to emphasize the idea of career progression. It is a guiding principle through the process and is particularly emphasized with younger people with minimal experience, and older people in career development.

Plan regular (quarterly) staff education days to review and improve aspects of the BEST process.

As part of staff meetings, BEST dedicated time to review and streamline aspects of the employment process. Guest speakers came from Creative Pathways – Creative BC, Curiko, Inclusion BC – Mentorability, STEP, Skills Training, Employment, and Post Secondary schools to expand staff knowledge of local resources.

Employment Specialists continue to communicate and support each other in sharing leads/providing resources through weekly staff check-in meetings and regular sharing of information through BEST Teams Chat.

The BEST Teams Chat was expanded to include Outreach/CI/LIFE Services to share opportunities around employment, training, and education. BEST staff created databases of training and volunteer opportunities.

To increase participant/family survey participation rates through targeted contact.

Employment Specialists directly connected with participants/family members to increase survey participation.

About Adult Respite

BACI's Respite program offers wellness support to individuals and families. At BACI, we believe that Respite is a physical and emotional retreat, where relaxation and renewal can create strength and resilience. Every family's idea of Respite is unique. BACI is dedicated to meeting those needs.

BACI's goal is to offer Respite services that contribute to the entire family's well-being. We recognize the balance that must be achieved between meeting the support needs of the people we serve, the family's support needs, and BACI's capacity to respond.

At the end of 2023, the Respite program was supporting 20 people. In 2024, the Respite program supported a total of 24 people (4 people joined our services, 5 people left our services). At the end of 2024, the program was supporting 19 people.

Objectives

- 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.

Demographics of Individuals Served in Adult Respite

| AGE (IN YEARS) | NUMBER OF INDIVIDUALS RECEIVING SERVICE |
|----------------|---|
| 19-40 | 12 |
| 41-64 | 11 |
| 65+ | 1 |
| Unknown | 0 |
| Total | 24 |

Performance Goals



100% of contractors met qualification requirements in 2024 (100% of contractors met qualification requirements in 2023)



46% or 11/24 Monitoring Tools were completed in 2024. Monitoring tools did not occur for 3 people as they transitioned to BACI LSN where the tool was completed in that program, for 6 people because their monitoring tools were completed in conjunction with BACI LSN, and for 4 people monitoring tools were not completed (57% or 15/26 Monitoring Tools were completed in 2023)



In 2024, we renewed or arranged for 16 contracts to be signed (5 people in Respite services have contracts through BACI LSN). 3 contracts were not renewed in 2024 because the people transitioned to another CLBC funded service within BACI (In 2023, we renewed or arranged for 21 contracts to be signed)

**100%
Efficiency**

The Respite Manager oversaw a caseload of 18 people (6 people in Respite services were overseen by LSN Managers)

**100%
Access**

100% of people seeking Respite services were able to find a provider and receive the services they were looking for within 3 months from time of referral

Data Analysis

Highlights and Follow-up from Recommendations for 2024

- The program continues to experience low turnover of Respite providers, and has long-term supportive relationships between providers, people supported and family.
- The roll-out of the new annual report for providers was not completed, however, it continues to be a priority for this upcoming year.
- The Respite program remains focused on exploring best practices to strengthen the program and risk management and safety while people are receiving services, in ways that meet and address the needs of people, family and CLBC's service requirements.

Things to Consider

- There are continued challenges with recruitment of Respite providers.
- Short-term Respite services provided for emergency situations, temporary support due to health issues, and provider(s) training and orientation.
- The Respite program had a few people transition out of their services to Life Sharing this year, which better suited people's needs and situations. Families are aging, situations are changing, and future planning is happening for some people in the program.

About Children's Services

BACI operates 5 inclusive child care centres in the City of Burnaby. The Fairhaven and Little Eagles centres provide child care to children aged 0 to 5 years, and Little Friends at George Derby provides child care to children aged 3-5 years. The Brentwood Park Plus and South Slope Out of School Care centres provide before and after school care to children aged 5 to 12 years. The centres are principled under the values and practices of early childhood education, play-based learning, child development, diversity, well-trained and qualified staff, families as partners, and ensuring the health and safety of each child at all times.

2024 Recommendations

Continue to advocate for improved wages and benefits to address the recruitment and retention crisis/risk in child care.

Achieved and in progress: Effective April 1, 2025, all employees working in the 0-5yrs centres are earning the sector Collective Agreement; educators working in the out of school care programs will receive the \$6 Wage Enhancement until further notice, but are not receiving the full Collective Agreement wages and benefits (i.e. still have a non-provincially funded Collective Agreement).

Secure ongoing provincial funding for the child care centres (i.e. apply for \$10aday centres, additional funding in our agreements to pay the sector Collective Agreement rates as deemed eligible as a Public Sector organization).

Achieved and in progress: Effective April 1, 2025, all 0-5yrs centres are BC \$10aday child care centres, which means the employees working in them are earning the sector Collective Agreement; the \$10aday applications for the out of school care centres were not approved.

Explore cost-considerate and meaningful ways to communicate and share child development information and resources with families regarding their child's development, especially for the 0-5years centres.

In progress: Parent newsletter, parent boards, the supervisors and educators initiating and reaching out to families ongoing, Family Handbook, explore Tuio's communication system, have a designated position to consult and support the supervisors regarding child development and work with families when needed.

Share more information with families regarding child development, especially for ages 0-5years.

In progress: Parent newsletter, parent boards, the supervisors and educators initiating and reaching out to families ongoing, Family Handbook, explore Tuio's communication system, have a designated position to consult and support the supervisors regarding child development and work with families when needed.

Monitor the overall enrolment at the centres, with the goal of maximum capacity filled.

Achieved: The centres were full *note that the enrolment at the Variety Cariboo Centre significantly decreased from September-December 2024 due to the notice on the existing lease; many families left the centre to find other child care as there was not a confirmed relocation plan.

Open the new child care centre at Brentwood.

Not achieved: Due to construction and operational delays (i.e. permits, utilities).

Implement the new evaluation framework in the centres to better determine outcomes and changes for children (i.e. effective of service), as per the indicators of impact.

Achieved: Please see the Children's Sector of Project Impact. The framework is in place and will continue for 2025.

Service Access – % of children in the waitlist enrolled in a child care spot

| YEARS | PERCENT |
|-------|---------|
| 2023 | 8% |
| 2024 | 33% |

The number of children able to access a spot in 2024 was significantly higher than previous years. The likely reason is several children aged out in the programs at the same time thus opening spots for other children to access. There were no other changes or circumstances for the increased access.

Service Efficiency – Total % of Child Care Spots Filled

| YEARS | PERCENT |
|-------|---------|
| 2023 | 92% |
| 2024 | 99% |

The goal for child care is always 100% enrolment as the programs are budgeted based on full enrolment. Please note the Variety Cariboo Child Care Centre enrolment is calculated from January-August 2024. BACI was given unexpected notice on the lease agreement for the centre on September 1st (to be vacated from the center as of December 31st). Many families withdrew their children from the centre to find other care. Therefore, this extenuating circumstance impacted the centre's enrolment from September-December.

Demographics

| AGE (IN YEARS) | TOTAL # OF CHILDREN |
|--|---------------------|
| 0-36 months | 36 |
| 37 months -5 years (receiving services at childcare centers) | 77 |
| 5 (including kindergarten) -12 years | 42 |

About IDP

The Infant Development Program (IDP) serves infants from birth to three years of age in their home who are at risk for or already have a delay in their development. The IDP served 326 children and their families in 2024 and is funded for 6.0 Full time equivalent Infant Development Consultants.

Objectives

- To connect families to one another and to community resources.
- To improve upon the parent-child relationship.
- To increase parents’ understanding of infant and child development, particularly their child’s development
- To educate families and community about developmental milestones and our program.

Demographics of Children Served in IDP

The Infant Development program served 326 children served aged birth to 48 months.

| AGE (IN MONTHS) | NUMBER OF CHILDREN RECEIVING SERVICE |
|-----------------|--------------------------------------|
| 0-12 | 37 |
| 13- 24 | 81 |
| 25-36 | 99 |
| 37-60 | 119* |
| Total | 336 |

**Note: There are still some open cases beyond 48 months for extenuating circumstances.*

Performance Goals

Efficiency

TARGET: Meeting our contract obligations (70 direct hours with families and group time per FTE Consultant per month)

2024: Not achieved. Average of 66.9 direct service hours per FTE (based on 6.0 FTEs).

2023: Not achieved. Average of 62.4 direct service hours per FTE (based on 6.0 FTEs).

Access

TARGET: Last revised 2020 – 6 weeks from registration to start of service

2024: Achieved. Average wait time four weeks, 2 days.

2023: Achieved. Average wait time six weeks.

Highlights & Reflections from 2024

The goals identified in 2023 were addressed, including:

- Development of Procedures for Opening files, Discharging files, and Orientation.
- Continuing to evolve our Group and Family Night offerings to connect with families; as well as connecting more with our community to connect with high-barrier families – primarily through a marked increase in interpretation.
- Connection with Family Support staff Fiorella (Fio) Torres – to connect families more formally and have a link to the Spanish community, Down Syndrome Community of Families, as well as to some of BACI's broader initiatives beyond IDP, like Qualitative Evaluation through Fio, and the trust built with connecting to families from the community and from BACI's Child Care and Adult Services. (One of the comments left by a parent states, *I am not sure what BACI is and if there are other things I could be accessing.*)

Other highlights:

- Return to four family gatherings per year.
- Continue to work with the Burnaby Newcomer Working Group.
- Krista Moldowan, BACI's Senior Manager of Children and Family Services, is now overseeing the Provincial ProD funds with the ProD Committee to keep a closer pulse on training opportunities and reducing costs.
- Onboarding in November 2024 of a new full time permanent IDP Consultant.
- Waiting list remains stable at around 10-30 children throughout the year.

BACi is an organization that must maintain due diligence as an employer and community agency. Therefore, it is important to evaluate and report on areas of the agency outside of our direct services that may directly or indirectly impact the overall service quality and capacity of the organization. Reports in this section include: Human Resources, Health & Safety, Critical Incident Reports, and Complaints and Concerns.



Comparative Data

Agency Data

| | 2023 | 2024 |
|---------------------------|------|------|
| Total Number of Employees | 478 | 474 |
| Total Regular Employees | 267 | 274 |
| Total Full Time Employees | 169 | 169 |
| Total Part Time Employees | 98 | 105 |
| Total Casual Employees | 206 | 200 |
| New Hires | 154 | 116 |
| Turnover | 23% | 27% |
| Languages Represented | 36 | |

Turnover Rates

| | 2023 | 2024 |
|---------------------|------|------|
| Agency | 23% | 27% |
| Full Time Employees | 15% | 16% |
| Part Time Employees | 17% | 28% |
| Casual Employees | 33% | 35% |

New Hire Breakdown

| | 2023 | 2024 |
|------------------------|------|------|
| Total New Hires | 154 | 116 |
| Full Time New Hires | 27 | 22 |
| Part Time New Hires | 22 | 19 |
| Casual New Hires | 105 | 75 |
| New Hire Turnover Rate | 19% | 19% |

Interpretation of the Data

This year we saw a slight reduction in the overall number of employees but saw an increase of Regular employees. We are looking to increase our Full-Time and Part-Time employees and are moving positively in that direction. We hope this strategy will decrease our turn-over rates. The numbers demonstrate a much higher turn-over rate for Casual employees, with lowest turn-over rates for Full-Time employees.

Looking to address turn-over rates, BACi continues to implement an Employee Referral Program from which we sourced 10% of new hires. We continue to try to promote from within and 57% of positions were filled internally. As many of our employees are limited by Work Permit dates and Study Permit restrictions, BACi has been working to support some employees with their immigration requirements.

2024 Highlights

- 89% of posted positions filled
- Conducted a Diversity Meter survey to better understand the composition and needs of BACi employees
- Created new virtual on-boarding training
- Quarterly All Employee meetings to share news and learning, and to further engage employees
- Quarterly Employee Recognition and Appreciation events.

Objectives

- Decrease time loss injuries to staff.
- Promote a culture of health and safety in the workplace.
- Have a robust Occupational Safety and Health (OSH) Committee that meets regularly.

Comparative Data

| TYPE OF WORKSAFE CLAIM FILED | 2023 | # THAT INVOLVED LOST TIME FROM WORK | 2024 | # THAT INVOLVED LOST TIME FROM WORK |
|----------------------------------|------|-------------------------------------|------|-------------------------------------|
| Acts of Violence | 11 | 9 | 12 | 2 |
| Overexert/Twist/Lift | 8 | 7 | 4 | 4 |
| Slip/Trip/Fall | 5 | 4 | 6 | 2 |
| Struck By/Against | 4 | 3 | 2 | 3 |
| Other | 2 | 1 | 3 | 0 |
| Motor Vehicle Accident | 2 | 2 | 3 | 1 |
| Psychological Trauma | 0 | 0 | 0 | 0 |
| Total | 32 | 26 | 30 | 12 |
| # Of days of Time Lost From Work | | 752 | | 502 |

Things to note:

- The OSH Committee underwent significant changes in 2024, as both the Employer and Employee Chairs left the Committee at the same time mid-year. This presented challenges for new and existing Committee members to maintain on-going practices.
- In 2024, the number of claims filed decreased from 2023, as well as the number of days lost from work.
- In 2024, we began BACI’s Early and Safe Return to Work Program aligning with WorkSafe Bill 41, which includes Duty to Cooperate and Duty to Maintain Employment. Under this requirement, BACI offers Modified Duties as early as possible after a workplace injury.
- Implementation of tracking measures occurred this year to gather data on modified duties in the future.
- Assault remains the highest percentage of overall reports. This may be attributed to increased education on reporting. This is also attributable to program delivery changes.

- The OSH Committee met 11 times during the year for regular meetings. Additional meetings were convened as needed to ensure that necessary work was completed. The majority of meetings were held via Zoom, with the occasional in-person meeting.
- The OSH committee had lost one Employee member – the Co-chair, however, we welcomed a new Employee Rep member the following month.
- We have continued to provide online Health and Safety training for all staff upon hire and annually, using the Relias training platform. The platform allows staff to complete the training at times that work best for them, or it can be completed during team meetings, with the team reviewing the training together.
- Changes to the Risk of Violence assessment resulted in an increase in responses from 2023.
- 17 Near Misses were reported in 2024, which is down from last year.
- This year, vehicle inspections were completed by programs.

Other Information

- Review of WorkSafe claims monthly: 100%
- Completion of Incident Investigation Reports: 100%
- OSH meetings held (11 of 12): 92%
- Annual site visits and reviews: 100%

Things to Consider for 2024

- There is an imbalance of Employer Reps vs Employee Reps on the OSH Committee, so the Committee is looking for ways to increase Employee Reps. Strategies include appointing Reps, mandatory attendance by program Supervisors and program Reps, bringing more attention to the Committee through staff appreciation and All Staff meetings, creating roles and responsibilities FAQs.
- Back Care training continues to provide staff who work in programs with a higher risk of MSI injuries with the knowledge and skills to be able to help keep their backs strong and safe. There seems to be a correlation between the training, decreased injuries and length of time missed from work. There is also a more general online course that all staff can take. Staff are encouraged to incorporate regular breaks and stretching as part of their regular practice.
- A goal for 2025 is to review the Risk of Violence assessment survey to collect more robust data and to increase response rates.
- Continue annual training for all Supervisors, Managers and OSH Committee members to ensure understanding of their roles and responsibilities in creating and maintaining a safe workplace.
- Continue to provide training to program OSH Reps to enable them to help facilitate Health and Safety conversations in their team meetings.

- Continue to ensure all teams are reviewing incidents in meeting minutes, including the causes of incidents, the follow-up that was implemented and the effectiveness of the follow-up. Help staff to understand the link and importance of this reflection.
- Continue to encourage Supervisors/Coordinators and Managers to utilize team meetings for mini training sessions, focusing on tips and techniques to prevent injuries. Topics could be modified to address specific team needs and could incorporate things such as: a short video on stretching techniques or proper body mechanics, exercises on recognizing hazards in the community, violence prevention, trivia questions on safe driving techniques, or information on mental health.
- Continue with the annual review of employee accommodations, to ensure that accommodations are still appropriate for both the employee and the people they work with/programs in which they work.

Highlights

There were a total of 49 compliments formally made by interested parties regarding BACI’s quality of services and our outstanding employees in 2024 (up from 48 in 2023). Of course, the number of compliments shared informally throughout the year is significantly higher.

The following interested parties formally shared compliments:

- Individual Receiving Services: 3
- Family Member: 41
- Community Member: 5

| | REGARDING | REGARDING SERVICE QUALITY | REGARDING HEALTH & SAFETY | REGARDING RIGHTS | REGARDING PROPERTY AND/OR EQUIPMENT |
|---|-----------|---------------------------|---------------------------|------------------|-------------------------------------|
| Administration | | 1 | | | |
| Adult Services – Staff-supported Homes | | 10 | | | |
| Adult Services – Community Inclusion (Day) | | 7 | | | |
| Children’s Services – Child Care & Out of School Care | | 10 | | | |
| Infant Development Program | | 6 | | | |
| Life Sharing | | 10 | | | |
| Outreach | | 5 | | | |
| BEST | | | | | |
| Stride Housing | | | | | |
| Banff Housing | | | | | |
| Total | 0 | 49 | 0 | 0 | 0 |

Highlights

There were a total of 19 complaints made in 2024 (down from 21 in 2023), which were reviewed regularly by the Management Team. A member of the Management Team followed up on all complaints (100%) and in all cases, actions were taken or changes made to improve future outcomes.

The following interested parties brought complaints forward:

- Individual Receiving Services: 4
- Community Member: 1
- Family: 14

| | REGARDING STAFF – INTER PERSONAL RELATIONS | REGARDING INDIVIDUAL | REGARDING RIGHTS | REGARDING HEALTH AND SAFETY | REGARDING SERVICE QUALITY - INTERNAL | REGARDING SERVICE QUALITY - EXTERNAL | REGARDING PROPERTY AND/OR EQUIPMENT |
|---|--|----------------------|------------------|-----------------------------|--------------------------------------|--------------------------------------|-------------------------------------|
| Administration | | | | | | | |
| Adult Services – Staff-supported Homes | | | | | | 2 | 1 |
| Adult Services – Community Inclusion (Day) | | | | | | 6 | |
| Children’s Services – Child Care & Out of School Care | | | | | | 5 | |
| Infant Development Program | | | | | | 1 | |
| Life Sharing | | | | | | 2 | 1 |
| Outreach | | | | | | 1 | |
| BEST | | | | | | | |
| Stride Housing | | | | | | | |
| Banff Housing | | | | | | | |
| Total | 0 | 0 | 0 | 0 | 0 | 17 | 2 |

We continue to welcome complaints and concerns as a source of learning and continual improvement for the organization (as per our policy).

Analysis of Complaints and Actions to be Taken

This year, there were no complaints by staff around interpersonal relations.

There were no complaints around Rights (a decrease from 1 in 2023).

There were also no complaints around Health and Safety (a decrease from 3 in 2023). Overall, the feedback from families, people served and employees was one of appreciation for BACI's health and safety protocols.

- **Actions to address improvements needed:** We continue to assess how we can improve the health and safety of all interested parties.

Complaints regarding Quality of Service have slightly increased (with 15 in 2023 and 17 in 2024). The majority of complaints surrounded changes to services or the way they were delivered.

- **Actions to address improvements needed:** Changes to programs, processes, activities or staff, may take time for people to adjust to or understand. We work hard to support people and families to navigate the changes they need to make during transitional times.

Complaints around Property and Equipment have lowered (from 4 in 2023 to 2 in 2024).

- **Actions to address improvements needed:** We do our best to address all concerns and work hard to proactively maintain our property and equipment to minimize any concerns or complaints that may arise.

Recommendations made throughout this report are reviewed by the Senior Management Team and developed into specific actionable initiatives that form the basis of BACi's 2025 Business Improvement Plan (BIP). Any goals not achieved in the 2024 BIP are also added to the 2025 BIP.

Other key reporting mechanisms – the 2024 Risk Management Plan, the 2024 Service Evaluation, the progress from the 2024 BIP and their corresponding recommendations – are also included in the 2025 BIP.

For those interested in learning more about BACi, our Risk Management Plan, Business Improvement Plan and Strategic Plan can be found here: <https://gobaci.com/strategy/>

Other reports referred to in this Outcomes Report can be viewed by contacting tanya.sather@gobaci.com or calling 604.299.7851.



Persons Served Survey

BACI's Adult Services offer supports and opportunities for people to participate more fully in our communities. BACI's services help individuals with diverse backgrounds, experiences and needs try to reach their goals. There are a range of services available in Adult Services: Home and Community Services, Life Sharing Services, Community Inclusion – Day Services, Outreach, LIFE Services, BACI Employment Services (BEST), and Adult Respite.

| | 2023 | 2024 | CHANGE |
|--------------------|-----------------|-----------------|--------|
| Survey return rate | 34.9% (186/533) | 40.1% (213/520) | +5.2% |

The table below shows the results of Satisfaction Surveys for all Adult Services

| QUESTION | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|--------|------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 72.87% | 91% | +18.13% |
| 2. I feel that communication between the services and my family is effective. | 77.55% | 88% | +10.45% |
| 3. I feel BACI is an advocate for my rights. | 88.21% | 90% | +1.79% |
| 4. I feel satisfied with the services I receive from BACI. | 89.31% | 93% | +3.69% |

More detailed information about each service is provided below.

Community Inclusion Services (Day Services)

| | 2023 | 2024 | CHANGE |
|--------------------|-----------------|--------------|---------|
| Survey return rate | 38.93% (51/131) | 53% (70/132) | +14.07% |

The table below shows the results of Satisfaction Surveys for CI

| QUESTION | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|--------|--------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 68.42% | 91.42% | +22.58% |
| 2. I feel that communication between the services and my family is effective. | 68.42% | 90.00% | +19.58% |
| 3. I feel BACI is an advocate for my rights. | 84.21% | 88.57% | +5.79% |
| 4. I feel satisfied with the services I receive from BACI. | 89.47% | 92.86% | +3.53% |

Comments about service improvements provided by individuals served:

1. Additional CI hours.
2. To provide reliable back up for my CI service.
3. More outings.
4. The things that need improvement in my end are as follows:
 1. All the staff need to read and understand my personal profile and safety plan so that everyone will be aware of my behaviour.
 2. All the staff need to have a clear and proper communication, especially before and after the Day Program starts, to prevent miscommunication.
 3. All the staff need proper orientation of the protocol on how to administer PRN Medication.
5. Everyone deserves respect and accountability.
6. Provide a fun and interactive day program regularly.
7. Have staff that follow my schedule.
8. Not always enough staff for day program.

Home and Community Services

| | 2022 | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|--------------------|-------------|----------------|----------------|---------------------------|
| Survey return rate | 56% (26/45) | 63.27% (31/49) | 72.34% (34/47) | +9.07% |

The table below shows the results of Satisfaction Surveys for HCS

| QUESTION | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|---------|--------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 93.55% | 94.12% | +0.57% |
| 2. I feel that communication between the services and my family is effective. | 96.77% | 94.12% | -2.65% |
| 3. I feel BACI is an advocate for my rights. | 100.00% | 91.12% | -8.88% |
| 4. I feel satisfied with the services I receive from BACI. | 93.55% | 94.12% | +0.57% |

Comments about service improvements provided by individuals served:

1. New car and red.
2. I like my home.
3. Keep giving me invitations to perform my music once a year as I love to do it yearly.
4. More activities.
5. By setting goals annually and as needed.
6. By providing my staff sufficient training.
7. Stay consistent and do follow up as needed.
8. Continue with good communication with all (staff, clients, family).
9. Keep us with meetings as needed, and good communication.
10. Nothing just a new place to live.
11. More staff to support sick leave and vacation or more flexible for the individual.

Life Sharing Network

| | 2023 | 2024 | CHANGE |
|--------------------|-----------------|----------------|---------|
| Survey return rate | 21.05% (36/171) | 49.7% (83/167) | +28.65% |

The table below shows the results of Satisfaction Surveys for LSN

| QUESTION | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|--------|--------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 69.44% | 92.77% | +23.33% |
| 2. I feel that communication between the services and my family is effective. | 83.33% | 91.57% | +8.24% |
| 3. I feel BACI is an advocate for my rights. | 91.67% | 93.98% | +2.31% |
| 4. I feel satisfied with the services I receive from BACI. | 93.55% | 96.39% | +2.84% |

Comments about service improvements provided by individuals served:

1. More funding for activities and better variety.
2. I wish that I could access more therapy to improve my communication skills. Otherwise, I have no suggestions for improvement. Thank you for all you do to help me!
3. Cost of living, food, shelter forever rising.
4. I would like to receive text message check ins from BACI more often.
5. Just need to get familiarized on technology. Unable to communicate better.
6. Clearer, simple language communication.
7. Providing extra support when needed (emotionally).
8. Support in accessing appropriate dental services.
9. By helping people stay consistent.
10. They should be more relaxed.
11. A weekend social event with their friends would be great to have once a month. Wishful thinking - free lunch. Staff is excellent. Thank you.
12. Have home share support more educated on what other disability services are available. I did not know until I called they had emergency funding for clothes and a nutrition document to possibly get help for my supplements. Also, some disability documents are confusing to fill out so knowledge on this would be excellent.

Outreach Learning and Growth

| | 2023 | 2024 | CHANGE |
|--------------------|-----------------|-----------------|---------|
| Survey return rate | 39.02% (48/123) | 27.56% (35/127) | -11.46% |

The table below shows the results of Satisfaction Surveys for Outreach

| QUESTION | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|--------|--------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 72.92% | 85.71% | +12.79% |
| 2. I feel that communication between the services and my family is effective. | 70.83% | 74.28% | +3.45% |
| 3. I feel BACI is an advocate for my rights. | 83.33% | 80.00% | -3.33% |
| 4. I feel satisfied with the services I receive from BACI. | 95.65% | 85.71% | -9.94% |

Comments about service improvements provided by individuals served:

1. I'm continuing finishing my ECE program at Vancouver Community College (VCC). Sometimes I need help to send ECE BC Bursaries to show them proof if I pass my course at VCC.
2. More Hours. More Activities. More Staff.
3. Okay first, more check ins because I need more help. Second, when I need help and try to call my workers they never ever respond!! It's your job.
4. To give clients more hours so they can work on their goals with the Outreach worker.
5. I am very happy with the services but would like more support hours.
6. I wish it was easier to get information about recent and upcoming events in BACI. I used to be able to go to Still Creek to find out what was going on.
7. Would like more activities for older male clients.
8. Send this survey in an accessible format. This survey is not accessible at all for me to do independently.
9. Making the parties at Halloween and Christmas not so overwhelming. Less people. Or more parties, less people.
10. Continue to provide more supports hours, maybe 6 hours a week.
11. I don't understand why I am not getting the support I need with my specific goals. I cannot always figure it out on my own and I need more solutions/ideas.
12. Talk on my right of me and speak loudly some time.
13. More classes or more activities for clients. More staff that are motivated to help clients.

Stitched Services

| | 2023 | 2024 |
|--------------------|---------|---------------|
| Survey return rate | No data | 47.8% (11/23) |

The table below shows the results of Satisfaction Surveys for Stitched Services

| QUESTION | 2024 |
|---|---------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 90.9% |
| 2. I feel that communication between the services and my family is effective. | 90.9% |
| 3. I feel BACI is an advocate for my rights. | 100.00% |
| 4. I feel satisfied with the services I receive from BACI. | 100.00% |

Comments about service improvements provided by individuals served:

1. I have different group and working number to but important me I like services I learn skills and is truth working support me.
2. To have better communication between my family and BACI staff.
3. Improve speaking.

LIFE Services

| | 2023 | 2024 |
|--------------------|------------------|----------------|
| Survey return rate | No previous data | 45.83% (11/24) |

The table below shows the results of Satisfaction Surveys for LIFE Services

| QUESTION | 2024 |
|---|--------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 90.91% |
| 2. I feel that communication between the services and my family is effective. | 72.72% |
| 3. I feel BACI is an advocate for my rights. | 72.72% |
| 4. I feel satisfied with the services I receive from BACI. | 81.81% |

Comments:

1. Make me more independent.
2. Expend more time with client.

Adult Respite

| | 2023 | 2024 | CHANGE |
|--------------------|---------------|-------------|--------|
| Survey return rate | 18.18% (4/22) | 90% (18/22) | 71.82% |

The table below shows the results of Satisfaction Surveys for Adult Respite

| QUESTION | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|---------|--------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at BACI. | No data | 88.89% | |
| 2. I feel that communication between the services and my family is effective. | 100% | 83.83% | -16.17% |
| 3. I feel BACI is an advocate for my rights. | No data | 83.83% | |
| 4. I feel satisfied with the services I receive from BACI. | 100% | 94.44% | -5.56% |

Survey return rate might not reflect the real number of persons served receiving the Respite services.

BACI Employment Services (BEST)

| | 2023 | 2024 | CHANGE |
|--------------------|----------------|----------------|--------|
| Survey return rate | 27.12% (16/59) | 46.67% (35/75) | 19.55% |

The table below shows the results of Satisfaction Surveys for BEST

| QUESTION | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|--------|--------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 60.00% | 85.71% | 25.71% |
| 2. I feel that communication between the services and my family is effective. | 45.45% | 94.28% | 48.83% |
| 3. I feel BACI is an advocate for my rights. | 81.82% | 88.57% | 6.75% |
| 4. I feel satisfied with the services I receive from BACI. | 63.63% | 94.28% | 30.65% |

Comments about service improvements provided by individuals served:

1. Find more jobs including jobs that are in office environment.
2. Help people to find specific jobs.
3. I really appreciate all BACI's hard work and support. The only thing that comes to mind would be helping with ideal mapping of the Transit system, so I have a better understanding for how to get to and from work. This could possibly be helpful for others in my same situation. I'm very grateful for BACI and would feel lost without them.
4. Maybe trying to get along and socialize with your job coach to improve services at BACI.
5. More job service to help people find jobs and more first aid training too.
6. Is to try help people who don't have work.
7. Constant communication and understanding.
8. So far things are going fine with service. My family and I are happy. Keep up the good work!
9. Continue to provide more supports hours, maybe 6 hours a weekly.

Families Survey

| | 2023 | 2024 | CHANGE |
|--------------------|--------|--------|--------|
| Survey return rate | 22.92% | 32.59% | 9.67% |

The table below shows the results of Satisfaction Surveys for all Adult Services

| QUESTION | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|---------|------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 78.08% | 75% | -3.8% |
| 2. I feel that communication between BACI services and my family is effective. | 71.48% | 85% | 13.52% |
| 3. I feel BACI is an advocate for my family member's rights. | 85.65% | 83% | -2.65% |
| 4. I'm satisfied with the services my family member receives from BACI. | 90.72% | 87% | -3.72% |
| 5. I feel that our feedback and concerns are listened to and addressed by BACI. | No data | 85% | |

More detailed information about each service is provided below.

Community Inclusion Services (Day Services)

| | 2023 | 2024 | CHANGE |
|--------------------|---------------------|-----------------|--------|
| Survey return rate | 28% (26%+32%+26%)/3 | 40.91% (54/132) | 12.91% |

The table below shows the results of Satisfaction Surveys for CI

| QUESTION | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|---------|--------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 69.23% | 75.93% | 6.7% |
| 2. I feel that communication between BACI services and my family is effective. | 69.23% | 85.19% | 15.96% |
| 3. I feel BACI is an advocate for my family member’s rights. | 76.92% | 79.63% | 2.71% |
| 4. I’m satisfied with the services my family member receives from BACI. | 95.83 % | 83.33% | -12.5% |
| 5. I feel that our feedback and concerns are listened to and addressed by BACI. | No data | 83.33% | |

Comments about service improvements provided by families of individuals served:

1. I’m simply grateful that your program exists for my son and myself.
2. I realize staffing is an issue for everyone, but it does affect my family member when they have to deal with people who do not know how to help them, then exacerbated when the client is in discomfort or pain. Recognition of aging and how to best help them deal with new limitations.
3. S likes the “one on one” days best of all.
4. He IS legally blind, and it is most important any new staff be privy to this.
5. I’m happy with all the care he receives. Thank you.
6. Keep me up to date about staffing changes as I connect remotely and notice when new folks are on the team by the lack of calls I receive or the fact no one answers my calls to my family member. I should be part of new staff orientation – how we connect and how to use his tech to do so.
7. Research ways to improve the number of trained staff who are able to provide backup support when required. Perhaps this is an initiative that all the Community Living organizations and agencies can undertake as a province-wide exercise. This suggestion is not a criticism of our current support services from BACI, but a recognition of the staffing challenges faced by the Community Living agencies across BC.
8. Let families know how you’re advocating for caregivers.
9. We are quite happy with the Community Inclusion program
10. Continue to have the communications between BACI and the Family.
11. Create a group of the same interest.
12. Not sure.

13. I really don't know. He seems happy with his program and enjoys his day. At this stage that's all I really want for him.
14. More consistent and experienced staff, with less reliance on casual staff.
15. Doing activities my family member enjoys.
16. I feel that that this survey doesn't allow me to voice my specific concerns as the 2 programs are so different. One I have no concerns with and the other I would like to make comments on. It isn't fair to agree or disagree. This is why I have said unsure.
17. Communication with the worker should be freely so I don't always have to initiate contact.
18. We feel that our family member needs to continue receiving the above services as he feels included and part of the community when he does. At times, the consistency of care is not there.
19. Sufficient staff to provide the required support.
20. Expanded day program options for individuals at BACi, as program options are not always available in the community.
21. Invest some more money into CI programs.
22. What's on paper and what actually happens on a day-to-day basis don't match up. It's a bit disappointing.
23. You need to hire more women workers.
24. Sadly, staffing has been an issue, and my son does not always have staffing for the hours he should due to staff changes and shortages. The constant change of staff is an issue and although it is being worked on, it has not been consistent. Also, staff's use of phone has been an ongoing issue.
25. Help with some questions about what government money is available to assist with the cost of living
26. Please hire more responsible and helpful staff.
27. My child receives approx. 1/2 the services that are funded and that is getting worse.
28. Family member relies on HandyDart to get to and from the day program. At times he arrives before 9:00am due to HandyDart availability. There's been some pushback from the program as he is there too early. To the family this does not feel inclusive. Schedule anything that has involvement with others.
29. I'm all about communication so the more the better...sometimes information can get lost in translation between the program and home...but it's pretty good...
30. There seems to have been a lot of turn-around and staff changes which I understand is sometimes unavoidable, but consistency is something I know is important to my family member...
31. I cannot express enough gratitude to the BACi team for the ongoing support that B receives. You are an amazing group of people, and I am truly thankful every day that you are in our lives.
32. Re this survey, if you really want to know our opinions maybe you can use 1-10 points for each service. Then you can get the idea what we think about BACi 's services to ours.
33. My family member is scheduled for 4 hours a week. When his regular staff is away on vacation, he does not get his allotted service time. We have addressed this concern; it is listened to but not addressed.
34. Not all the discussed goals are reached.
35. The worker is great at communicating. We don't receive other updates or event info.
36. My answer is unsure because my family member is with BACi for not long. I feel that they should also get in touch with parents so the worker will at least be given some insights on the family member's behaviour. Hoping my family member will continue to receive services from BACi and they make a significant impact on her life.

Home and Community Services

| | 2023 | 2024 | CHANGE |
|--------------------|------|----------------|--------|
| Survey return rate | 22% | 65.91% (29/44) | 43.91% |

The table below shows the results of Satisfaction Surveys for HCS

| QUESTION | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|---------|--------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 83.33% | 72.41% | -10.92% |
| 2. I feel that communication between BACI services and my family is effective. | 83.33% | 82.76% | -0.57% |
| 3. I feel BACI is an advocate for my family member’s rights. | 91.67% | 79.31% | -12.36% |
| 4. I’m satisfied with the services my family member receives from BACI. | 91.67% | 82.76% | -8.91% |
| 5. I feel that our feedback and concerns are listened to and addressed by BACI. | No data | 79.31% | |

Comments about service improvements provided by families of individuals served:

1. We are quite satisfied with all the services that our family member has received from BACI. I cannot think of one service that is in need of improvement.
2. Continue to keep us informed of what is happening and to undertake advocacy work.
3. Have extra handyman.
4. Full tank of gasoline for outgoing activity, there’s always no gas on Saturday.
5. More group/residential homes.
6. Need more employees.
7. U are doing great for my son at this time.
8. Many thanks for support we are getting for him.
9. Great services.

Life Sharing Network

| | 2023 | 2024 | CHANGE |
|--------------------|-----------------|-----------------|--------|
| Survey return rate | 25.16% (39/155) | 38.68% (41/106) | 13.52% |

The table below shows the results of Satisfaction Surveys for LSN

| QUESTION | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|---------|--------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 92.11% | 80.49% | 11.62% |
| 2. I feel that communication between BACI services and my family is effective. | 73.68% | 85.37% | 11.69% |
| 3. I feel BACI is an advocate for my family member’s rights. | 92.11% | 87.80% | -4.31% |
| 4. I’m satisfied with the services my family member receives from BACI. | 89.47% | 90.24% | 0.77% |
| 5. I feel that our feedback and concerns are listened to and addressed by BACI. | No data | 87.80% | |

Comments about service improvements provided by families of individuals served:

1. More group/residential homes.
2. More respite for care givers.
3. My family member moved from home share to a group home, for which I am extremely thankful. Her needs greatly increased as she aged. Before that she was in home share and the Providers definitely need more/any respite.
4. Because I strongly agree with all of the above questions, there is nothing to improve on. The LSN Manager has been an angel for my sister, my mother and our family in supporting and finding solutions to any of our needs.
5. Let families know how you’re advocating for caregivers.
6. Advocate for better financial compensation for caregivers.
7. Things have been very good for the last 15 years for J. I know things are changing in 2025 and we have to get searching for the right person to live with and care for J in lots of time for them to be trained.
8. I wish funding for some programs could be less complicated and less time consuming.
9. To confirm what other services/benefits besides Life Sharing we can expect from BACI in our situation.
10. Continue to advocate for better access to dental treatment for people with disabilities.

11. Send regular email updates on developments at BACi, such as Still Creek building status updates, financial status information, personnel policy changes (i.e. LSN or other support managers changing from full time to part time status), etc. Cutbacks or service level reductions may not always be avoidable, but they should be clearly communicated and explained when they have to happen. On a related note, the recent personnel change for our LSN Manager appears promising.
12. I marked unsure, as I found the Family Services weekly e-news very effective and helpful, and I have not received notice of anyone else taking that on. I miss the product. We shared info and as a result families were provided with a robust short update on a wide variety of topics on a weekly basis. Regarding Life Sharing, I would appreciate interim updates from our LSN Manager.
13. I think an in-person, individually conducted survey to determine the kinds of activities/events some of the higher needs Aspen residents would enjoy might help uncover some common interests. If there's a cost involved, I'm sure family members would like to be consulted first, but I believe many would be happy to pay for activities their loved ones find particularly reinforcing. Events that involve music or dancing for example, would probably have wide appeal. The survey could be conducted electronically for those who have strong communication skills, but it would be great to hear from those who don't too.
14. I am very happy with our Life Sharing Manager. She is great.

Outreach Learning and Growth

| | 2023 | 2024 | CHANGE |
|--------------------|----------------|----------------|--------|
| Survey return rate | 16.30% (15/92) | 15.73% (14/89) | -0.57% |

The table below shows the results of Satisfaction Surveys for Outreach

| QUESTION | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|---------|--------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 85.71% | 71.43% | -14.28% |
| 2. I feel that communication between BACI services and my family is effective. | 85.71% | 85.71% | 0.00% |
| 3. I feel BACI is an advocate for my family member’s rights. | 85.71% | 85.71% | 0.00% |
| 4. I’m satisfied with the services my family member receives from BACI. | 85.71% | 85.71% | 0.00% |
| 5. I feel that our feedback and concerns are listened to and addressed by BACI. | No data | 92.86% | |

Comments about service improvements provided by families of individuals served:

1. I would appreciate support workers to help my son get connected to more community services.
2. I’m very impressed and grateful for the support we’ve received from the team.
3. I feel she is getting adequate service getting to and from appointments.
4. The Outreach department needs more staff.
5. More smaller goal setting would be great.
6. I have never spoken to anyone.
7. I cannot express enough gratitude to the BACI team for the ongoing support that B receives. You are an amazing group of people and I am truly thankful every day that you are in our lives.

Stitched Services

| | 2023 | 2024 |
|--------------------|---------|-------------|
| Survey return rate | No data | 4.2% (1/24) |

The table below shows the results of Satisfaction Surveys for Stitched Services

| QUESTION | 2024 |
|---|------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 100% |
| 2. I feel that communication between BACI services and my family is effective. | 100% |
| 3. I feel BACI is an advocate for my family member’s rights. | 100% |
| 4. I’m satisfied with the services my family member receives from BACI. | 100% |
| 5. I feel that our feedback and concerns are listened to and addressed by BACI. | 100% |

Comments about service improvements provided by families of individuals served:

1. Thank you for helping my daughter.

LIFE Services

| | 2023 | 2024 |
|--------------------|---------|---------------|
| Survey return rate | No data | 29.17% (7/24) |

The table below shows the results of Satisfaction Surveys for LIFE Services

| QUESTION | 2024 |
|---|--------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 57.14% |
| 2. I feel that communication between BACI services and my family is effective. | 57.14% |
| 3. I feel BACI is an advocate for my family member’s rights. | 100% |
| 4. I’m satisfied with the services my family member receives from BACI. | 100% |
| 5. I feel that our feedback and concerns are listened to and addressed by BACI. | 85.71% |

Comments about service improvements provided by families of individuals served:

1. More group activity.
2. We like to be informed of what is happening at BACI in the event that we might be able to attend the gatherings or help out.
3. We connected to the BACI service provider through my son’s CLBC assigned person. The BACI service provider was fantastic and helped him to learn to use transit. While the service was provided, we could communicate really well with him personally but had little to no contact with BACI as an organization (or at least it felt that way to me). I also don’t know the name of the BACI program through which that service was offered. I also don’t know any other BACI services, nor do I get communication from BACI.

Adult Respite

| | 2023 | 2024 | CHANGE |
|--------------------|---------------|----------------|--------|
| Survey return rate | 23.08% (6/26) | 46.15% (12/26) | 23.07% |

The table below shows the results of Satisfaction Surveys for Adult Respite

| QUESTION | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|---------|--------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at BACI. | No data | 83.33% | |
| 2. I feel that communication between BACI services and my family is effective. | No data | 91.67% | |
| 3. I feel BACI is an advocate for my family member's rights. | No data | 91.67% | |
| 4. I'm satisfied with the services my family member receives from BACI. | No data | 91.67% | |
| 5. I feel that our feedback and concerns are listened to and addressed by BACI. | 100% | 83.33% | -16.67% |

Comments about service improvements provided by families of individuals served:

1. I don't know where you could improve. Our family is so appreciative of all the support and kindness we receive from BACI. To say thank you just don't seem enough.
2. You could school caregivers on the differences between providing excellent health care and providing a good life (spending quality time and building connections), or provide more information about ending contracts.
3. The only issue we have had is with finding a permanent worker for my daughter. But that finally has happened and now things are so much better.
4. Increase respite funding so families can access and retain high caliber respite workers. Rates have remained the same for far too long.

BACI Employment Services (BEST)

| | 2023 | 2024 | Change |
|--------------------|-------------|-------------|--------|
| Survey return rate | 23% (11/48) | 20% (15/75) | -3.00% |

The table below shows the results of Satisfaction Surveys for BEST

| QUESTION | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|---------|--------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at BACI. | 60.00% | 73.33% | -13.33% |
| 2. I feel that communication between BACI services and my family is effective. | 45.45% | 86.67% | 41.22% |
| 3. I feel BACI is an advocate for my family member's rights. | 81.82% | 86.67% | 4.85% |
| 4. I'm satisfied with the services my family member receives from BACI. | 90.90% | 86.67% | -4.23 |
| 5. I feel that our feedback and concerns are listened to and addressed by BACI. | No data | 86.67% | |

Comments about service improvements provided by families of individuals served:

1. Secure more employment opportunities.
2. I am not sure if this is necessarily an improvement to your services, but we are frustrated with the lack of opportunity to find paid employment AND volunteer positions.
3. No improvement necessary as BACI has exceeded my expectations and do a marvellous job. Their diligence, caring and hard work has not gone unnoticed. I'm extremely grateful for all their professional support. Great services and I thank you so much.
4. There are no issues with the service. I think this should be better funded, that's all.
5. Just by communicating with them on how I am doing as a client for the services you provide at BACI.
6. Not sure.

Children’s Services

BACI operates five inclusive child care centres in the City of Burnaby. The Fairhaven and Little Eagles centres provide child care to children ages infant to 5 years. The Brentwood Park Plus and South Slope Out of School Care Centres provide before and after school care to children aged 5 to 12 years. The centres are principled under the values and practices of early childhood education, play-based learning, child development, diversity, well-trained and qualified staff, families as partners, and always ensuring the health and safety of each child. Variety Cariboo Centre received an end-of-lease notice, prompting the need to search for a new location. As many families found alternative placements for their children, a survey was not distributed to the families at this center.

As BACI’s Impact Evaluation covers the analysis of qualitative and quantitative data, this Survey covers only the area of satisfaction with the services.

| | 2022 | 2023 | 2024 | CHANGE |
|--------------------|------|------|--------------|--------|
| Survey return rate | 52% | 47% | 46% (50/109) | -1% |

The 2024 Survey data is comparative to 2023 and 2022 Satisfaction Surveys to see the changes in progression.

In 2024, 50 out of 109 families whose children receive services at the child care centers responded to the Survey.

- Brentwood: 4 out of 22 responded. 18% response rate
- Fairhaven: 18 out of 36 responded. 50% response rate
- Little Eagles: 22 out of 33 responded. 67% response rate
- South Slope: 6 out of 18 responded. 33% response rate

| QUESTION | 2022 | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|---------|---------|------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at my child’s child care center. | No data | No data | 100% | |
| 2. I feel informed about initiatives, updates, and events at BACI. | No data | No data | 70% | |
| 3. I have regular communication with the staff about my child. | 93% | 97% | 94% | -3% |
| 4. The staff is approachable and listens to concerns and suggestions about my child and the center. | 93% | 97% | 96% | -1% |
| 5. I am satisfied with the activities my child participates in at their child care center. | 89% | 95% | 96% | +1% |
| 6. BACI recognizes and respects my family as a partner in the provision of child care. | | 80% | 98% | +18% |
| 7. I feel satisfied with the services I receive at the child care center my child attends. | 91% | 95% | 96% | +1% |

Overall, the level of satisfaction with the services is high. Families emphasize their satisfaction with the service, particularly highlighting the Early Childhood Educators for their exceptional care and meaningful interactions with children and families. Below are some of the comments provided by families.

Comments:

1. Fairhaven has absolutely wonderful staff. My child is excited to attend daycare every day and leaves with a smile. We are thankful they provide such great care to the children.
2. Overall, I am very pleased with the care and attention my child receives at your daycare. The staff are friendly, approachable, and genuinely engaged with the children, creating a positive and nurturing environment. It's evident that the center prioritizes safety, structure, and fun, and my child enjoys coming every day.
3. I am happy with the service South Slope has provided for my two school-aged kids. They are happy and healthy. The staff are engaged and kind to the kids. Both kids are enjoying their time with South Slope Out of School Care.
4. Overall, the child care centre is excellent. There is very little I would change as the most important things are excellent – the staff, the environment and the activities. I feel very safe and secure leaving my child in their care.
5. The staff at Little Eagles are awesome. There is nothing that requires improvement! Well done!
6. Great staff and administrative staff. Feel very lucky to have a spot at Fairhaven for my child.
7. The Fairhaven Supervisor and her team are absolutely amazing. The level of communication, responsiveness and care are incredible. We are so fortunate to have them as our child care provider. Please continue to keep up the great work that you do.

It's evident that families are not fully aware about initiatives, updates, and events at BACi, however they know about child care center activities. It might be beneficial to work on building a stronger connection between Adult and Children's Services, so families can have a better understanding of the organization and participating in organization-wide activities.

Families provided feedback on improvements they would like to see moving forward:

1. Parents would like to have regular daily updates about their child's time spent at the daycare (any incidents, nap time, eating, child progress, etc.).
2. When a new employee is joining, parents want to receive updates, including a brief staff bio.
3. More outdoor time, including nature walks, games and themed exploration days.
4. Healthy snacks and an improved variety.
5. Make sure the children's belongings are not mixed up with other children's items.
6. Have family engagement events.
7. Provide feedback to staff on reducing their personal phone use and avoiding situations when children are watching TV during daycare hours.

Infant Development Program

IDP serves children from birth to three years old who live in Burnaby and are at risk for, or who already have, a delay in development. The programs are “family centered.” This means that parents decide on what kind of support is needed. It’s primarily a home-based, in-person visiting program, where IDP Consultants visit infants and children with their primary caregivers at home.

At the time of the Survey distribution, there were 218 families receiving IDP services. 79 responses have been received, which brings the response rate to 36.2%.

| | 2022 | 2023 | 2024 | CHANGE |
|--------------------|------|--------------|----------------|--------|
| Survey return rate | 35% | 35% (86/248) | 36.2% (79/218) | 1.2% |

2024 Satisfaction Survey data compared to 2023 and 2022 results

| QUESTION | 2022 | 2023 | 2024 | CHANGE FROM PREVIOUS YEAR |
|---|--------|-------|------|---------------------------|
| 1. I feel informed about initiatives, updates, and events at Infant Development Program. | | | 94% | |
| 2. I feel informed about initiatives, updates, and events at BACI. | | | 80% | |
| 3. I feel satisfied with referrals and connections to the resources (e.g. therapists, community activities, other parents, etc.). | | | 90% | |
| 4. I am satisfied with communication and approach of my IDP Consultant. | | | 96% | |
| 5. As a result of the services received at IDP I feel more confident as a parent. | 91.4% | 95% | 94% | |
| 6. I’m satisfied with the services I receive at IDP. | 96.25% | 97.4% | 96% | |

The level of satisfaction with the services is high. Families share their satisfaction with the services and help provided by IDP Consultants.

Similar to child care services, parents are not as aware of initiatives, updates and events at BACI. One parent commented: “I am not sure what BACI is and if there are other things I could be accessing.” IDP families could benefit from learning more about BACI and building connections with families receiving Children’s and Adult services.

Below are some of the comments provided by families:

1. I feel that the experience I have from IDP is excellent.
2. I’m very satisfied with the service we received. Our IDP Consultant is super kind and helpful.
3. I found the service has been great even though I only had two appointments so far. As a parent, I’ve benefited a lot from this program. Can’t say thank you enough.

4. This is truly world class service, and we are so grateful to have access to care like this for our daughter and for ourselves as parents! IDP has helped K reach important milestones on time, helped us find a daycare for her to attend, and has connected us with physiotherapy to support her. We couldn't be more grateful
5. Thank you IDP for helping our family. Our IDP Consultant has been a really good help for our family. She's very friendly and nice. Easy to approach and she always makes sure we're heard.
6. I love the IDP Consultant we have. Couldn't have asked for anyone better.
7. I am glad to put my son through this wonderful service which has made his life better. Thank you so much :)
8. Our IDP Consultant was amazing with me and the children. She explained everything clearly and I felt comfortable to ask questions. Never felt judged or pressured.
9. Services are amazing. Everyone is super friendly and helpful.
10. Our IDP Consultant was very helpful for us. We did not meet any other Consultant. If all of the Consultants are at her level, you don't need to do much to improve your services.
11. Not sure you can do much more! At least not in our Consultant's case. She was absolutely fantastic and both baby and I adore her. She was so kind, professional, informative and just went above and beyond for us. 1000000/10
12. My family is really happy, grateful, thankful and blessed because of the unending support you gave to our family.
13. You people are amazing. We are very pleased with the service.
14. Thank you IDP for all your efforts which really help us navigating through the parenthood journey, especially for new parents!
15. I am very happy with my service through IDP. The Consultants are so compassionate and understanding.
16. All services were amazing and our IDP Consultant is the best. We cannot ask for more. I am one of the confident and happy moms now because our Consultant extended her wisdom, her compassion, her love and knowledge to this field. She is one of our inspirations and my support through this journey. I cannot thank you all for the amazing love and support you've given to us.

Families provided the following suggestions around service improvements:

1. Improve the referral process, ensuring that families transferred over from other IDP programs receive timely support.
2. Ensure closer collaboration between IDP and other organizations and specialists supporting infants and children with disabilities. Keep families informed about BACi's internal resources and collaboration opportunities.
3. Remove the language barriers in accessing the services for families with English as a second language.
4. Offer events and workshops to IDP families.
5. Families are requesting an increased number of therapy sessions and number of days/timings for playgroups.
6. Share resources such as videos, guides and education materials with families so they can support their children independently.
7. Implement a formalized communication process for when children age out of services, such as an exit meeting or summary email.