

Completing an Accessibility Survey and Plan is a requirement of CARF that helps BACI maintain its commitments to creating and advancing accessibility through every area of the organization.

“Accessible communities support the independence, comfort, self-esteem, and security of all their citizens, especially those with disabilities. Accessible communities make a real difference in the lives of people with disabilities; it is not just about physical access and technical devices - access is about equal opportunity.” – Sparc BC.

At BACI, we are committed to ensuring that our services are accessible to all who may require them, or who may need to interact with us.

Access includes, but is not limited to the following:

- Physical environment: All properties maintained or used by the Association will be accessible for those who need them to be.
- Communication/Language: The Association will endeavour to provide clear, accurate, and understandable information to those who require it. This includes providing information in plain language or pic symbols for those who request it and, where possible, to provide important information in the first language or those involved (i.e. through written translations or the use of interpreters).
- Outreach: The Association will seek to distribute information about its own services (and subsequently, information about the general availability of support services) to different cultural, ethnic, and social groups who may not be aware of these resources.

We will endeavour to provide whatever is necessary to assist someone to meaningfully access our services.

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Recommendation	Action	Evidence	Person Responsible	Timeline	Not Achieved	Achieved
A) Review and revision of BACI policies to ensure that accessibility is always included.		BACI Board Minutes	Tanya Sather	September, 2010		
B) BACI will provide training to all stakeholders regarding accessibility.			Lisa Thomson, Fred Eiserman	June, 2010		
C) BACI will continue to play an active role in supporting the community of Burnaby to become more accessible.	Advocacy Committee, TransLink Public Transit User's Committee, City of Burnaby Access Committee, Measuring Up Tool	Advocacy Committee minutes	Richard Faucher	ongoing		
D) BACI will identify a fixed point of responsibility for accessibility.	Management Team	Management Team meeting minutes	Lisa Thomson	March, 2010		
E) BACI will engage a small group of stakeholders to review accessibility issues and practices.		Meeting minutes	Lisa Thomson	April, 2010 September, 2010		
F) BACI will gather accessibility success stories.	Management Team, Advocacy Committee	Accessibility Report 2010	Lisa Thomson	October, 2010		

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<p>G) Prioritize removal of Barriers rated as level one importance in the 2009 report.</p>	<p>Management Team</p>	<p>Management Team meeting minutes and 2010 Accessibility Report</p>	<p>Lisa Thomson</p>	<p>April, 2010</p>		
<p>H) To conduct the Accessibility Survey for 2010.</p>	<p>Accessibility Surveys</p>	<p>Accessibility Report</p>	<p>Lisa Thomson</p>	<p>October, 2010</p>		

