

# **INCLUSIVE REPORT: 2007**

Burnaby Association for Community Inclusion

Image Version

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## **Program Inclusiveness – BACI wants to make sure everyone has access to services**



It is the policy of BACI to ensure that the Association is inclusive and accessible to all persons who use and interact, or who may potentially use and interact with our services. Systems and resources are useless if people cannot find, access, or understand them. For this reason, we are committed to ensuring that necessary accommodations are made to ensure appropriate services and requirements are in place to serve the special needs of individuals.

## **Research Methods – Where did BACI find the information to write this report?**

At least annually, an accessibility checklist is reviewed within each of the service areas of the Association. Invited to participate are staff, individuals served and their families. The checklist identifies potential accessibility barriers in the following areas, but is not limited to: attitudinal, cultural, architectural, environmental and financial. In addition to this checklist, the 2007 Inclusive report also included a brief dialogue on transportation, education/skills development, safety, community contribution / participation, social contribution, and recreation/sports contribution.



These new areas that are included in the report are taken from the “Measuring Up” workbook. This workbook is a measurement guide to measure the accessibility of communities in a number of different areas. Incorporating these areas from this “Measuring Up” guide has given BACI a complete picture of how inclusive it is. In order to facilitate this process management, coordinators, supervisors and staff received initial training on how to use the measurement tool.

A brief description of each area is listed below:

- *Attitudinal* – items that are not person centered orientated
- *Architectural* – items such as bathroom being too small, countertops, doors
- *Community Contribution/Participation* – in a way that is meaningful to the person
- *Cultural* – cultural activities or events
- *Economic Participation* – paid work, career opportunities, business development
- *Education/Skills Development* – community or college level
- *Financial* – employment opportunities, support in community
- *Recreation/Sports Contribution* – as players/athletes/spectators
- *Safety* – prevention, in community and at home
- *Social Contribution* – involvement in group activities in community
- *Sustainability* – recycling, environmental awareness, local suppliers, etc
- *Transportation* – private (such as taxis) and public (attitudes)



Identified barriers are reviewed by the Manager of Community Development in consultation with the management team and necessary solutions, timelines, costs and responsible persons are identified via the Inclusive Plan of Action. This report is submitted to the Executive Directors and Board of Directors for review. The Executive Directors and the Board of Directors will review the Plan of Action, respond to the Manager of Community Development and give direction for action and follow-up on the progress of the action taken.

An annual inclusive assessment for each program was started in March 2007. Focus group meetings were held with the Senior's committee, the Infant Development Program, the Outreach team and the Childcare Centres. Data collected on the programs and the focus groups included barriers identified and success stories. This information has been compiled into a detailed summary (see Inclusive Action Plan).

### Accessibility Report 2006 – What we learned from last year's report

Many of the barriers that were identified in the Accessibility Report 2006 have been rectified. BACI's Occupation, Safety and Health (OSH) committee receives monthly reports from the programs which address many issues and barriers in a timely manner. In addition to this, a number of programs have taken the initiative to rectify identified barriers on their own.

In addition to this annual accessibility survey, BACI has a number of other initiatives which actively promote the commitment to fully inclusive and accessible communities for people with disabilities.



**BACI is pleased to highlight and celebrate these programs that were based on last year's Accessibility Report (and achieved in 2007):**



- Access Works Agreement with BACI
- Addressed IDP Waitlist
- Advocacy Committee
- BACI Strategic 2006-2010
- BACI Employment Policy Statement
- Best Buddies Program
- Burnaby Board of Trade
- Childcare Resources



**BACI 911 Childcare Campaign**



**Computer Training for Staff**

- Community Contribution
- Curriculum developed to access college (Public Post Secondary)
- Diversity Committee – Diversity Innovation Fair
- Family Matters Place
- Infant Development Program Staffing Increase
- Innovation Binder
- Innovation Fair and Book
- Interlock Counseling for Families
- Interpreter Services for Families
- Kwatlen University Course
- Leadership Training Manual



- Social Enterprise Working Committee – 5 business models developed
- Social Enterprise and Employment Logic Model



- Legacies Now Involvement
- Local Hero Award Nomination
- Peer Support
- Plain Language Planning Process



**Storytelling through Local Media (Children's services and contributions of people with disabilities)**








- Renewed Membership with Volunteer Burnaby
- Representation on Community Living Council
- Revised Individuals and Family Handbook
- Scholarship Fund
- Senior's Committee

- Translated Brochures
- Weekend Leisure Club
- Video on Plain Language
- Untape Website




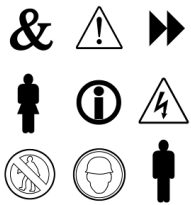
**[www.untape.com](http://www.untape.com)**

- And MORE....





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AREA	BARRIER	SOLUTION	WHO	COMPLETE	COMMENTS
<p><b>Architectural Barriers</b></p> 	<p>Metal railing inside house is loose.</p> <p>Stairs are an issue for some individuals both inside and outside home.</p>	<p>Tighten railing.</p> <p>Install ramps</p> 			<p><b>SUCCESS STORY:</b>          Front steps of the house needed to be replaced. With the help of staff individual replaced all the steps, removing the barrier that was identified last year.</p> 
<p><b>Attitudinal Barriers</b></p>	<p>Individuals are asked to wait outside waiting room at professional offices because there is no room for wheelchairs.</p> 	<p>Advocate for more wheelchair access in waiting rooms.</p> 			

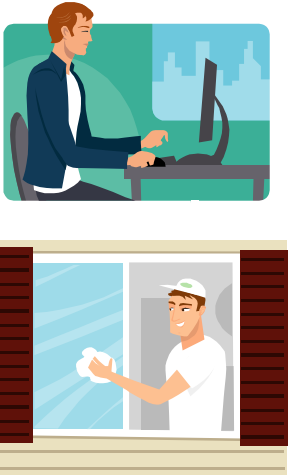


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AREA	BARRIER	SOLUTION	WHO	COMPLETE	COMMENTS
<p><b>Community Contribution</b></p> 					<p><b><u>SUCCESS STORY:</u></b>            Individuals are very involved in community activities and recycling at house.</p> <p>One individual has been very successful at having dinner out in community on a regular basis which has been a difficult activity in the past</p> 
<p><b>Communication Barriers</b></p> 	<p>Information is not in an accessible language.</p> <p>Website, newsletters, reports and accessibility check list are not written in plain language</p> <p>Staff need more time to have training with policies and procedures.</p>	<p>Information provided in pictures or symbols.</p>  <p>Information available in plain language format</p> <p>Have ongoing training with policies and procedures at staff meetings, staff training days and read through information on intranet and internet.</p>			







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AREA	BARRIER	SOLUTION	WHO	COMPLETE	COMMENTS
<p><b>Cultural Barriers</b></p> 	<p>Staff are not able to sign to individuals that are deaf.</p>	<p>BACI to offer sign language classes to staff.</p> 			
<p><b>Education/Skills Development</b></p> 					<p><b><u>SUCCESS STORY:</u></b>          Individual takes many courses in community independently.</p> <p>Individuals in craft class sold their products at the Senior's Xmas Social.</p> <p>Individual assists in teaching others on different topics at BACI and local colleges.</p> 






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<p><b>Economic Participation</b></p> 	<p>No resources available to find a company who hires people with disabilities.</p> <p>No business opportunities available in community.</p> <p>No work experience available at BACI.</p> <p>No career exploration guidance for employable individuals.</p>	<p>Staff hired to find companies who hire people with disabilities.</p> <p>Social Enterprise opportunities at BACI.</p> <p>Look into work experience opportunities in community.</p> <p>Personal planning for individuals. Staff hired at BACI to discover career opportunities for individuals.</p>			<p><b>SUCCESS STORY:</b>          Individual started a new volunteer job and it turned into a paid opportunity.</p> 
<p><b>Financial Barriers</b></p> 	<p>Some individuals would like to take more classes, but financially this is difficult.</p> <p>One individual does not have access to any of his funds because he is not able to open a bank account.</p>	<p>Offer financial assistance when needed.</p> <p>Work with family and bank to address issue.</p>			

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<p><b>Recreation/Sport Contribution</b></p> 					<p><b>SUCCESS STORY:</b>            Many individuals are able to attend Track Shoes every year - individuals outnumber the staff.</p> <p>Individual fulfilled his dream of attending the PNE for the whole day.</p> 
<p><b>Social Contribution</b></p> 					<p><b>SUCCESS STORY:</b>            Individuals are very involved in regular volunteer opportunities during the day and are appreciated for their contributions.</p> 
<p><b>Sustainability Barriers</b></p> 	<p>BACI needs to be more environmentally friendly.</p>	<p>Hire environmental consultant and establish committee.</p>			

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AREA	BARRIER	SOLUTION	WHO	COMPLETE	COMMENTS
<p><b>Technology Barriers</b></p> 	<p>Computer does not have an audible program and individuals must rely on staff to read information.</p> <p>Staff do not have a lot of computer skills.</p> <p>Individual not able to access computer because desk cannot be raised or lowered.</p>	 <p>Get audible program for computers.</p> <p>BACI to offer computer training.</p> <p>Purchase desks for individuals that can be raised or lowered.</p>			
<p><b>Transportation</b></p>  	<p>The way people are treated on transit.</p> <p>One individual denied taxi service because of working dog.</p>	<p>Education for transit authorities.</p>  <p>Education for taxi companies and their drivers.</p>			

## Summary

Although all issues of accessibility are important to BACI, the most commonly identified barriers for the 2007 Accessibility Report fall under the following trends: Economic Participation, Sustainability and Plain Language. The following table

Top 3 Trends	Actions Achieved	Planned Actions	Timelines
<p>Economic Participation</p> 	<ul style="list-style-type: none"> <li>• Developed Employment and Education Logic Model for persons with disabilities</li> <li>• Sustainable Plan for Business</li> <li>• BACI employs people with disabilities (Strategic Plan Goals)</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of Employment and Education Logic Model</li> <li>• Responsible Purchasing</li> </ul>	
<p>Sustainability Participation</p> 	<ul style="list-style-type: none"> <li>• Non-toxic and environmentally friendly products in child care centres</li> <li>• Sustainability Plan</li> <li>• Sustainability Brochures</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainability / Environmental Committee</li> <li>• Implementation of Sustainability Plan</li> <li>• Developing policies for waste reduction, recycling and re-use of materials</li> <li>• Developing social enterprises that offer green products or services</li> <li>• Increasing the use of green technologies – e.g. “Power Smart” services</li> </ul>	
<p>Plain Language</p> 	<ul style="list-style-type: none"> <li>• Brochures Revised for plain language</li> <li>• Personal Planning Process</li> <li>• Interpreter Services</li> <li>• Hired Plain Language Specialist</li> <li>• IBM Reading Companion</li> <li>• Translated documents and brochures</li> </ul>	<ul style="list-style-type: none"> <li>• BACI to review its websites for accessibility</li> <li>• Implement actions from Business Improvement Plan</li> <li>• Review download and software access with IT department</li> </ul>	