

2011 Business Improvement Plan (BIP)

The 2011 Business Improvement Plan is the overall operational plan for BACI. In other words, it's the plan we use to track and monitor our achievements as an organization. There are two key processes built into the BIP – the findings of *2010 Outcomes Management Report* and the *2011-2016 Strategic Plan*. Both processes are fundamental to BACI's work because they are based on the feedback, input, hopes, and dreams of our stakeholders (the individuals we serve, families, board members, employees, and community partners). Furthermore, both processes are accountability to BACI's overarching goal for the next five years – ***Inclusion Through Innovation***.

This year's BIP is broken down into the five themes of the 2011-2016 Strategic Plan – **(1) Social & Economic Inclusion (2) Person/Family-Centred Planning (3) Prosperity (4) Community Partnerships (5) Healthy, Appreciated, & Well-Connected Workforce**.

An operational plan will be developed for each Strategic Plan theme. To ensure a strong link between the two processes, each operational plan will include the recommendations from the 2010 Outcomes Management Report.

The following is a summary of the cumulative goals for the 2011 BIP. Note: the full operational plan will be drafted by April 30th.

(1) Social & Economic Inclusion: A central conviction that shapes BACI'S practices is the belief that citizenship (and the rights, privileges, and responsibilities that accompany it) must extend to all Canadians, regardless of whether or not one has a disability. Thus, our goal is not simply to integrate principles of citizenship into the services we provide – such as the right to self-determination, contribution, and the freedom from discrimination – but to advocate to ensure these principles are also present for people with disabilities in the wider social and political systems.

- A) BACI will develop an operational plan to address the Social & Economic Inclusion goals identified in the 2011-2016 Strategic Plan.
- B) BACI will implement the recommendations outlined in the 2010 Accessibility Report.
- C) BACI will take an active role in promoting the social and economic inclusion of people with disabilities in Burnaby, British Columbia, and Canada.
- D) BACI will find innovative ways to support the individuals to learn about and access their rights within BACI and the community.
- E) BACI will achieve all goals set out in the 'Re-Inventing Day Services Action Plan.'
- F) BACI will establish an active Social Enterprise Committee and will ensure that the Committee meets regularly. **(continued from the 2010 BIP)**
- G) BACI will ensure that all the employees hired to work in the Social Enterprise have employment plans in place. **(continued from the 2010 BIP)**
- H) BACI will continue to build its 'Disability Confident' agenda and achievements.
- I) BACI will continue to move forward with its 'Employment-First' agenda.

(2) Person/Family Centered Planning, Thinking & Doing: BACI is committed to developing and delivering services that are relevant and meaningful to each individual and family. Acquiring a genuine understanding of each individual/family is the basis to good planning, and the start to good services provision. Beyond planning, BACI must be as flexible as possible in order to respond to the diverse and ever changing support needs of the individuals it serves. Thus, once support needs, choices, and expectations are identified in the various planning processes, the Association shall be prepared and required to adjust or reorganize services, to the extent that it is capable, in order to best accommodate them.

- A) BACI will develop an operational plan to address the Person/Family Centred goals identified in the 2011-2016 Strategic Plan.
- B) BACI will conduct Service Evaluations in all programs and will make sure that all services are consistent with the Quality Assurance indicators. **(continued from 2010 BIP)**
- C) BACI will continue to ensure that Human Resource practices are directly linking to the quality assurance indicators. In particular, the performance appraisals will measure staff performance in relation to the quality assurance indicators. **(continued from 2010 BIP)**
- D) BACI will ensure that yearly planning meetings for all people/families served are taking place. The planning meetings must be consistent with the Guidelines for Planning (or other service standards) and the philosophy and practices of person-centred thinking and planning.
- E) Through effective planning, BACI will support individuals to access and participate in fully inclusive, community based activities.
- F) BACI will provide more information to families about their child's social, emotional, intellectual, and skill development as it relates to the child's activities/participation in the child care centres.
- F) BACI will explore families' involvement and feedback as it relates to the Infant Development Program
- G) BACI will utilize technology to collect, streamline, and analyze the data for the 2011 Outcomes Management Report in a more effective and efficient way.

(3) Prosperity: Over the years, BACI has been identified as a 'charity.' BACI wants to shift this perspective to one of 'prosperity.' Typically, prosperity is thought of as economic status and wealth. Instead, BACI's agenda of prosperity wants to build financial strength but also generate 'wealth' in areas like: collaboration, assets (both tangible and intangible), partnerships, investments, presence, technology, communication, housing, and community development. Prosperity is about being strong and thriving...moving beyond the status quo. This applies to the individuals and families we serve as well as the Association and community as a whole.

- A) BACI will develop an operational plan to address the Prosperity goals identified in the 2011-2016 Strategic Plan.
- B) BACI will explore the purpose and assets of the Still Creek building.
- C) BACI will explore the Association's role in advocacy on a local, provincial, and national level.

(4) Community Partnerships: Relationships are a definite strength and asset for BACI. The Association prides itself on working with professionals, groups, and community friends in a collaborative and reciprocated manner. BACI has great strengths to offer our community partners and in turn, welcomes the contributions and collaborations of our diverse community partners. BACI will work with current and new partners in innovative ways to achieve shared goals, ventures and, learning, The Association must enroll its community partners to the Association's goals, mission, and vision.

- A) BACI will develop an operational plan to address the Prosperity goals identified in the 2011-2016 Strategic Plan.
- B) Rather than using surveys, BACI will engage our community partners in a discussion about the Association's overall practices regarding access, effectiveness, efficiencies, and service satisfaction.
- C) BACI will develop strategies to link with and implement the City of Burnaby's Social Sustainability Plan.
- D) BACI will award an annual "Community Inclusion" to our stakeholders.

(5) Healthy, Appreciated, and Well-Connected Workforce: We recognize that the success or failure of our services rest in a critical way in the hands of our employees. We will seek to foster an environment of collegiality and mutual respect wherein feedback is welcomed and encouraged, and where staff are inspired by word and by example to perform to the best of their capabilities. A healthy, appreciated, and well-connected workforce will not only benefit our employees on multiple levels and in multiple ways, but it will strengthen the Association's services and ability to achieve our mission and vision. Our practices around human resource management and particularly our dedication and expertise in the areas staff training and professional development continue to be a key commitment.

- A) BACI will develop an operational plan to address the Healthy, Appreciated, and Well-Connected goals identified in the 2011-2016 Strategic Plan.
- B) BACI will implement a Wellness Plan based on the results of the 2010 Employee Workplace Wellness Survey.
- C) BACI will conduct the Annual Workplace Satisfaction Survey in September 2011.
- D) BACI will ensure all employees receive a thorough orientation which includes attending the Cornerstones Training.
- E) BACI will use technology to support employees to feel more connected and empowered.