



# Handbook for People Served

May 22, 2026

**Burnaby Association for Community Inclusion (BACI)**

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## A Message to the People We Support



### Why We Give You This Handbook

We believe people need information so that they can make the right decisions for themselves. They need to know about important things like rights and responsibilities, how to make a complaint, and how they can see their file. They need to know about the services they receive and what to expect.

This handbook has general information about the Burnaby Association for Community Inclusion (BACI).



### Understanding the Information

We believe that it is very important that you are able to understand the information we give you. We have tried to write as much of this handbook as possible in plain language. Someone can talk with you about what's in it, they can read it to you, or you can ask to listen to a recording of it. You can also ask to receive it in another language or in sign language.



### How to Use this Handbook

Someone will go through this handbook with you and your family and/or caregiver when you start receiving our services. We will give you a copy to look at whenever you want. Keep this handbook in case you have any questions later. You can ask for help if you want to look at it again.

# I: Who We Are

## 1. Our History

The vision and commitment of the Burnaby Association for Community Inclusion (BACI) is to achieve excellence in each of our service areas. BACI is recognized as offering innovative and person centered service, responsible and powerful advocacy, and leadership within our community.

In 1956, parents of children with disabilities formed a non-profit Association in Burnaby to help advocate for the rights of their sons and daughters. Over the years, our name has changed but our commitment has always been to respond to the needs of our members and the people we serve.

Shortly after its beginning, the association and parents introduced Burnaby's first school for children with special needs. By the mid-1960s, the Burnaby School Board provided BACI with three separate Donald Patterson sites (named after an excellent Vancouver doctor that treated children with disabilities and lent his name to our cause) for special needs education programs. Plans were soon underway to build a new Donald Patterson School on Canada Way.

In the 1970's, the Association developed a series of programs that led the way for the services that exist today (for example, early childhood intervention, respite, vocational training supports, and summer recreation programs).



With the welcomed closure of Tranquille, Woodlands and Glendale in the 1980s, BACI played a big role in welcoming citizens with disabilities back to the community and in making sure that they were successfully supported. At the same time, a vision grew of building and owning our own centre. Thanks to the efforts of Association members, the BAMH Building Options Foundation, the City of Burnaby, the provincial government, community volunteers, and local businesses and corporations, our Still Creek Centre became a reality.

From its start as a grassroots organization, BACI has maintained a strong commitment to listening to the needs of the people and families served. Services must honour this group above all and be capable of meeting a variety of needs, interests, and wishes. This belief results from the fact that our services directly and deeply affect the quality of life of those receiving them. We are committed to being a dynamic and positive Association with a strong membership always driven by, and answerable to, the person and families we serve.



One of the most important values that guides BACI's work is the belief that citizenship (rights, privileges, and responsibilities) must be provided to all Canadians, including people with a disability. Therefore, our goals are to: (1) Integrate the principles of citizenship into the services we provide, like the right to self-determination, contribution, and the freedom from discrimination and; (2) Advocate to make sure these principles are also present for people with disabilities in all social and political systems.

Each person has the right to make decisions about what sort of life they will lead, and to be given responsibility for those choices. This includes the right to make decisions regarding their working life, home life, community activities, and the direction taken in their personal journey.

BACI is committed to:

- All self advocates being given roles of leadership, involvement and influence in matters that are of concern to them (including our services), and all people being directly involved in all decisions affecting their life.
- All people enjoying opportunities to make meaningful contributions to their communities.
- Our local communities, cities, province and country being places of full inclusion for people with disabilities, especially if they need extra supports to live in the community.
- Citizens respecting each other's rights and responsibilities.
- Citizens with disabilities making, and being recognized for, contributions to the Burnaby community and beyond.
- Children with disabilities learning, growing and playing with other children in their community.

## 2. Our Vision, Mission and Guiding Principles

### **Vision (What we want):**

A society that **includes** all people

### **Mission (What we do):**

BACI creates places where people of all ages

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



# Statement of Values and Principles

## (What we believe):

*We believe:*

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

### 3. Our Services

#### *Home and Community*

##### **Our Commitment**

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

#### *Staff-Supported Homes*



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

BACI has 16 staffed homes in the Lower Mainland where 2-5 people live together. Staffing is provided 24 hours a day, 7 days a week.

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

All participants must be referred through CLBC. Service levels are determined through the CLBC referral and funding process. **CLBC can be reached at 604-933-2000.**

**Once a referral is received, BACI can develop a transition plan and identify a start date. For more information, please contact Senior Managers Michelle Bewley or Carolyn Davey, or Managers Joanne Zamora, Abigail Lobo or Rebecca Doran, at [H&CS@gobaci.com](mailto:H&CS@gobaci.com) or at 604-299-7851.**

## *Life Sharing Network*



The Life Sharing Network offers another option to the staffed residential homes by providing the people we serve with a home to live in with people from the community and/or respite supports within the home of other people. BACI contracts with families (including single persons or couples) who are interested in welcoming a person into their home and supporting that person to: develop and maintain their personal network of friends and family; find and participate in meaningful activities; and feel like they are truly welcomed in their community.

**Referrals are required from Community Living British Columbia (CLBC). CLBC can be reached at 604-933-2000. Once a referral is received, BACI can develop a transition plan and identify a start date. For more information, please go to [www.lsn.gobaci.com](http://www.lsn.gobaci.com) or contact the Senior Manager, Karey DeGenova, at [lifesharing@gobaci.com](mailto:lifesharing@gobaci.com) or call 604-299-7851.**

## *Subsidized Housing Options*

BACI also has other housing developments – Stride, Filby Court, Madison, Rosser, and Orchard Heights – that offer flexible living situations for people with disabilities.

**Applications for these housing opportunities can be made directly to the Property Manager, Kathy Chana, at 778-888-6277.**

## *Community Inclusion (Day Services)*

### **Our Commitment**

BACI offers a range of services that aims to meet the interests and needs of many people. One of our main goals is to build the skills necessary for people to participate fully and confidently in community life, to create and maintain relationships, to volunteer or work and to have fun.

We support people in small groups and on a one-to-one basis, to participate in a range of events and activities in their local community. Supports are usually provided Monday through Friday during the daytime, however, we try to be as flexible as we can to meet the needs of participants.

Access to services is based on program capacity at the time. All participants must be referred through CLBC. How much support you receive is determined through the CLBC referral and funding process. Once a referral is received BACI can then develop a transition plan and identify a start date. CLBC can be reached at 604-933-2000.

**For more information on Community Inclusion, please contact Michelle Bewley, Senior Manager of Community Inclusion, at 604-299-7851.**

### *Artists Helping Artists (AHA)*

AHA is an art collective where people of all abilities and skill levels come together to make art of all kinds. Anyone over the age of 16 is welcome to drop by the studio.

AHA is located at 7724 Royal Oak Avenue in Burnaby is typically open Monday to Friday from 9am-3pm. Check the AHA calendar at [www.ahaburnaby.ca](http://www.ahaburnaby.ca) for the most up to date hours and events.

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



### *Economic Inclusion*

In our Economic Inclusion section, we help people to become part of the economic community in supported work, employment, and self-employment. In terms of employment, BACI has its BEST employment and training services that works to uncover an individual's strengths and preferences, and works to create a match with an appropriate employer.

Service is normally provided between 8:00 a.m. and 4:00 p.m., Monday through Friday, although there is some

flexibility in scheduling.

**Referrals are required from Community Living British Columbia (CLBC). CLBC can be reached at 604-933-2000. Once a referral is received BACI can then develop a transition plan and identify a start date. For more information, please contact Krista Marander at 604-299-7851.**

## *Outreach Services*

The focus of our Outreach Services is to support people to live successfully in the community. BACI's programs are designed to make sure the People we serve develop the skills needed to lead the lives they want in their community. It is not enough to be just present in a community; we all need to feel that we belong and that we are valued. Outreach Services meets this goal by providing people with opportunities to make the most of their skills, abilities, and confidence so that they can live a full life with many meaningful options in the community. The services are often provided directly at the individual's home or in a place where they can learn the skills they need (for example, at the bank, grocery stores, city transit, etc). Support times are designed to meet the specific needs of the person served.

**Referrals come through Community Living BC (CLBC), who also manages the waitlist. For more information, please contact Manager Eric Hofer at 604-299-7851.**

## *Teen Program*

Funding from the United Way and our own fundraising efforts allow us to provide this support. BACI also has a summer program for teens that is funded by MCFD.

**Referrals can be made directly to this program. For more information, please contact Jen Ghioda at 604-299-7851.**

## *Family Support*

**For more information on our Family Leadership & Education Program, Family Support & Advocacy, and our Parents' Support Groups, please contact Fiorella Torres at 604-299-7851.**

**To find out about our Chinese Parents' Support Group, please contact John Tsang at 604-299-7851.**

### *Choosing or Changing Your Program*



We will give you information about any program in which you are interested. We will tell you about the program's admission criteria and will help you find out if the new program is a good fit for you.

### *Program Outcomes*

Each program has a set of person-referenced outcomes designed. This information is provided in the section about your program. The outcomes are to tell you how we can make a difference in your support. If you would like to know more about outcomes and how we use them to improve our services, please ask.

## 4. Our Employees



About 500 employees work at BACI. The people who work for us were chosen because they have:

- Experience working with people with disabilities;
- Schooling that helps them to work with people with disabilities;
- A good set of values.

### *Requirements and Training*

- First Aid and CPR – which they must keep updating;
- Non-violent Crisis Intervention – so that they know how to respond in a crisis;
- Person Centred Thinking training – so they know how best to support you.
- Employees who drive the agency vans must have a Class 4 Driver's License;
- Employees who give out medication take special training;
- All employees complete Criminal Record Checks and tests for Tuberculosis (TB);
- Fully vaccinated for COVID-19 in accordance with Public Health Officer (PHO) mandate.

### *Choosing Staff to Work with You*

It is important to us that you feel comfortable with the staff who works with you or your loved one. If you don't feel comfortable, then you or your family member should talk to the Program Supervisor/Coordinator. They will see if there is anything that can be done to make changes.

### *Conflict of Interest*

At BACI, employees will not work with a family member who may participate in a program. If someone who is in your family is one of our employees, we will arrange for another person to work with you.

## 5. How to Reach Us

*Different Ways to Contact Us:*



### **By Telephone**

604-299-7851

### **By TTY**

604-563-2579

### **By Fax**

604-299-5921

You can call our Reception Desk any time at 604-299-7851. Our receptionist will answer from 8:30am to 4:30pm. Outside of these hours, you can leave a message. You can call all Program Supervisors/Coordinators on their direct lines or at the homes where they work. Many of our staff carry cell phones.

In case of an emergency, they can be reached during the hours we are open. You can call Reception, tell them it is an emergency and they will reach staff for you.

### **Visit our Website**

[www.gobaci.com](http://www.gobaci.com)

### **Visit us on Facebook**

[www.facebook.com/gobaci](http://www.facebook.com/gobaci)

### **Visit us on Instagram**

[www.instagram.com/gobaci2702/](http://www.instagram.com/gobaci2702/)

## 6. Accessibility



All program locations at BACI are accessible to people who use wheelchairs or other adapted forms of mobility – e.g. scooters, walkers, etc. We also provide other ways of communicating for those who may need it. This may be a language or sign language interpreter, tapes you can listen to or other communication systems. Important information is written in language everyone can understand. All the people we support are asked what special things they need in order to do the things they want to do.

## 7. BACI Code of Ethics

Our Code of Ethics reflects our values, the principles governing our behaviour, the standards expected of us, and our commitment to choosing the best course of action.

This Code extends to everyone who owe a responsibility to the organization, including employees, Board members, volunteers, and sub-contractors.

BACI's Code of Ethics was created with input from the people we serve, families, Board members, and employees. To ensure that this Code reflects the current values and standards of BACI, it will be reviewed every three years by a committee organized by the Board of Directors.

You can find a summary of our Code of Ethics here: <https://bit.ly/3Pm9SqJ>

## II. Rights and Responsibilities

### 1. Your Rights—An Introduction

BACI believes it is very important that you have a clear understanding of your rights:

- As a person living in Canada;
- As a person living in British Columbia;
- As a person receiving service from BACI.



We will go through these rights with you when you start receiving services from us. There will be opportunities for you to gather with others on a regular basis to learn more about your rights and how to advocate for yourself. If you are interested in being part of the BACI Advocacy Committee or Self Advocacy Group, we can help you connect. As well, your staff will help you to learn about and express your rights through the personal service planning process that happens at least once a year. We will also ask you, at least once a year, to tell us how we are doing at helping you learn about and express your rights through our ‘Satisfaction Survey’.

### 2. Your Rights as a Person Living in Canada

Your rights as a person living in Canada are explained in the **Canadian Charter of Rights and Freedoms**. Some of the rights in this Charter are:

- The right to be treated fairly and equally regardless of your colour, sex or age, or whether you have a physical or developmental disability;
- The right to choose your religion;
- The right to your own thoughts and the right to talk about your thoughts;
- The right to come together with other people;
- The right to vote;
- The right to stay in Canada or leave;
- The right to learn.

The Charter also tells you that if anyone denies your rights, then you can ask people to help you make sure that your rights are respected.

### 3. Your Rights as a Person Living in British Columbia (BC)

Your rights as a person living in BC are explained in **The BC Human Rights Code**. It says that you cannot be discriminated against because you have a physical or developmental disability. The code says you have the right to:

- Access the same rights as everyone else, including restaurants, malls, buses and schools;
- Get hired and get the same wages as everyone else;
- Be treated the same as all the other tenants, if you rent an apartment or a house.

#### *Your Right to Assistance in BC*

Persons with disabilities who are 18 years or older in BC have the right to benefits and services.

#### *BC Disability Benefits*

Depending on your needs and your income, you are likely eligible for:

- A monthly support allowance;
- Medical coverage, including Medical Services Plan and Pharmacare coverage, as well as other medical benefits such as glasses or dental care;
- An annual bus pass.



Your Employment Assistance Worker (EAW) can tell you more about your BC Disability Benefits. The office for your EAW is listed in the section titled “Contact Information and Resources”. You can also check the website for “Office for Disability Issues” at [www.gov.bc.ca/odi](http://www.gov.bc.ca/odi) to get disability benefits information.

## 4. Your Rights at BACI

It is BACI's responsibility to provide service to you in ways that respect your rights as a person who lives in Canada. Respecting every single one of your rights is important. Here are a few examples of how we do that:

### **You have the right to make choices and decisions about your life.**

We know that some people with disabilities may need help to make some choices. We think it is important that you make as many choices and decisions as possible about your own life, so we have come up with some different ways to assist you.

- **We give you information, or help you get the information you need** so you can make the best choice or decision for yourself.
- **We support you to try out options** so you have a chance to try out your choice and see if it is a good one.
- **We know it is okay to change your mind** because we know it is part of learning to make choices.
- **We support you to ask for help** from someone you know and trust.
- **We help you to look at risks** to your health and safety. If there are any risks to the choices you make, we will ask other people who know you to look at the risk. They will help you decide about whether to continue with the activity or how to lessen the risk, if you decide to continue.

### **You have the right to know what kind of information BACI keeps about you.**

- BACI will ask you and your family or caregiver to give us information about you. We keep that information so that people who support you know what you like and what you need
- We keep the information about you in a confidential file in a locked storage place. Only the people who need to know about you or your family have the right to get into those storage places.
- We also keep some information about you in your website in ShareVision. Again, only those people who need to know about you have access to your website
- **You can look at the information about you at any time.** Ask your Program Supervisor/Coordinator, and they will go through your file with you.
- **You also have the right to request information in a language or communication system that you understand.** You have the right to information about community resources that might be available to you. Check the "Resources" section at the back of this book.
- You have the right to get the information you need to make good decisions. This information will be made available to you in a **timely manner**.

## You have the right to privacy at BACI.

*Privacy means that information about you is confidential.*



When you turn 19 in BC, you become an adult. Once you are an adult, people who need information about you need to talk to you first. Then you decide if you want them to talk to you, your parent, or your caregiver. Before you talk to anyone, you can ask if you can talk about things that are “confidential”. That means that what you say is **private** and won’t be told to anyone else.

There are some things that cannot be confidential. For example, if you say someone is touching you in a bad way, the person you tell has to tell your social worker or the police.

*Privacy also means that:*

- You have the right to be alone, if you choose;
- People should knock and ask if it is okay with you before they come into a space where you are alone;
- People should not look at, or take your private things or money.

*We respect your privacy at BACI by:*

- Making BACI staff aware of your right to privacy;
- Not talking about you to people who do not need to know about you;
- Not sharing information about you until you, or someone you have chosen, gives us permission;
- Keeping written information about you in a locked place;
- Respecting your right to privacy when we help with personal care;
- Supporting you and everyone else to respect the privacy of others.

## You have the right to be served by BACI and live free from any kind of abuse.

BACI will not tolerate any kind of abuse of the people we serve. When we say abuse, we mean all kinds of abuse, such as:

- Physical Abuse;
- Sexual Abuse;
- Emotional Abuse (like bullying, humiliation, retaliations);

- Financial Abuse or Exploitation (like stealing your money or making you spend your money in ways you don't want, stealing your possessions, taking picture of you without your consent, using the Internet to say mean things about you);
- Neglect (like not paying attention to you and helping you be safe and healthy).

We work hard to make sure no one served by BACI ever experiences an abuse of their rights of any kind, by having the following things in place:

- Accessible policies that describe our commitments around rights, including the ones noted above;
- A team of trained staff who are expected to engage the people we serve in on-going meaningful dialogue about their rights;
- A strong commitment to family involvement – we see family and friends as an important way to help the people we serve be less vulnerable to abuse of their rights;
- Personal Service Planning (PSP) that explores and strengthens each and every person's own understanding and unique expression of their rights;
- Advocacy and Self Advocacy Committees teach about and advocate for the rights of all people.
- We support (financial/service) the people we serve to attend annual advocacy conferences and help shape the advocacy agendas;
- Participation in the 'Include Me' surveys that, in part, measure BACI's efforts at providing information about rights and providing service in ways that respect rights;
- We share the results of our 'Include Me' survey and our internal service evaluations as they are completed each year, so you can see how we're doing with respect to supporting you to express your rights.

### **You have the right to complain at BACI.**

For example, you or your family might disagree with a decision that has been made that affects you. If you, or others important to you, disagree with something, there is a way to help everyone involved to openly talk and resolve issues.

### *The Complaints Procedure*

## **At the Beginning:**

If you or your family disagree with something that was said or something that happened at BACI:

- Talk to the Program Supervisor/Coordinator;
- You might decide to meet with the staff and the Program Supervisor/Coordinator involved so that you can voice your concern;
- If your concern is not resolved, then you can choose to go through the Formal Complaint Process.

## **The Formal Process:**

Find the online Complaint Form at <https://gobaci.com/>. There is a space that says “Concerns” where you can send us a message. You can ask a friend, family member or staff for help with filling it out. We will have a meeting to discuss the complaint.

Everything that everyone says at a Complaints meeting is written down. We will give you a copy of anything written down.

- The Complaints Officer will look into your concern and get back to you within 2 weeks;
- They will share with you what they find out as soon as possible. They will give you a report that will include a decision;
- If you are not happy with the decision, you can talk to the Executive Directors about it up to 30 days after the decision;
- The Executive Director(s) will talk to everyone involved;
- The Executive Director(s) will talk to you about the decision;
- You will get their decision in writing within 2 weeks;
- If you are unhappy with their decision, you can take your concern to the Board of Directors or somebody outside of BACI (i.e. a family member, self advocacy group, or the Provincial Advocate for Service Quality);
- The Board will study your complaint and the decision made, and will let you know what they think is fair within 2 months.

For people we support in our licensed homes, families/advocates may also make a complaint directly to Fraser Health Community Care Facilities Licensing in Port Moody at 604-949-7730.

*What can you do if you think you have been discriminated against because of your disability?*

- Talk to us – we can help you to take the next steps;
- If you are working, find out if your employer has a complaints procedure.

## 5. Your Responsibilities at BACI

Along with rights, you also have responsibilities, or things we expect of you.

### Your Responsibilities at BACI are:



- To participate in the planning of your services;
- To let us know if you're not happy with something;
- To let us know of important changes in your life;
- To let us interview you when you leave;
- To cancel appointments you might have with us or a worker if you can't make it.

### Your Responsibilities and your Health and Safety

You have a responsibility to let BACI know of any health or safety concerns that you have.

### We need to know things like:

- The medications you take;
- Medical/health concerns you have;
- Safety concerns you have;
- Health and safety supports that you require.

### You also have a responsibility to tell us if you do not feel safe:

- When you are in a program at BACI;
- With someone at BACI;
- When you are in the community;
- When you are in a vehicle while being supported by a BACI employee.

**You have a responsibility to carry Emergency Contact Information with you.**

## 6. Self-Advocacy

- Is about speaking for yourself;
- Is about speaking out for your rights;
- Is about teaching others to speak out for their rights.

### Some People Need Help to Advocate for Themselves

- Some people can't talk or communicate easily with others;
- They may need a friend, family member or someone else who knows them really well to speak for them.

### Self-Advocacy Means Having a Say About your Services.

People with disabilities should have a say about their services by:

- Participating in planning;
- Letting people know if they are satisfied or not with their service;
- Participating in an advocacy group;
- Sitting on the board of a service agency and if necessary getting support so they can be heard.

## 7. Self-Advocacy at BACI

BACI supports people to advocate for themselves.

- The BACI **Information and Advocacy Services Program** will advocate for you or will help you to advocate for yourself;
- Most of you are encouraged and supported to participate in the **Personal Planning Process**;
- Annual **Satisfaction Surveys** will be given to you every year so you can tell us if you are satisfied or not.

## 8. Health and Safety

At BACI, we have procedures written down to help you if there is an emergency.

### Fire and Earthquake

If there is a fire, an earthquake, a flood, or power outage, we will help you to:

- Leave the building or be moved to a safe place until help arrives;
- Follow a route that is drawn on a map for your building;
- Meet in a chosen place outside the building;
- Practice emergency drills on a regular basis.

### Medical Emergencies

If you have a medical emergency:

- The first person on the scene will give you first aid;
- Other staff will go to get information about you so that we can give you the best support;
- If necessary, we will assist you to go to a medical clinic;
- If needed, we will call 911;
- Your caregiver and family will be called.

### First Aid

All BACI staff have up-to-date First Aid training. There are First Aid Kits at every site and in all our vehicles.

### Universal Precautions

BACI staffs are trained in Universal Health Precautions. If they come in contact with blood or other body fluids, they will follow proper steps so they are less likely to catch a disease. That way staff stay safe and so do you.

To prevent staff from coming into contact with blood or other body fluids, they will:

- Follow hand washing procedures;
- Wear gloves;

- Follow proper clean-up procedures.

If you come into contact with blood or other body fluids, we will help to make sure you are safe.

## 9. Keeping Quality Services

Your suggestions and feedback are the most important ways we make sure our services are the best. We ask for your input in many different ways and we always take what you say seriously. Here are some of the ways we ask for your opinions:



### **Direct comments**

When you, or people who care about you, tell us things you need or want we write it in your file and then we do our best to make sure you get it. If you tell us you're unhappy about something we make sure we listen and we try to sort it out. If you feel we haven't listened, you can always talk to someone else.

### **Satisfaction Surveys**

Every year we will send you a form, or meet with you, so we can ask you questions about your program and workers. We use this information to improve what we do.

### **Focus Groups**

Sometimes we have special meetings so we can hear from a big group of people. Sometimes we need their help, or we need to tell them about things we are doing and see what they think.

### **Exit Interviews**

We like to talk to people when they leave our services. This is a very important time for us to hear from you as to how you felt about the services you received.

### III: Contact Information and Resources

#### 1. BACI Important Phone Numbers

##### *Head Office*

Phone ----- 604-299-7851  
Fax ----- 604-299-5921

##### *Community Inclusion*

Christine Sinclair Community Centre – 2<sup>nd</sup> Floor – 3713 Kensington Ave, Burnaby--604-299-7851  
Cooking Space – 101 – 7658 Royal Oak Avenue, Burnaby -----604-299-7851  
New West Space – 336 Columbia Street, New Westminster-----604-299-7851  
Seniors’ Space – 7782 Royal Oak Avenue, Burnaby-----604-299-7851  
Steveston Program – Unit 13/14 - 3993 Chatham Street, Richmond -----604-299-7851

##### *Artists Helping Artists (AHA)*

7724 Royal Oak Avenue, Burnaby  
Phone ----- 604-438-4775

##### *Economic Inclusion*

BEST (BACI Employment Services & Training)  
336 Columbia Street, New Westminister, BC ----- 604-299-5100

##### *Outreach Services*

7716 Royal Oak Street, Burnaby Phone ----- 604-299-7872  
Fax ----- 604-299-5921  
HOFER, Eric-----604-299-7851

##### *Staffed Homes*

To contact a specific home, please phone ----- 604-299-7851

##### *Stride Place*

7575 Kingsway  
Phone ----- 604-515-7510  
Fax ----- 604-515-7515

## 2. Important Resources

**Fraser Health Authority** ----- 604-918-7631

**Vancouver Coastal Health Authority** ----- 604-736-2033

**Community Living British Columbia (CLBC)** ----- 604-933-2000

**Ministry of Social Development office** ----- 1-866-866-0800  
(information about your BC Benefits cheque)

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

204-456 West Broadway, Vancouver, BC V5Y 1R3

Phone ----- 604-872-1278

Fax ----- 604-875-9227

TTY ----- 604-875-8835

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

**Service BC** ----- 604-660-2421  
(information about disability benefits)

### **Advocate for Service Quality**

(for adults with disabilities)

2<sup>nd</sup> Floor – 555 West 8<sup>th</sup> Avenue, Vancouver, BC V5Z 1C8

Phone ----- 604-775-1238

Fax ----- 604-660-1505

Website ----- [www.cf.gov.bc.ca/getting\\_help/advocate\\_service\\_quality.htm](http://www.cf.gov.bc.ca/getting_help/advocate_service_quality.htm)

**Legal Services Society** ----- 604-408-2172  
(free legal information and advice)

### **Annual Bus Pass**

**Ministry of Social Development**----- Toll Free 1-866-866-0800 (press 4 then 3)

## 3. Other Information and Resources

BACI also has information that may be useful for you or your family.

This information includes:

Disability Groups

Advocacy Organizations

Government Services

Recreational Programs

Respite Options

Support Groups

Disability and Tax Credits  
Board Committees  
Family Services

Housing Options  
Legal Services

If you are looking for information and resources, please talk to your Program Supervisor/Coordinator or Worker(s). We will make every effort to help you find the information or services you need.

You can also check our website [www.gobaci.com](http://www.gobaci.com) for the latest information about disability issues.