



Burnaby Association  
for Community Inclusion

## *Inclusion through Innovation*

ANNUAL REPORT 2010/2011



## 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



# *Inclusion through Innovation*

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|                                      |    |
|--------------------------------------|----|
| Message from the President           | 2  |
| Message from the Executive Directors | 3  |
| Organizational Services              | 5  |
| Family Services                      | 7  |
| Infant Development                   | 11 |
| Children's Services                  | 13 |
| Social & Economic Inclusion          | 16 |
| Community & Housing Development      | 25 |
| Committees                           | 29 |
| Auditor's Report                     | 34 |
| Financial Statements                 | 35 |
| Funders, Donors and Sponsors         | 48 |
| Board of Directors                   | 49 |





## *Message from the President*

*“One cannot consent to creep when one has an impulse to soar.”  
(Helen Keller)*

BACI, powered by its vision of “a society that includes all people,” continues to soar as a leader in the Community Living movement. BACI’s overarching goal for the next five years – “Inclusion Through Innovation” – encompasses not only its vision of inclusion but also puts into words what I believe has always set BACI apart from other organizations. It is BACI’s way of being in the world – of daring to soar, of daring to dream, of reaching further, of exploring all possibilities. It is this spirit and passion deeply embedded in BACI that garners my deep respect and loyalty for this organization and its people.

During the past year, evidence of BACI’s innovative spirit and deep commitment to inclusion has been demonstrated time and time again. The visionary strategic planning process implemented last Fall brought together individuals receiving service, families and friends, staff and community stakeholders to identify through conversation the assets, hopes and dreams of BACI. At the end of these sessions, this innovative, inclusive process gave the Boards of both BACI and the Sharing Our Future Foundation (SOFF), a unique opportunity to create BACI’s five year PATH based on the information graphically recorded in these sessions.

The emerging five themes of Social and Economic Inclusion, Person/ Family-Centered Planning, Prosperity, Community Partnerships and Healthy, Appreciated and Well-Connected Workforce, will provide the framework from which policy, goals and operational plans will be developed and implemented over the next five years. I appreciated both the opportunity to deeply listen to the many voices of BACI and being part of a powerful process that would create a plan reflective of the dreams and hopes of all the individuals who participated.

On behalf of the Board of Directors, I would like to congratulate the Executive Directors, the Senior Management Team and all staff on the outstanding Accreditation Report received from CARF. This external report validates what we all know and believe BACI to be – an innovative, collaborative, highly effective leader organization which places people with disabilities and their families first. It is a privilege and honour to be at the helm again. Thank you for this opportunity. Together we will soar...

Merrilyn Cook, President



## *Message from the Executive Directors*

2011 has been a year filled with challenge and accomplishment. We completed and implemented our new five-year Strategic Plan, achieved a three-year Accreditation rating with unparalleled success, championed the Quality of Life Project, overhauled our funding contracts, prepared for labour unrest and re-designed our Senior Management team.

*In the brief moment we have to sit and reflect on the last year, one truth about BACI stands strong and clear: the most powerful asset we have – the very best thing about us – is the relationships we share with each other.*

We have always valued our relationships with the people we serve, their families, our managers, staff, local

business, government, community leaders, neighbours and co-service providers. We believe that at BACI, our resilience comes from the relationships with share with each other.

Relationships with people, partnerships with groups and intentional collaboration are threads that have run through our strategic themes over the last five years, and were strengthened in this year's strategic planning process which emphasized the inclusion of all our stakeholders, including our community partners. The strategic themes of 'Person-Centered Thinking, Planning, Doing', 'Social and Economic Inclusion', 'Community Partnerships', 'Prosperity', and a 'Healthy, Appreciated and Well-Connected Workforce' emerged through our strategic planning as key areas of focus and have provided the framework for our operational action planning.

The supportive relationship we have enjoyed with our BACI Board, senior managers and staff (not to mention their dedication and expertise), prepared us to move through our CARF Accreditation Survey with confidence and pride.

We recognize the importance of the accreditation process and we also recognize the limitation of its scope. Accreditation uses a set of external standards to measure our service, organizational and leadership effectiveness. Accreditation does not measure the impact our services have on the quality of life of the people we serve and their families; and of course this is of the utmost importance to BACI!

The Quality of Life Project – a research study conducted by and with people with disabilities which aims to measure their quality of life – has helped us to understand how the people we serve feel about the quality of life they are living and how, and in what ways, our services contribute to or detract from their experience. Our learnings from the Quality of Life Project and CARF accreditation process will assist us over the next few years to review our internal Quality Assurance Initiative and ensure it measures both our organizational effectiveness and the impact we have on the quality of life of those we serve.

Over the last year at BACI, we have continued our mission; creating a society where people with disabilities are recognized and included as valued citizens.

Through our strategic partnership and advocacy efforts, we have made great strides on many levels. At the municipal level the recently published 'Social Sustainability Plan' sees the City of Burnaby adopting 'Inclusion' as a primary objective! At a community level BACI was nominated by the Burnaby Board of Trade as 'Non-Profit Organization of the Year'.

At an agency level we are working to become 'Disability Confident', which means that from policy to practice we will ensure that every aspect of our organization is accessible to, and inclusive of, people with disabilities as employees, families, volunteers, directors and service recipients. Being disability confident allows us to lead through example – to be a role model of inclusion for other organizations and business.

In 2011, together we have strengthened our reputation as a quality service provider and a powerful leader in the community living movement. Through our new strategic plan – our PATH – we will continue to explore our assets and those of our stakeholders and then use those assets to honour the hopes and dreams of the people we serve and their families.

Our commitment to partnership and collaboration will be demonstrated by strengthening our existing relationships and building new ones – all with an aim to advance the inclusion and belonging of people with disabilities. We will work diligently to provide services – the quality of which will be measured not only by internal and external standards, but by the impact our services have on the quality of life of those we serve.

Thanks for staying strong in your relationship with BACI. We look forward to a great future, together!

Tanya Sather and Richard Faucher, Executive Directors

# *Organizational Services*

## **HUMAN RESOURCES**

By Lisa Thomson

This year in Human Resources, we have reaffirmed our commitment to hire and further support staff to identify and foster the unique gifts and strengths of the people we serve. We continue to provide “Person-Centred Thinking, Planning and Doing” to assist staff to plan, implement and evaluate individualized services.

Inclusion continues to be the heart of who we are at BACI. This year, we have updated our Accessibility Policy and created our Disability Confidence Policy to ensure that staff, people receiving services, and stakeholders alike are able to benefit from all the programs offered at BACI.

## **QUALITY ASSURANCE**

By Lisa Thomson

Our commitment to on-going self-evaluation and assessment in order to improve the quality of our services was expressed while we geared up for Accreditation in 2010. CARF – The Rehabilitation Accreditation Commission – is the external agency which ensures we are following international best practice standards in all our supports and services. We always look forward to Accreditation as an opportunity to benefit from the learning and experience of international professionals who work with adults and children.

Also in 2010, the Quality of Life Demonstration Project was in full swing. Working in partnership with CLBC, BACI was one of seven Community Living Agencies to participate in this opportunity to establish methods of measuring one’s quality of life.

Although BACI has long been committed to improving the quality of life for people, we expect that the data gleaned from this survey will provide us with information to better understand and meet the needs of people who access BACI services.

One of the highlights of the Quality of Life Project was the opportunity for Self Advocates to be employed as interviewers conducting the survey. This proved to be a wonderful opportunity for people to gain skills and experience in the workforce.





## **FINANCE & TECHNOLOGY**

By Peter Kerr

As you will see in BACI's Financial Statements (p.35 of this Report), we continue to break even under difficult fiscal constraints. This year's modest surplus is equal to 0.03% of the annual operating budget. The Association's net asset position at year end represents approximately 0.3% of the annual budget. Managing to break even is an important goal to safeguard BACI's assets, resources and services.

### **OVERALL RESULTS**

On a comparative basis, operations have increased 3.1% over last year (2010 was 10.1%). The increase is lower than our historical trends of over 6% on average. The reduction is primarily due to restructuring initiative of CLBC contracted services.

### **THE BOTTOM LINE**

The modest surplus offsets prior years of deficits balancing the Association's finances. Managing to break even over the long-term safeguards the assets, resources and services of BACI. The year-to-date surplus of \$6,656 is approximately 0.03% of the total revenues. To protect the Agency's finances, BACI's long-term goal is to bring surpluses of 1% to 3%. However, to ensure sufficient cash flow, BACI maintained access to a line of credit at all times.

### **REPLACEMENT RESERVES**

The replacement reserves form a significant asset for the Association – to ensure that our homes and housing units are provided for should major items require replacement. This year, the total replacement reserves have a net decrease of \$75,770. The contributions to reserves remain unchanged. The decrease reflects an increased usage this fiscal period, and is consistent with the cyclical nature of the reserves. This is a reasonable change from prior years.

### **TECHNOLOGY**

BACI continues to invest in technology for the benefit of the individuals we serve. This year focused on systems to manage the new pension plan, electronic payment systems, a new email system and continued upgrades of internet-based care planning systems.



## *Family Services*

### **FAMILYWORKS**

By Kevin Lusignan

In the past year, with the support of BACI, familyWORKS has continued to engage and inform families about the possibilities for paid employment for people with intellectual disabilities.

Our story is one that has evolved from the start of the project in 2009. Since that time, we have learned together about the different approaches for inclusive employment. In essence, BACI, along with families, is becoming even more disability confident.

In the past, the best thinking was to help people with disabilities get employment by using a model that can be described as “train and place,” which is a model used in many sheltered workshops, enclaves and work

crews. The challenge was that many people stayed in “training” and never graduated to paid employment.

Further, it was not an inclusive environment and people were often not aligned with their work preferences. Instead, they just accepted what was available. At the time, sheltered workshops were the right thing to do, but we have evolved to better approaches.

What we have learned through the familyWORKS project is that there are more effective ways to create employment – such as “supported” and “customized” employment based on a person’s strengths and preferences.

Supported employment involves seeking competitive employment opportunities with modifications and supports built in to support the employee with a disability.



Customized employment builds on supported employment by looking for jobs that don't yet exist by using a process called "job carving". The customized employment approach is focused on what a person can do rather than what they can't do.

*We have also learned that families are an important part of the equation when it comes to employment for people with intellectual disabilities.*

Families can set the stage for successful employment outcomes by starting early in their child's life to think about their strengths, preferences and possibilities of paid work.

Creating opportunities for social interaction is also important, ensuring that children have the chance to learn from social situations. If children are sheltered from social interactions, they don't have as many opportunities for learning.

Family connections – "who we know" – are also important in helping to find and secure employment.

familyWORKs has continued to address other strategic goals by working with the Burnaby school system in a pilot project to achieve paid employment before students leave school, and creating a website that contains plenty of information about employment for people with disabilities.

We have started to think about how to carry out asset-mapping with our families to surface our connections and improve our ability to find employment opportunities for the people we serve. We have also started work on creating disability confidence and educating employers.

In the coming year, we will continue to come together on a regular basis to advance the inclusion of people into the economic community.

## FAMILY SUPPORT

### CHINESE PARENTS WHOSE CHILDREN HAVE AUTISM FIND LIKE-MINDED SUPPORT

By Kristian Partington, Axiom News

When John Tsang's son was five-years-old he was diagnosed with autism.

In the BACI Chinese Autism Parent Support Group, Tsang found other parents who not only faced the challenges autism presents, but also those associated with life as new Canadians.

His son is now 17 and Tsang is currently the group's co-ordinator. Typically 10 to 15 families participate on a regular basis, but at times, that number will rise.

He says speakers often present on autism-related programs and support systems available in the community before the meeting becomes a social outing where families discuss the challenges they face, and the successes they've had in supporting the needs of their loved ones.

"The evenings are very positive in the sense that . . . parents are normally very stressed out; most of them are (English as second language) parents and they speak Chinese, and they mostly have two jobs and then they must deal with say, school problems," he says. "So during kind of the social time, maybe over a cup of tea, we share experiences and we see that each child is different, and each situation is different."

There are many commonalities, however, so some of the parents who have older children, such as Tsang, may have solutions to similar problems that newer participants may be facing.

The idea of sharing best practices and advocacy ad-



vice factors heavily into the meetings, says Tsang, as well as the understanding that Chinese parents who have a child with autism are not alone and need not be isolated.

That sense of strength and togetherness spills over into the BACI advocacy committee, of which Tsang is also a member. In that position he often finds himself supporting parents in the school system struggling to articulate their needs because of a limited command of English. The advocacy work is of critical importance says Tsang, and the group offers much needed support for Chinese families.

He says he'd like to see the support group expand to different locations and perhaps increase frequency from one night a month to two or three, because many parents come from outside of Burnaby and because of other commitments, can't always make the meetings. As autism awareness increases, along with the number of Chinese families choosing to settle in the Lower Mainland, the need for targeted support will as well, he says.



## INTEGRATED FAMILY SERVICES

By Lyn King

The Family Services (IFS) workers continue to support parents living with challenges – to develop the skills necessary to confidently and more independently find and access services for their families, enabling them to better parent their children with developmental disabilities.

IFS' Mom's Kitchen has found its groove, supporting a group of moms to gather, socialize, build relationships, share parenting experiences and most of all cook great meals for their families.

*IFS staff have worked hard over the past year to build strong connections with a variety of community partners – Greater Vancouver Food Bank, Langley Farms Market, Cobs Bread, and most recently the BACI Community Garden project – which have allowed families to have regular access to healthy, fresh food for their families.*

These amazing partnerships allow budgets to stretch, assuring that meals prepared at the kitchen can go farther to conquer the hunger and lack of food security experienced by the families we support.

During the summer, kitchens are attended by entire families. Teenagers also take part in planning, preparing, cooking and presenting healthy, low cost meals. This group of moms will be modeling and teaching their kids practical skills for their futures.



## *Infant Development*

### **EARLY INTERVENTION PROGRAM SUCCEEDS BY FOCUSING ON FAMILY'S EXPERTISE**

By Ryan Rogers, Axiom News

BACI has been providing early intervention programs that treat family members as the experts in their child's life for almost 40 years with overwhelmingly positive results.

BACI executive director Tanya Sather says early intervention initiatives like the Infant Development Program (IDP) have driven these results.

BACI's early intervention programs provide resources and information to improve a family's knowledge and ability to support their child as they see fit.

"They're the ones who know the best possible way," says Tanya, adding "we just want to support them for that."

The IDP works with physiotherapists, supported child-care, and speech language therapists, among other groups outside of BACI, to help achieve their goals in early intervention.

Partnerships with medical professionals, parent groups and training organizations help to provide overall parenting support. Families who have used the services have been happy.

"In our last outcomes report, families are very satisfied with the initiatives we provide," says Tanya, adding "the quality of service in our early intervention is well over 90 per cent satisfaction rating for our Infant Development Program."



She says the fundamental ingredient to their programming is reinforcing and supporting families to know and be the expert in their child's life.

This focus gives them confidence to care for their child the best way possible.

Families can refer themselves for the program, or be referred by a nurse or doctor.

*Studies show that every dollar invested in early intervention programs for children with intellectual or physical disabilities leads to as much as \$3 and \$4 later saved in services and support.*

"It's a huge investment that has great payoffs," says Tanya.



## *Children's Services*

### **SUPERVISORS SEE THE IMPACT OF EARLY CHILDHOOD EDUCATION**

By Ryan Rogers and Kristian Partington, Axiom News

Providing support for children of all abilities in an inclusive setting is a major focus of BACI's mandate.

Executive director Tanya Sather says early intervention is also a major focus of the association, and "child care has time and time again proved to be a strong part of early intervention." She adds that the work of early childhood educators (ECEs) make a lifelong impact on the children they work with.

Fair Haven Childcare Centre is providing high-quality programs like the Seeds of Empathy, which is designed for children ages 3-5 years old. The program develops their capacity for emotions and how to deal with hard

times, as well as emotional competence and early literacy skills and attitudes.

Fair Haven supervisor Chrisa Aiteur says one of the greatest benefits of the program is how it helps children understand the complexity of emotion that comes from a child with needs.

"We want children to be open to accepting other children with disabilities or being more open in general with all children," she says.

South Slope Out of School Care Supervisor Carly Neville says inclusive environments during early education programs create a solid foundation for every child involved. She adds that she sees the beneficial difference ECEs make in the fragile early experiences of children in need of support.



Carly says that working with children brightens her day. “Kids are just awesome. You learn so much from little kids, and the benefits of seeing them learn and grow and get over hurdles; that’s what keeps you around.”

## **IMPARTING IMPORTANCE OF INCLUSION EARLY FOSTERS JOY AND PARTICIPATION**

By Ryan Rogers, Axiom News

BACI’s dream is to live in a world where inclusion is so prevalent that being inclusive is second nature. It looks to make its dream a reality by seeking out opportunities to increase social awareness and ultimately effect change in the way individuals with disabilities are viewed in society.

Amanda Walters, supervisor at the Brentwood Park Elementary out-of-school services, says integrating the inclusion movement at a young age is pivotal because if children develop a sense of inclusion early, it will continue to develop throughout their life.

She works with children from Grades 1 to 7 and says they focus carefully on being inclusive in their teachings and programming.

“The children are working on (being inclusive), and we really enforce that at the daycare, and make sure everyone feels included,” says Amanda.

“We make sure all our activities and everything we do is accessible for everybody,” she adds. “We look at every child with or without needs, and make sure that they are able to participate to their full capacity. If not, we ask how we can modify the program or include the kids so they can help everybody.”

Amanda says students are encouraged to be aware of their surroundings, and to invite others to play when the opportunities arise.

“I think we are making progress. There’s always more that you can do, but we’re moving towards (inclusion) and making sure that the children understand and follow that in their daily lives.”

BACI has six integrated child care centres, supporting more than 150 children of all abilities and their families.

## CHILDREN'S RESPITE

By Lyn King

Families continue to enjoy the support of the BACI Children's Respite program. Twenty-three families, referred by the Ministry of Children and Family Development (MCFD), access respite for their children with developmental disabilities. Many new families have joined the program this past year, due to older participants turning 19 and moving on.

*BACI continues to work with families to be able to provide the service in a way that is family-centred and geared to specific family needs, whether that is one week-end off a month or a Saturday break to allow families to attend to other children's needs.*

Respite workers and families work together to squeeze the most out of their services, allowing families this much-needed break, while assuring the children are supported in stimulating environments where relationships can bloom and skills can be enhanced.

BACI has secured funding that will allow for a part-time dedicated coordinator for this program. This will ensure that families and caregivers have the support and resources they need to continue to care for these children.





## *Social & Economic Inclusion*

By Kevin Lusignan

One of the key themes that has emerged from BACI's strategic planning process is the need for greater social and economic inclusion for the people we serve.

### **COMMUNITY OPTIONS - DAY SERVICES**

What follows are extracts of stories that were written this past year by Axiom News for our BACI Blast newsletters.

They demonstrate that staff who work in BACI's Day Services are continuing to add to their disability confidence, and have played important roles in helping people to be more a part of the community.

### *Inclusion Over Time*

Steve Sale's journey with BACI began in 1975, and he's seen a big change in the way community inclusion is facilitated and the way that care for the people we support is provided. "They were still institutionalizing people when I started," he recalls. "I refused to work in institutions, and then about '77 they started integrating people into schools and I was involved in that to some degree."

Through his time with BACI, Steve says it's been rewarding to watch the children we support mature into adults. "30 years later, I'm still with them. They're more like friends than anything else," he says. "They know me, I know them, and we get along."

Steve says over the years, the community inclusion movement has been progressive, with the most important changes coming in the individualization of services. “That’s the biggest thing,” he says, “the community inclusion movement. I think it’s a great thing.” Steve’s dedication and long-standing employment creates a depth of experience that enhances the disability confidence of BACI.

### *Seeing Potential, Facilitating Change*

Community Options support worker Jill Rowan says that helping the people she supports find their potential has been encouraging and rewarding. “It’s very incredible and very exciting,” says Jill. “It definitely makes you want to get up and come to work and see what new surprising thing is going to happen.”

Jill made a difference with one woman that transformed both their lives. In their time together, Jill learned that she had some high school work experience at a coffee shop.

“We wound up at a Starbucks and we were talking about employment and what that would look like, and at the next table, it just so happened, was the manager for the area and the manager of that Starbucks,” says Jill. The managers told Betty about a position for a café attendant designed to make the Burnaby area more inclusive, and it led to Betty getting the job.

Jill says her co-workers were instrumental in helping Betty develop skills for the job, by helping Jill with some of her duties so she and Betty could focus on training.

“We’re really encouraged to look for people’s potential, and once we get an inkling of something, we’re fully supported to go out and fulfil it,” says Jill.





if a person is in a restaurant they would not need someone to order food for them — the person could simply key their order into an iPad and the voice application would read the order back to the server. Adding to this, if the person frequently visited the restaurant it would be easier for them to get to know people working there, thus building community connections. People would be a lot more connected.

Although distribution of iPads to people accessing services from BACI is still limited, its role will likely expand in the future as prices further decline, notes Kevin Lusignan, Senior Manager of Social and Economic Inclusion. With their cutting-edge technology, iPads also make great conversation pieces, which could enhance inclusion for people. Because it's innovative, it's likely that someone would come up to a person and say, "Hey, that's cool, can I look at that?"

"We're still developing those skills. She's been there for a year and a half," says Jill, adding that Betty's learning to be more outgoing and start conversations. It's changed her life in a "big way," says Jill, adding that her parents are very proud.

Jill's initiative is another example of how BACI is disability confident and helped someone access both economic and social inclusion in our community.

### *iPad inclusion*

Another way we are becoming more disability confident is by using our technology better. One tool is the Apple iPad. The iPad is proving to be an excellent communication tool for people with verbal challenges, as well as an instrument that could enhance community connections.

If you can give a person a way to communicate, a way to be able to see what's coming next — to have some predictability — and to make choices about their lives, then that is a huge shift in a person's life. For instance,

### *Approaches to a Good Life*

Another factor that is increasing our disability confidence and organizational capacity at BACI is our involvement in a Positive Behaviour Supports (PBS) project with CBI Consultants.

PBS approaches help reduce problem behaviours that can be a barrier to inclusion into the community for people with intellectual disabilities. Problem behaviour is hard on the person, their families, and staff members. PBS is made of three elements: person-centred thinking and doing, applied behaviour analysis (ABA), and the inclusion movement.

The utilization of person-centered approaches is the first, the most important, and most effective PBS intervention.

The process begins with involving people from all domains of the person's life in the planning process to



surface a person's history, to identify their strengths and preferences, and to learn about their hopes and dreams. All of this forms part of a personal profile that helps us to answer the question, "What will it take for this person to have a good life?"

When a person has an improved quality of life, experience shows that some problem behaviours disappear. For a person with an intellectual disability, a higher quality of life comes from an enhanced ability to communicate, from being able to make choices, from having some power in their lives, and from actively participating in their social and economic community.

If problem behaviours persist despite an improvement in quality of life, then we must be good detectives to try and understand what the behaviour is communicating. Often, the goal is to teach a person more socially acceptable ways to express their needs, rather than communicating through their behaviour.

We offer on-line PBS training to all BACI staff members to help deepen our collective skill-sets.

At the same time, we are conducting a pilot project with 10 focus people in our organization who require 1:1 supports and are most in need of an enhanced quality of life. The teams that support these individuals will utilize PBS at a deeper level and will meet regularly to strategize on quality of life issues and share our learning.

At a broader organizational level, we are establishing an advisory and support group that will monitor progress of the project and support the teams. We will also involve specialists from CBI to assist us with highly technical issues.

We hope that this project will make a difference in people's lives and will help our staff to build on the good work that they do and become even more disability confident.



## OUTREACH

By Lyn King

Over the past year, Outreach has seen a great deal of change in the type and scope of services we provide.

Outreach staff have begun to work in collaboration with BEST employment services to assist a group of folks to find meaningful paid employment. Staff work together to take individuals through the process to discovering the Ideal Conditions for Employment, moving folks closer to real work for real pay.

Outreach has taken on a new group of folks supported under CLBC's Personal Supports Initiative (PSI). These folks, not formerly eligible for services, receive support with finding affordable housing, connecting to community-based activities, building social skills and finding paid work.

Fall 2010 saw the first sessions of the Simple Steps to Healthy Relationships course. Designed to provide key skills for working through many of the issues that arise in all types of relationships, the course was a great success. It was repeated in the Spring and feedback indicates that participants learned valuable skills. With the help of Douglas College Nursing students, an optional component on Safe Sex was also developed.

Outreach hosted two practicum students from the Douglas College Classroom and Community Support program. Students worked on researching low literacy Emergency Preparedness materials and developed a small pictorial cookbook for use at our three Community Kitchens.

In an exciting community partnership, Outreach has been able to create an Emergency Food Bank. This was made possible with the assistance of weekly food contributions from The Greater Vancouver Food Bank, Langley Farms Market, Cobs Bread and the Community Garden at BACI.

This resource allows Outreach participants and other needy BACI folks to access much-needed food in a dignified environment. Individuals meet privately with a life skills staff, and “shop” in the food bank. Often we are able to offer more than just food, with donations of toiletries, paper products and diapers. This has been a very rewarding initiative for all concerned.

Our relationship with The Greater Vancouver Food Bank has opened up new opportunities for funding. Outreach staff recently received an Empty Bowls Project grant, to allow us the funds to expand the services we provide through these kitchens. Food security is an important component of a good life!

## **CLASS ACTS AS INNOVATIVE BUILDING BLOCK FOR MEANINGFUL, HEALTHY INTERACTION**

By Lisa Bailey, Axiom News

A class in which participants explore their emotions and relationships is an innovative way to help them develop and maintain meaningful and healthy interactions with others, says BACI outreach counsellor Cherry Sheena. In her experience, “Simple Steps to Healthy Relationships” is unique. It launched late last year and brings together individuals supported by outreach who face such challenges as meeting people or maintaining key relationships in their lives.

Over the course of seven weeks, people meet as a group to share their feelings and experiences in an open, confidential, non-judgemental manner, as well as explore through discussion, activities and guest speakers such topics as assertiveness and workplace relationships.

Through the class, they learn from each other and find support, building confidence to establish healthy relationships.

“It gives people a platform to be honest about the feelings that they have and relationships that they have, and we’re very intentional about drawing out personal experiences from the individuals that attend,” Cherry says.

“I think a lot of people don’t have a chance to be honest with their feelings and the difficulties they might have in relationships. I think these are really important pieces in the class, which is building self-esteem. People are hearing some really good things about themselves from their peers that they can take away with them.”

Confidence, Cherry says, is “an important building block (for the people accessing supports) of being able to start a relationship or meet someone or know that they themselves are important.”

Relationships are one focus of BACI’s outreach service, which supports people in developing skills to become more independent and lead meaningful, fully inclusive lives in the community.

## **TEEN PROGRAM**

By Lyn King

BACI’s after-school teen program meets 3 times a week, and supports local teens to take part in community activities that include sports (floor hockey, basketball, swimming, rock climbing, go-karting, mini-golf), meal preparation and meals out.

This program expands during the summer months to an 8-week themed day camp. This year we expect to support 18-20 teens to take part in a wide variety of interesting local activities. Teens will continue to use public transit, reinforcing valuable life skills. This year we welcome quite a few new teens, as many of our older crew move on to new opportunities such as college and work.



## **BEST (BACI EMPLOYMENT SERVICES AND TRAINING)**

By Steve Withrington

Derek is a young man who experienced a difficult couple of years. He struggled with gaining some focus in his life. He attended a social and recreational day program which didn't always manage to hold his attention, and which resulted in less and less attendance.

By late 2010, Derek was spending most of his time at home and attending BACI's day program only occasionally. The Employment service had begun a Discovery (a person-centered, customized employment tool) with him earlier in 2010, but had not yet achieved much progress.

When a new Employment Program was developed – based on employment-focused issues and skills incorporating social asset and community mapping – Derek was offered a place when it began. Although Derek at times considered dropping from the program, he persisted and stuck with it.

When attending an employment fair as part of the program, Derek submitted a resume to Home Depot of Canada. Derek received an invitation to attend an interview with the human resources department of Home Depot. He was accompanied by an Employment Specialist from BACI's Employment Services and did very well. As part of a competitive interview process, Derek was invited back for a second, then third, interview before being offered a job as a Front Desk Assistant/Loader.

Derek was given an initial three-month contract and we are waiting to see if he will be offered a permanent position. Derek has built friendships and developed his working skills, confidence and communication through his employment with Home Depot.

He is a well-thought-of team member in his place of work.

The fact that Derek won this position through a competitive interview process has been cause for celebration. We are proud of the successful supports put in place by BACI's Employment Services staff, the hard work, commitment and motivation that Derek has demonstrated, and the openness to innovation and disability confidence that Home Depot has shown.

We will continue to support this working relationship as long as we are needed, and we wish Derek and Home Depot continued success for the future.

### *Collaborating for Change*

We are in the process of embarking on an innovative pilot project with the Burnaby School Board and CBI Consultants.

This collaborative piece of work came about because of a need for pro-active thinking/doing when considering the futures of young people with developmental disabilities.

It was recognised that there is a potential gap in service delivery to young people – from leaving school services to accessing adult services.

We realized that if we could support young people in schools to access or experience real work in real work environments ('real work for real pay'), then we could increase the possibilities for them to develop a more well-rounded resume.

BACI, the Burnaby School District and CBI met initially to establish the way forward.



This coming year, we will identify 4 students and their families who will be supported through a process by the School's Education Support Assistants (ESA's) and Employment Specialists from BACI and CBI.

The ESA's will be able to access CBI's on-line Customized Employment Training module and work jointly with CBI and BACI staff to implement a Discovery process for the students. Upon completion of the Discovery and establishment of employment, Employment Specialists and ESA's can work collaboratively to provide job coaching for the students in their work place.

This process may result in lasting employment for someone right away, or at the very least create a resume for students to show potential employers the many ways in which inclusion can be achieved through employment.

## SOCIAL ENTERPRISES

By Terry Eadie

BACI has developed strategic paths for our three social enterprises – The Grape Box, The Work Crew and Action Packaging – that will guide our journey to supporting individuals to maximize their potential. The paths all have common themes, and were developed – with input from family, individuals employed in the businesses, and the support staff in each enterprise – to plan for our futures.

The themes are quite clear: we want each business to be a self-sustaining, inclusive work place and we want to partner with our community to see the ventures grow. Success would see us being valued as quality competitive alternatives to established market businesses.

The paths are hung proudly at each business, and a detailed list of objectives and goals is followed on our intranet sites. As we pass each milestone in these three paths, we grow closer to our goal.

Below are stories of two individuals who have made a difference, gained personal satisfaction, and increased financial gain through their commitment to their work.

*We are pleased that both these individuals have undertaken key roles in their employment paths and have earned recognition for their work. Their stories are fostered by the dedication and spirit of all the support staff teams.*

### *Crafting a Life*

Stan is a valued woodworker at The Grape Box. He is a person who loves to saw, sand, rotor, and plane, and has spent a long time learning his craft. Stan's shift from hobby crafting to full social business employment has made a great difference in his life.

Stan is dedicated to his work place and spends at least four days per week working part-time as new contracts come up. He has appeared in video on YouTube talking about his experiences, and has been quoted in a recent edition of Home Makeover magazine stating "it's nice to be paid for work".

### *Good Things Come With Small Packages*

Akai is a quiet fellow who works three days a week in Action Packaging.

One job involves sorting tiles for counter tops and flooring in "rainbow boxes," shipping samples, and putting together sample packs from new stock. There are several steps and billings to be done, as well as customer relations to keep up with – all in a short time-frame.

Akai's ability to manage the orders as requested quickly became apparent, as he manoeuvred his way around all of the tasks with great aptitude. The tile company – Willis – and its sales reps were very impressed with Akai's speed, accuracy and organizational skills each time they visited the warehouse. They were so impressed, they suggested Akai get a raise.



## *Community & Housing Development*

### **LIFE SHARING NETWORK**

By Karey DeGenova

Life Sharing means living with and sharing all of life's experiences together and forming a supportive and caring relationship. It is a relationship between the individual, their family, BACI and the contractor.

The Life Sharing Network offers an alternative to traditional residential living. The support of BACI's Life Sharing Network allows 95 people to live their lives the way they want. It offers unique environments that meet the specific needs and desires of the individuals we support.

Life Sharing Network contractors are not BACI employees. They are independently contracted by BACI to provide 24-hour support.

The Life Sharing Network is based upon a person-centered approach. This approach allows the individuals to select their living arrangement, their roommate, their home and their preferred neighborhood.

This year, some resources were developed to help strengthen the Life Sharing relationship, such as a Life Sharing Handbook, guidelines for creating a shared commitment and a circle of natural safeguards.

The living situations and support structures of the Life Sharing Network members are continually evolving, which keeps the relationships natural and alive with possibilities.



## INTENTIONAL HOUSING OPTIONS

By Barb Trippel

BACI operates 15 staffed homes, which provide support to two to five individuals per home or apartment. Fifty-three individuals receive support in our residential homes.

BACI's Respite Services provide additional support, rest and revitalization to the primary caregivers. Respite can be provided in the individuals' own home or a family care home, and be a few hours or a few days at a time. There are currently 12 individuals receiving respite.

Options are available for fully subsidized, accessible and integrated housing at Filby court (occupancy 12), Stride Place (occupancy 123), Orchard Heights (occupancy 10), Buchannan Towers (occupancy 4), and Madison (occupancy 8).

### *We Can Dig It!*

One of BACI's group homes has had the opportunity to partner with the "Can You Dig It!" initiative and host a community garden. In doing so, it has been a great way to invite other people from the community into their home and their lives.

They kicked off the growing season with an open house, where all neighbours were welcome to drop in. They have developed a relationship with one of the gardeners who has now invited the people who live there to attend her garden wedding this summer! As well as the social aspect, the garden has also provided a rich learning experience. The staff and individuals have learned from the other members about the many benefits of the vegetables they are growing.

The garden is also reducing our carbon footprint, as people at the home now compost all of their used paper towels, old newspapers and food scraps. An added bonus: individuals can get healthy snacks whenever they want to pick them!

### *Shopping For Work*

One gentleman has been quite eager to get a job so that he can have some extra spending money. While he is still exploring what opportunities would be a good fit for him, his family has stepped up and offered to pay him to do their grocery shopping/delivery for them. There is a possibility that he could potentially be enlisted to help in this way with friends of his family, or he could start his own grocery delivery service!! With this enterprising attitude, it won't take long for him to find the perfect job.

### *Person-Centered Planning, Thinking and Doing*

More residential staff and all of the supervisors have been trained on person-centered planning, thinking and doing in the past year. Planning meetings for individuals during this period have proven to be a positive experience with more involvement, input and direction being provided by individuals and their families.

Some of the people we support have been getting very good at telling the staff what they want to do – and in some cases, how and when! One gentleman's family wanted to go on a vacation with him, but they didn't think it could work. At the planning meeting, they discussed a variety of ideas and in the end it was decided that staff would go with them to ensure they had the support they needed.

The individual, his family and staff worked together to make all the plans, ensuring they could meet the family's wishes and the individual's support needs. In the end, it was a very positive experience for the gentleman and his family, and resulted in them being able to do something that they had not done for decades. They will have wonderful memories of their time together.





The real fun comes at our local community lunch. A church near our house puts on a highly successful free lunch each Thursday. About 150 people attend every week, mostly high school students. And then there's Josh.

Josh still struggles with transitions. And by struggle I mean he yells a lot. You can probably hear the "NO!" all the way over in Burnaby. But as anyone who knows Josh knows, that "NO!" can mean anything from "I'm confused" to "she's not supposed to sit in that chair" to "why isn't the baby coming with us this week?" to a simple "yes."

One day, Josh walked into the hall of his own accord, looked around, and shouted at full volume, "I don't want to sit!" "Okay," we said, and went about getting the soup from the kitchen. By the time we returned, Josh was sitting in his chair waiting to eat.

The cool part? No one batted an eye. They all know Josh. They know he needs a few moments to compose himself before sitting down. Steve the greeter says hello anyway. Jim, another volunteer, stops to say hi.

Usually, as Josh is eating, the teenagers start filing in. Sometimes they get a loud "No!" But they don't pay any attention to the protest, and they take the seats next to Josh all the same.

When we're done, Josh knows he has a job – gathering buckets of leftover scraps to take home for our chickens. Other diners pitch in to make sure the scraps they put in the buckets are okay for the chickens to eat. Then, without fanfare, Josh leaves the hall with us and goes home to do his job.

## A STORY OF INCLUSION FROM VANCOUVER ISLAND

By Val Froom

When Josh came to live with us two years ago, the transition to the family home was easy. Josh integrated well, loved our children, loved our dogs, and enjoyed his support workers. What he didn't like was getting out and engaging in the community.

So, when Josh moved to Nanaimo, our goal was inclusion. In the past year, we've really moved toward that.

After years of refusing to enter a rec centre, Josh now happily walks into the pool himself, straight to the deep end, and floats right along with all the other swimmers. After a year of driving up to the bottle depot and directing staff to go in and take the cans with, he now gets out of the car, walks inside, and even manages to sort beer from pop cans.



## *Committees*

### **ADVOCACY**

By Carol Stinson

What does the BACI Advocacy Committee do? What really defines the work that goes on month after month, year after year, as a small group of family members, friends and self-advocates work to make Burnaby and BC a more welcoming place for people with disabilities?

We tell stories. We tell stories to each other, to people in power and to the media. In the past year, we've told stories about the stress on families when you have a young adult who has turned 19 and has no place to go and nothing to do because there's no money for services.

We tell stories about the dangerous places in Burnaby where sidewalks lack curb-cuts and are not wheelchair friendly. We tell stories about self-advocates who were left out of the Woodlands settlement and the confusion and hurt they feel. We tell stories about children who struggle to meet their potential while they sit on a waitlist for services.

Every year, the stories told by BACI Advocacy Committee members help the City and Province be more aware of issues impacting people of all abilities, and ultimately make our communities more welcoming places for everyone.

If you have a story to tell, please contact the Advocacy Committee at 604.763.5667 or email [family.services@gobaci.com](mailto:family.services@gobaci.com). We look forward to hearing your story!



## **BASA (BACI ASSOCIATION OF SELF ADVOCATES)**

### **QUALITY OF LIFE INTERVIEWER ENJOYS 'NEW EXPERIENCE'**

By Natalie Hamilton, Axiom News

Setting out to capture what defines quality of life for others is having a positive impact on interviewer Christina Tomingas.

Through the Quality of Life Project, Christina and 19 other self-advocates from seven service provider organizations in the Fraser Region interviewed people served about their life experiences. The project, through a series of confidential questions, was intended to help define what makes people's lives meaningful and how agencies may be better able to support them.

The New Westminster resident was hired in October 2010 and conducted about 35 interviews.

"I wanted to be involved in a new experience and get involved with different organizations," Christina says. "It did sound like a fun job as well."

BACI was one of the agencies embracing the opportunity to hear directly and candidly from the people it serves. Christina says the personal and professional experience she gained is valuable. "I really enjoyed it."

Work provided the opportunity to travel to Langley, White Rock and different areas of the Lower Mainland. She liked being part of a team, conducting the interviews and meeting her fellow interviewers. "I like to work with different people," Christina says.

She particularly appreciated the Quality of Life team meetings when she gathered with her colleagues who were hired to conduct the same work. She expects she will stay in touch with some of her co-workers.

BACI was excited to be one of the participating organizations. As an organization, BACI has always been

committed to listening to the needs of the individuals and families we serve and participating in a project like this will hopefully deepen our understanding of what it means to have a good quality of life.

The survey utilized a tool called ‘My Life – Personal Outcomes Index,’ created by Dr. Robert Schalock, and encompassed questions that targeted eight areas or aspects of life including independence, personal development, social inclusion, rights and emotional well-being. They were designed to be accessible to people with a range of abilities and are based on the premise that quality of life can be measured.

People were excited to participate — both the interviewer and the interviewees. As Dr. Schalock shared with us, having self-advocates conduct this research will provide more and better data than he, or other professionals, could obtain because the process is collaborative between self-advocates.

Christina and three other self-advocates served by BACI were hired to conduct the interviews with people who access support from other service providers.

Once completed, the results were reviewed, collated and shared with Community Living BC (CLBC), who then disseminated the information to participating organizations. The results will help shape BACI’s quality improvement plan.

## DISABILITY CONFIDENCE

By Kevin Lusignan

A Disability Confident organization is defined as one which considers every aspect of the operation to ensure that it is accessible and inclusive for people with disabilities. It is important that we encourage the broader community to be Disability Confident with respect to interactions with people with disabilities as customers, employees and community members. At the same time, we need to be sure that at BACI “we walk the talk.”

In this regard, our Board of Directors have created a policy that directs us to do the following:

- To develop a Disability Confidence Committee;
- Have management performance goals connected to Disability Confidence objectives;
- Link the Disability Confidence Policy to operational objectives;
- Produce an annual report which reviews our Disability Confidence practices;
- Identify a Senior Manager to conduct assessments and produce reports (Kevin Lusignan);
- Develop human resources policies and practices;
- Focus on Disability Confident vendors for procurement and purchasing (Purposeful Purchasing);
- Engage in branding, advertising and marketing to portray people with disabilities as valuable customers;
- Ensure that our operations are fully accessible.

Many of the directives in the policy have been started, including the formation of a Disability Confidence Committee.



## HOSPITALITY AND EVENTS

By Karey DeGenova

BACI is a warm and welcoming place to visit and belong. We have a long history of finding opportunities to celebrate. It was made known through our strategic planning process that celebrations are a priority for all of the stakeholders at BACI.

Over the past year, we have had many opportunities to come together as a community and enjoy each other's company. At all of the General Meetings, as well as the AGM, we have increased the number of attendees by making the meetings a time to reflect and learn, and to socialize and have fun.

We have achieved this by creating a comfortable atmosphere, often incorporating a theme and offering wonderful meals, treats and music.

We continue to host the annual BACI Barbeque, which is always a huge hit with all the folks we support. This year, we extended the invitation to neighboring businesses, local politicians and community members.

In October, we held our haunted Halloween party – an event that is growing fast in popularity and may become as large as the annual Bonsor Christmas Party. Every November, we hold our BACI Ball. This year the gala event was held at the Pan Pacific Hotel in Vancouver and was a big success in raising funds for BACI's Children's Services.

In December, we hosted both the Bonsor Christmas Party and the Staff Christmas Party. Both celebrations were festive and well-attended.

We will continue to provide opportunities for BACI members and other members of the community to get together and celebrate. So welcome, and enjoy being a part of the BACI Community.

## SENIORS

By Lyn King

The Seniors' Committee hosted two seniors' teas this year, allowing old friends to meet and share a meal together.

The Fall Seniors' Tea was a huge success, hosting 85 guests. Through the talented hands of the committee members, a lovely meal of home-made soup and pasta was served to all. Old friends had a chance to re-connect and catch up, while Anthony Polanowski provided live musical entertainment, playing oldies and goodies. Douglas College Nursing students shared information on safe hand-washing procedures to prepare us all for Flu Season!

This Spring, the Seniors' Committee members again outdid themselves with a wonderful meal of chicken, pasta and salad, resulting in rave reviews. Musical entertainment was provided by self advocate participants, and it was enjoyed by all. Seventy-five folks joined us for a great afternoon.

Many thanks to the Seniors Committee members, the Outreach staff, Douglas College Nursing practicum students and Life Sharing staff for all their assistance.

## WELLNESS

By Lisa Thomson

We believe that BACI staff are our most important resource. The Wellness Committee endeavors to ensure that staff feel connected and supported.

We continue to provide an Employee and Family Assistance Program which offers a wealth of support and information to all employees and their families. In 2010, we conducted our sixth annual Employee Health and Wellness Survey to continue learning how to better support employees.

Our ever-popular massage program is still in place, providing employees and members with access to the skilled hands of West Coast College of Massage Therapy students.

We want all staff to be aware of how much they are appreciated. Our employee recognition initiatives include the Birthday Day Off policy, gift cards for 'above and beyond' efforts, and our practice of sending flowers to staff during times of trial and triumph



## Independent Auditor's Report

To the Members of Burnaby Association for Community Inclusion

We have audited the accompanying financial statements of Burnaby Association for Community Inclusion (the "Association"), which comprise the statement of financial position as at March 31, 2011, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements.

### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

### Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of the Association as at March 31, 2011, and the results of its operations, changes in its net assets and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles. As required by the Society Act of British Columbia, we report that, in our opinion, these principles have been applied on a basis consistent with that of the preceding year.

***(Signed) Deloitte & Touche LLP***

Chartered Accountants  
Vancouver, British Columbia  
July 26, 2011

# Burnaby Association for Community Inclusion

## STATEMENT OF OPERATIONS

## STATEMENT I

YEAR ENDED MARCH 31, 2010

|   | 2011              | 2010              |
|---|-------------------|-------------------|
|   | \$                | \$                |
| <b>Revenues</b>   |                   |                   |
| Provincial and Federal  |                   |                   |
| Community Living British Columbia                                 | 15,482,389        | 14,855,795        |
| Ministry of Children and Family Development                       | 1,118,560         | 1,031,082         |
| British Columbia Housing and Management                           |                   |                   |
| Commission  | 361,841           | 422,597           |
| Individualized contracts  | 239,500           | 306,780           |
| Fraser Health Authority   | 75,586            | 74,591            |
| Federal government  | 29,583            | 19,408            |
| Other sources   |                   |                   |
| User fees   | 2,169,342         | 2,085,906         |
| Other revenues  | 60,119            | 426,013           |
| Contracts   | 67,108            | 59,774            |
| Transfer of deferred contributions                                |                   |                   |
| Property, plant and equipment                                     | 115,952           | 127,758           |
| Fundraising   |                   |                   |
| Gaming  | 105,310           | 100,000           |
| Donations and gifts   | 65,484            | 77,369            |
| United Way  | 45,030            | 45,030            |
| Sharing Our Future (Note 14)                                      | 15,000            | 18,504            |
|   | <b>19,950,804</b> | <b>19,343,827</b> |
| <b>Expenses</b>   |                   |                   |
| Human Resources   |                   |                   |
| Wages and benefits  | 12,776,097        | 12,288,002        |
| Staff training  | 88,178            | 99,840            |
| Program   |                   |                   |
| Purchased services  | 3,611,874         | 3,368,155         |
| Program costs   | 878,768           | 997,080           |
| Transportation  | 243,767           | 223,611           |
| Client recreation and education                                   | 152,966           | 137,781           |
| Client incentives   | 99,204            | 88,827            |
| Occupancy   |                   |                   |
| Mortgage interest and lease payments                              | 903,998           | 918,656           |
| Repairs and maintenance   | 376,306           | 436,558           |
| Property taxes, utilities, and insurance                          | 345,694           | 298,732           |
| Amortization of property, plant and equipment                     | 467,296           | 469,857           |
|   | <b>19,944,148</b> | <b>19,327,099</b> |
| <b>Excess (deficiency) of revenues over expenses for the year</b> | <b>6,656</b>      | <b>16,728</b>     |

# *Burnaby Association for Community Inclusion*

STATEMENT OF CHANGES IN NET ASSETS

STATEMENT II

YEAR ENDED MARCH 31, 2010

|   | 2011  |               | 2010           |          |
|---|---|---------------|----------------|----------|
|   | Restricted -<br>Replacement<br>Fund<br>(Note 2 (e)) | Unrestricted  | Total          | Total    |
|   | \$  | \$            | \$             | \$       |
| <b>Balance, beginning of year</b>               | <b>303,394</b>                                      | <b>61,042</b> | <b>364,436</b> | 360,565  |
| Transfer of funds                               | 18,161  | -             | 18,161         | (12,857) |
| Excess of revenues over expenses                | -   | 6,656         | 6,656          | 16,728   |
| Internally imposed replacement<br>reserve usage | -   | -             | -              | -        |
| <b>Balance, end of year</b>                     | <b>321,555</b>                                      | <b>67,698</b> | <b>389,253</b> | 364,436  |

# Burnaby Association for Community Inclusion

(INCORPORATED UNDER THE SOCIETY ACT OF BRITISH COLUMBIA)

STATEMENT III

## STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31, 2010

|  | 2011              | 2010       |
|--|-------------------|------------|
|  | \$                | \$         |
| <b>Assets</b>  |                   |            |
| Current assets   |                   |            |
| Cash   | 1,075,842         | 1,143,378  |
| Accounts receivable  | 195,354           | 245,444    |
| Prepaid expenses   | 84,546            | 48,733     |
| Due from Sharing Our Future Foundation (Note 14)                     | 12,616            | 5,004      |
|  | <b>1,368,358</b>  | 1,442,559  |
| Investment - Estate of Hannah Filby (Note 3)                         | 423,219           | 422,019    |
| Replacement Reserve Fund (Note 7)                                    | 973,117           | 1,067,050  |
| Property, plant and equipment (Note 5)                               | 10,692,709        | 11,057,977 |
|  | <b>13,457,403</b> | 13,989,605 |
| <b>Liabilities</b>   |                   |            |
| Current Liabilities  |                   |            |
| Accounts payable and accrued liabilities                             | 1,532,237         | 1,531,135  |
| Deferred revenue   | 152,725           | 161,927    |
| Current portion of mortgages payable (Note 6)                        | 339,172           | 306,870    |
| Current portion of loan from Sharing Our Future Foundation (Note 14) | 2,350             | 2,224      |
|  | <b>2,026,484</b>  | 2,002,156  |
| Mortgages payable (Note 6)   | 8,998,141         | 9,346,512  |
| Loan from Sharing Our Future Foundation (Note 14)                    | 89,913            | 92,261     |
| Deferred contributions   |                   |            |
| Replacement Reserve Fund (Note 8)                                    | 647,782           | 763,658    |
| Property, plant and equipment (Note 9)                               | 882,611           | 998,563    |
| Estate of Hannah Filby (Note 10)                                     | 423,219           | 422,019    |
|  | <b>13,068,150</b> | 13,625,169 |
| <b>Net assets (Note 11)</b>  |                   |            |
| Restricted - Replacement Fund  | 321,555           | 303,394    |
| Unrestricted   | 67,698            | 61,042     |
|  | <b>389,253</b>    | 364,436    |
|  | <b>13,457,403</b> | 13,989,605 |

Contingencies and commitments (Note 13)

Approved by the Board

(Signed) Merrilyn Cook  
Merrilyn Cook, President

(Signed) Nailin Esmail  
Nailin Esmail, Treasurer

# Burnaby Association for Community Inclusion

## STATEMENT OF CASH FLOWS

## STATEMENT IV

YEAR ENDED MARCH 31, 2010

|  | 2011             | 2010             |
|--|------------------|------------------|
|  | \$               | \$               |
| <b>Operating activities</b>  |                  |                  |
| Excess (deficiency) of revenues over expenses for the year                     | 6,656            | 16,728           |
| Items not affecting cash   |                  |                  |
| Amortization of property, plant and equipment                                  | 467,296          | 469,857          |
| Transfer of deferred contributions - property, plant and equipment             | (115,952)        | (127,758)        |
|  | <b>358,000</b>   | <b>358,827</b>   |
| Change in non-cash operating working capital items                             |                  |                  |
| Accounts receivable  | 50,090           | 101,184          |
| Prepaid expenses   | (35,813)         | (2,978)          |
| Accounts payable and accrued liabilities                                       | 1,102            | 231,798          |
| Deferred revenue   | (9,202)          | (31,079)         |
| Due from Sharing Our Future Foundation   | (7,612)          | 13,910           |
|  | <b>356,565</b>   | <b>671,662</b>   |
| <b>Investing activity</b>  |                  |                  |
| Additions to property, plant and equipment, net of amounts in accounts payable | (102,028)        | (32,770)         |
| <b>Financing activities</b>  |                  |                  |
| Transfer to replacement reserve  | (3,782)          | -                |
| Mortgage principal repayments  | (316,069)        | (293,501)        |
| Loan from Sharing Our Future Foundation  | (2,222)          | (2,103)          |
|  | <b>(322,073)</b> | <b>295,604</b>   |
| Net cash inflow  | (67,536)         | 343,288          |
| Cash, beginning of year  | 1,143,378        | 800,090          |
| <b>Cash, end of year</b>   | <b>1,075,842</b> | <b>1,143,378</b> |
| Supplemental information   | 442,553          | 492,622          |
| Interest paid  |                  |                  |

# *Burnaby Association for Community Inclusion*

## NOTES TO THE FINANCIAL STATEMENTS

MARCH 31, 2011

### 1. Purpose of the Association

Burnaby Association for Community Inclusion (the "Association") provides support and services for individuals of all ages with developmental disabilities and their families. It also provides early intervention support and programs to children from birth to 12 years. The Association is incorporated under the Society Act of British Columbia, is a not-for-profit organization and is a registered charity under the Income Tax Act. The Association's future operations are largely dependent upon the continuation of funding under several contracts with Community Living British Columbia and other Government entities.

### 2. Significant accounting policies

These financial statements have been prepared in accordance with Canadian generally accepted accounting principles and reflect the following significant accounting policies:

#### (a) Financial instruments

The Association has elected to use the exemption provided by the Canadian Institute of Chartered Accountants ("CICA") permitting not-for-profit organizations not to apply the following sections of the CICA Handbook: Section 3862, Financial Instruments - Disclosures, and Section 3863, Financial Instruments - Presentation, which would otherwise have applied to the financial statements of the Association for the year ended March 31, 2011. The Association applies the requirements of Section 3861, Financial Instruments - Disclosure and Presentation, of the CICA Handbook.

Financial assets and financial liabilities are initially recognized at fair value and their subsequent measurement is dependent on their classification as described below. Their classification depends on the purpose for which the financial instruments were acquired, their characteristics and the Association's designation of such instruments. Settlement date accounting is used.

#### (i) Held-for-trading

Cash, investments (Estate of Hannah Filby) and funds segregated for replacement reserves have been designated as held-for-trading and are measured at fair value. Fair value fluctuations including interest earned, interest accrued, gains and losses realized on disposal and unrealized gains and losses are included in investment income.

#### (ii) Loans and receivables

Accounts receivable and due from Sharing Our Future Foundation have been designated as loans and receivables and are accounted for at amortized cost using the effective interest method.

#### (iii) Other liabilities

Accounts payable and accrued liabilities, due to Sharing Our Future Foundation and mortgages payable are recorded at amortized cost using the effective interest method and include all financial liabilities, other than derivative instruments.

# *Burnaby Association for Community Inclusion*

## NOTES TO THE FINANCIAL STATEMENTS

MARCH 31, 2011

### 2. Significant accounting policies (continued)

#### (b) Revenue recognition

The Association follows the deferral method of accounting for contributions (comprising provincial and federal grants). Externally restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions and other sources of revenues are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. Endowment contributions are recognized as direct increases in net assets.

Externally restricted investment income is recognized as revenue in the year in which the related expenses are incurred. Unrestricted investment income is recognized as revenue on an accrual basis.

Fundraising revenue is recognized the earlier of when the grant has been confirmed or the amount is actually received.

User fees and contracts represent rental income on property owned by the Association and services rendered by the childcare programs. These fees are recognized as revenue when earned.

#### (c) Gaming revenue

Gaming funds are reported on a cash basis to the British Columbia Gaming Commission in accordance with the Gaming Authority's policy. The Association's financial statements report gaming revenue and funds on an accrual basis

and fund basis in accordance with Canadian generally accepted accounting principles.

#### (d) Property, plant and equipment

Purchased assets are recorded at cost less accumulated amortization. Donated assets are recorded at assessed value or estimated market value as appropriate less accumulated amortization.

Certain land and buildings are mortgaged to Canada Mortgage and Housing Corporation ("CMHC"). The terms of the mortgages require that amortization be provided in the accounts in an amount equal to annual principal repayments.

The Association provides amortization on the assets using the following rates and methods:

|                           |                                   |
|---------------------------|-----------------------------------|
| Buildings                 | Over remaining terms of mortgages |
| Equipment and furnishings | 20%-25% straight-line method      |
| Vehicles                  | 25% straight-line method          |

Amortization is charged to operations.

The Association reviews its long-lived assets for impairment whenever events or changes in circumstances indicate that their carrying value may not be recoverable from expected undiscounted future cash flows from the assets' use and eventual disposition. An impairment loss is recognized when the carrying value of an asset exceeds its fair value.

# *Burnaby Association for Community Inclusion*

## NOTES TO THE FINANCIAL STATEMENTS

MARCH 31, 2011

### 2. Significant accounting policies (continued)

(e) Replacement Reserve Fund

Contributions for replacement funds are credited to deferred contributions. Contributions are transferred to income in the period that the costs are incurred.

(f) Volunteer services

Volunteers contribute approximately 1,844 hours per year to assist the Association in operating the various programs. Due to the difficulty of determining their fair value, contributed services are not recognized in the financial statements.

(g) Employee future benefits

For its defined benefit plan, the Association expenses contribution payments as they are paid or become payable.

(h) Use of estimates

The preparation of financial statements in conformity with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Significant areas requiring the use of management estimates include accrued liabilities, deferred revenue and amortization on property, plant and equipment. Actual results could differ from those estimates.

(i) Future accounting changes

The CICA has issued a new accounting framework applicable to Canadian not-for-profit organizations. Effective for fiscal years beginning on or after December 21, 2012, not-for-profit organizations will have to choose between International Financial Reporting Standards ("IFRS"), generally accepted accounting principles for not-for-profit organizations and Public Sector Accounting Standards ("PSA"). The Association currently expects, but has not yet formalized its decision, to adopt the new generally accepted accounting principles for not-for-profit organizations. The impact of any associated adoption has not yet been determined.

### 3. Investment - Estate of Hannah Filby

The Estate of Hannah Filby was donated to the Association in 1980 for the benefit of children with developmental disabilities. Designated amounts have been placed in separate bank accounts.

### 4. Vancouver Foundation

The Association has placed funds of \$10,000 with the Vancouver Foundation. In accordance with the Vancouver Foundation Act, these funds are held permanently by the Vancouver Foundation, and thus are not recorded in the financial statements of the Association. The Association, however, has the right to receive investment income on these funds and, therefore such interest is recorded in the statement of operations.

# Burnaby Association for Community Inclusion

## NOTES TO THE FINANCIAL STATEMENTS

MARCH 31, 2011

### 5. Property, plant and equipment

|                           |                   |                          | 2011              | 2010              |
|---------------------------|-------------------|--------------------------|-------------------|-------------------|
|                           | Cost              | Accumulated amortization | Net book value    | Net book value    |
|                           | \$                | \$                       | \$                | \$                |
| Land and buildings        | 15,099,666        | 4,553,161                | 10,546,505        | 10,965,760        |
| Equipment and furnishings | 1,296,966         | 1,173,445                | 123,521           | 56,477            |
| Vehicles                  | 713,263           | 690,580                  | 22,683            | 35,740            |
|                           | <b>17,109,895</b> | <b>6,417,186</b>         | <b>10,692,709</b> | <b>11,057,997</b> |

### 6. Mortgages payable

Mortgages payable are comprised of the following first mortgages with CMHC, various banks, trust companies and credit unions, secured by the land and buildings, mortgage of leases, assignments of rent, fire insurance and grant agreements. The current portion of long-term debt assumes mortgages maturing in the next fiscal period will be renewed at the current rates and terms.

|                 | Annual interest rate | Monthly mortgage repayment | Monthly BCHMC subsidy | Renewal date         | Principal outstanding |                  |
|-----------------|----------------------|----------------------------|-----------------------|----------------------|-----------------------|------------------|
|                 | %                    | \$                         | \$                    |                      | 2011                  | 2010             |
|                 |                      |                            |                       |                      | \$                    | \$               |
| Carson          | 3.900                | 1,205                      | 195                   | 02/01/2013           | 26,757                | 39,950           |
| Clinton         | 3.900                | 1,204                      | 195                   | 03/01/2013           | 27,857                | 40,999           |
| Cumberland      | 3.090                | 1,194                      | 146                   | 09/01/2013           | 147,334               | 157,015          |
| Deer Lake       | 4.590                | 1,163                      | 281                   | 08/01/2011           | 87,236                | 97,037           |
| Eastburn        | 3.440                | 1,296                      | 196                   | 09/01/2019           | 165,969               | 175,711          |
| Edmonds         | 3.680                | 1,197                      | 251                   | 12/01/2018           | 147,365               | 156,209          |
| Filby Court     | 3.680                | 4,896                      | 4,896                 | 12/01/2018           | 596,852               | 633,259          |
| Genesis         | 5.590                | 5,310                      | -                     | 07/01/2012           | 801,137               | 820,296          |
| Neville         | 5.500                | 3,846                      | -                     | 06/01/2013           | 594,887               | 608,284          |
| Oakland         | 4.590                | 1,163                      | 281                   | 08/01/2011           | 87,236                | 97,037           |
| Orchard Heights | 3.800                | 3,061                      | 1,995                 | 12/01/2020           | 560,513               | 574,165          |
| Sardis          | 8.000                | 571                        | -                     | 11/01/2024           | 57,473                | 59,753           |
| Still Creek     | 5.680                | 4,439                      | -                     | 05/01/2012           | 276,878               | 313,721          |
| Stride Place    | 5.180                | 33,718                     | 22,640                | 08/01/2016           | 5,740,604             | 5,850,121        |
| Victory         | 2.510                | 934                        | 28                    | 12/01/2012           | 19,215                | 29,825           |
|                 |                      | <b>65,197</b>              | <b>31,105</b>         |                      | <b>9,337,313</b>      | <b>9,653,382</b> |
|                 |                      |                            |                       | Less current portion | <b>339,172</b>        | <b>306,870</b>   |
|                 |                      |                            |                       |                      | <b>8,998,141</b>      | <b>9,346,512</b> |

# Burnaby Association for Community Inclusion

## NOTES TO THE FINANCIAL STATEMENTS

MARCH 31, 2011

### 6. Mortgages payable (continued)

The minimum annual principal repayments in the next five fiscal years – assuming renewals, under the existing terms of the mortgages – are as follows:

|            | \$               |
|------------|------------------|
| 2012       | 321,580          |
| 2013       | 331,494          |
| 2014       | 312,892          |
| 2015       | 328,498          |
| 2016       | 345,092          |
| Thereafter | 7,697,757        |
|            | <u>9,337,313</u> |

Included with occupancy expenses is \$440,978 (2010- \$492,622) representing interest on long-term debt.

### 7. Replacement Reserve Fund

The Association is required to maintain a capital replacement reserve fund as designated by CMHC, British Columbia Housing and Management Commission (“BCHMC”), Community Living British Columbia (“CLBC”), and the City of Burnaby (“COB”), herein after referred to as “the Group”. Expenditures incurred during the year are expensed. Amounts sufficient to support the balances designated by the Group have been placed in separate bank accounts and in term deposits. In addition to these reserves, the Association restricts funds to provide for replacement costs at residences not subject to the Group provisions (see Statement II).

### 8. Deferred contributions - Replacement Reserve Fund

Deferred Contributions - Replacement Reserve Fund represents restricted contributions to the replacement fund as designated by the Group (Note 7). Changes in the deferred contributions balances are as follows:

|                                  | 2011           |               |               | 2010           |                |
|----------------------------------|----------------|---------------|---------------|----------------|----------------|
|                                  | BCHMC          | CMHC          | CLBC/<br>COB  | Total          | Total          |
|                                  | \$             | \$            | \$            | \$             | \$             |
| Opening Balance                  | 568,377        | 80,196        | 115,085       | 763,658        | 770,923        |
| Interest earned                  | 1,564          | -             | -             | 1,564          | 18,469         |
| Additions during<br>the period   | 14,169         | 1,084         | 33,152        | 48,405         | 55,047         |
| Transfer of funds                | =              | (37,612)      | 19,451        | (18,161)       | 12,857         |
| Withdrawals during<br>the period | (44,584)       | (32,944)      | (70,156)      | (147,684)      | (93,638)       |
| Ending Balance                   | <u>539,526</u> | <u>10,724</u> | <u>97,532</u> | <u>647,782</u> | <u>763,658</u> |

# *Burnaby Association for Community Inclusion*

## NOTES TO THE FINANCIAL STATEMENTS

MARCH 31, 2011

### 9. Deferred contributions - property, plant and equipment

These represent unrestricted and restricted deferred contributions with which certain property, plant and equipment were originally acquired. Changes in the deferred contributions balance are as follows:

|                                | 2011      | 2010      |
|--------------------------------|-----------|-----------|
|                                | \$        | \$        |
| Balance, beginning of year     | 998,563   | 1,126,321 |
| Amounts transferred to revenue | (115,952) | (127,758) |
| Balance, end of year           | 882,611   | 998,563   |

### 10. Deferred contributions - Estate of Hannah Filby

Deferred contributions - Estate of Hannah Filby represent restricted contributions (Note 3). Changes in the deferred contributions balance are as follows:

|                            | 2011    | 2010    |
|----------------------------|---------|---------|
|                            | \$      | \$      |
| Balance, beginning of year | 422,019 | 417,757 |
| Interest earned            | 1,200   | 4,262   |
| Balance, end of year       | 423,219 | 422,019 |

### 11. Net assets

#### (a) Restricted net assets

In 2011 the Association internally restricted \$Nil (2010 - \$Nil) of net assets to be used as a replacement fund and expended \$Nil (2010 - \$Nil) of previously restricted amounts. Combined with the opening balance of \$303,394 (2010 - \$316,251), total restricted net assets at March 31, 2011 are \$321,555 (2010 - \$303,394). This fund is maintained to provide for replacement costs at properties not subject to the Group reserve fund (Note 7). These internally restricted amounts are not available for other purposes without approval of the Board of Directors.

#### (b) Unrestricted net assets

Included in unrestricted assets is \$472,785 (2010 - \$311,549) which represents an investment in capital assets, resulting in a net unrestricted deficit of \$405,087 (2010 - \$250,507).

# *Burnaby Association for Community Inclusion*

## NOTES TO THE FINANCIAL STATEMENTS

MARCH 31, 2011

### 12. Line of credit

The Association has a line of credit of \$600,000 available with the Bank of Montreal, bearing interest at bank prime rate plus 1%, repayable on demand and secured by a general assignment of book debts. The line of credit is maintained to provide operating working capital as necessary. At March 31, 2011 and 2010, no amounts were outstanding on the line of credit.

### 13. Contingencies and commitments

- (a) At March 31, 2011, the Association was aware that a liability may exist with respect to the funding versus the provision of long-term disability ("LTD") benefits. The previous carrier of LTD benefits, Healthcare Benefits Trust ("HBT"), has presented a claim of \$384,970 (2010 - \$186,700) as the amount owing for unfunded LTD provisions.

This potential liability is the subject of negotiations between the Association's new LTD carrier and HBT. These negotiations remain unresolved, in part, as the Association disputes several of the assumptions on which the value of the claim is based. Further, offsetting claims against a certain third party may significantly reduce the Association's liability. The eventual amount of the claim is contingent on future events that are not predicible at this time.

As of June 1, 2008, the Association transferred its LTD coverage to a new LTD carrier. Under the terms of the new plan, the Association is not exposed to an unfunded liability for the funding versus the provision. The new LTD benefit coverage is provided on a fully insured basis.

- (b) Certain of the Association's properties are subject to charges, as per the Human Resources Facilities Act, whereby the facility may only be used for human resources purposes. If the properties are disposed of or not used for these purposes, the greater of \$61,574, or a proportion of the fair value of the land based on the amount of the grant and fair value of land at project completion date, is repayable to the Province of British Columbia.
- (c) The minimum aggregate and total annual future rentals payable under the terms of operating leases for a building facility and equipment used in programs are as follows:

|      | \$             |
|------|----------------|
| 2012 | 273,227        |
| 2013 | 205,886        |
| 2014 | 153,049        |
| 2015 | 115,028        |
| 2016 | 57,562         |
|      | <u>804,752</u> |

# *Burnaby Association for Community Inclusion*

## NOTES TO THE FINANCIAL STATEMENTS

MARCH 31, 2011

### 14. Sharing Our Future Foundation

The Association contracts with Sharing Our Future Foundation (the "Foundation") for fundraising events. The Foundation's responsibilities are to distribute the net proceeds of the fundraising events to the Association or to hold them in a capital fund for projects that will benefit the clients of the Association. The Foundation is incorporated under the Society Act of British Columbia, is a not-for-profit organization and is a registered charity under the Income Tax Act. The Foundation's constitution requires that, on dissolution or windup, all of its assets are to be distributed to the Association or some other recognized British Columbia charity.

The Foundation has not been consolidated in the Association's financial statements. Financial statements for the Foundation are available upon request. As at March 31, 2011, the Foundation had total assets of \$921,389 (2010 - \$928,649), total liabilities of \$638,657 (2010 - \$665,824), net assets of \$282,732 (2010 - \$262,825), including restricted net assets of \$203,032 (2010 - \$203,032), total revenues of \$87,836 (2010 - \$88,151), total expenditures of \$52,929 (2010 - \$52,610) and an excess of revenues over expenditures of \$34,907 (2010 - \$35,541).

In addition to total expenditures, the Foundation made contributions of \$15,000 (2010 - \$18,504) to the Association, which are included in fundraising revenue of the Association.

During the year, the Association collected ticket sales proceeds and paid for services in respect of a fundraiser held by the Foundation. The net amount receivable by the Association in respect of all transactions was \$12,616 as at March 31, 2011 (2010 - \$5,004).

On July 1, 2007, the Foundation advanced the Association \$100,000 at a rate of 5.59% per annum to purchase the new MacDonald facility. During the year, the Association paid \$5,285 of interest on this advance. The outstanding balance as at March 31, 2011 was \$92,261 (2010 - \$94,485), of which \$2,350 (2010 - \$2,224) was included in current portion.

### 15. Pension plan

The Association and its employees contribute to the Municipal Pension Plan (the "Plan"), a jointly trustee pension plan. The Plan is a multi-employer defined benefit plan. The Board of Trustees, representing Plan members, is responsible for overseeing the management of the Plan. The Plan has about 163,000 active members and approximately 60,000 retired members.

Every three years, an actuarial valuation is performed to assess the financial position of the Plan. The most recent valuation as at December 31, 2009 indicated an unfunded liability of approximately \$1,024 million. In the event of an unfunded liability, the Board of Trustees is required to address it through contribution adjustments shared equally by the Plan members and employers. The next valuation will be as of December 31, 2012. For the year ended March 31, 2011, the Association paid \$448,522 (2010 - \$Nil) for employers' contributions to the Plan.

# *Burnaby Association for Community Inclusion*

## NOTES TO THE FINANCIAL STATEMENTS

MARCH 31, 2011

### 16. Financial instruments

(a) Fair value

The Association's financial instruments include cash, accounts receivable, investments (Estate of Hanna Filby), funds segregated for replacement reserves, due from/to Sharing Our Future Foundation, accounts payable and accrued liabilities. The fair values of these financial instruments approximate their carrying value due to their short-term nature.

The estimated fair value of mortgages payable is not significantly different from current carrying value.

(b) Interest rate risk

The Association is not exposed to significant interest rate risk due to the short-term maturity of its monetary assets and current liabilities. The Association's mortgages bear a fixed interest rate; therefore no interest rate risk exists. The Association does not use any derivative instruments to reduce its exposure to the fluctuations in interest rates.

ing availability of funding and resources. The annual and updated budgets are approved by the Board of Directors.

The Association is not exposed to externally imposed capital requirements, and expects its funding under several contracts with Community Living British Columbia and other government entities will be sufficient to continue to provide its services beyond its current reporting period.

The overall strategy with respect to capital risk management remains unchanged from the year ended March 31, 2010.

### 18. Comparative figures

Certain of the prior year comparative figures have been reclassified to conform with the presentation used in the current year.

### 17. Capital disclosures

The Association's objectives when managing capital are to safeguard its assets, and continue as a going concern in order to provide support and services for individuals of all ages with developmental disabilities and their families.

In order to facilitate management of capital, the Association prepares annual budgets that are updated as necessary depending on various factors, includ-

# *Funders, Donors and Sponsors*

|                                  |                          |   |                       |
|----------------------------------|--------------------------|---|-----------------------|
| Able Auctions                    | Eadie, Terry             | Olsen, Rachel                           | Woolley, Margaret     |
| Aces Okanagan Estate<br>Winery   | EARTHwise Tree Services  | Peggie, Jean                            | Woolley, Peter & Lois |
| Adams, Marc                      | Ease Management          | Philanthropy Preceptorship<br>Fund      | Wu, Julie             |
| Allan, Larry                     | Electronic Arts (EA)     | Purdy`s                                 | Yarmak, Bonnie        |
| Anthony, Cathy                   | Estate of Norman Goode   | Rastad, Barbara                         | Yu, Vincent           |
| Anthony, Mollie                  | Fretenburg, Ann          | Rubben, Pierre                          | Zatzick, Christopher  |
| Apex Communications              | Giggle Dam               | Santinon, Joyce                         |                       |
| Arrow Equipment                  | Gildersleeve, Carolyn    | Sather, Tanya                           |                       |
| Art Knapps Garden Centre         | Global TV                | Schiller, Norma                         |                       |
| Arts Club Theatre                | Goddyn, Luis & Rachel    | Seet, Wendy                             |                       |
| Back Check                       | Granville Island Brewery | Simpson, Julie                          |                       |
| Bard on the Beach                | Grouse Mountain Resort   | Sinclair, Christine                     |                       |
| Bartfai, Lenard & Renza          | Hazell, Jack             | Sinclair, David                         |                       |
| Baumbusch, Marlene &<br>Guenther | IBM                      | Sinclair, Zack                          |                       |
| Bellinger, Carole                | Innovative Fitness       | Soo Lum, Deborah                        |                       |
| Bennet, Keith                    | Jasiencyk, Jan           | South Coast<br>Transportation Authority |                       |
| Bodie, Ernie                     | Jetha, Mr.               | Speckman, George                        |                       |
| Bombardier                       | Johnston, Maria          | Starbucks                               |                       |
| Borwein, Alexandra               | Kennedy, Brian           | Stillwell, Peter & Masako               |                       |
| Broomhall, Carol                 | Kerr, Peter              | Stinson, Carol                          |                       |
| Brown, Eleanor                   | King, Lyn                | Sun Life                                |                       |
| Brown, Gloria                    | Ladha, Abdul             | Telus                                   |                       |
| Burnaby Board of Trade           | Ladha, Hanifa            | The Bike Doctor                         |                       |
| Burnett, Debra                   | Lazarus, Baila           | The Delta Hotel                         |                       |
| Canadian Outback<br>Adventures   | LeClair, Shawn           | The Hydrecs Fund                        |                       |
| Castro, Maria Fatima             | Lee, Gwen                | Thomson, Lisa                           |                       |
| Cellcom Wireless Inc             | Lepper, Marlene & Selena | United Way                              |                       |
| Chow, Jim                        | Loo, Angelina            | Vancity                                 |                       |
| Chow, Shirley                    | Lusignan, Kevin          | Vancouver Canucks                       |                       |
| Coast Coal Harbour Inn           | Mah, Janyce              | Verbeek, Shelly                         |                       |
| Colpitts, Grant                  | Makinson, Leona          | VIA Rail Canada                         |                       |
| Community Living BC              | Mar, Yin Wah             | Weir, Carol                             |                       |
| David H Doig & Associates        | McCann, Fergus           | West Coast School of<br>Massage Therapy |                       |
| de Mooy, Mr W.                   | Melenchuck, Nancy        | WestJet                                 |                       |
| DeGenova, Karey                  | Milano Coffee            | Wilks, Lee                              |                       |
| Design Network                   | Mitha, Ramzan            | Wolverton, Annie                        |                       |
| Dockside Restaurant              | Moore, Arlene            | Wong, Terry & Nellie                    |                       |
| Duff, Ronald                     | Moy, Katherine           | Woolley, Alice                          |                       |
|                                  | Nairn, Robert & Bridget  |   |                       |
|                                  | Norco Products Ltd       |   |                       |
|                                  | O`Doul`s Restaurant      |   |                       |

# *Board of Directors*

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Merrilyn Cook

Vice President

Susan Anthony  
Troy Nikolai

Treasurer

Nailin Esmail

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James Baird  
Lorraine Chomechko  
Joe Gian  
Zaheda Jiwa  
Margie Manifold  
Paul Miller  
Clint Morrison  
Lois Woolley

Self Advocate Rep

Matthew Gotro

Executive Directors

Richard Faucher  
Tanya Sather



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