

Burnaby Association for Community Inclusion Business Improvement Plan 2010

<p>Inclusion: A central conviction that shapes BACI'S practices is the belief that citizenship (and the rights, privileges, and responsibilities that accompany it) must extend to all Canadians, regardless of whether or not one has a disability. Thus, our goal is not simply to integrate principles of citizenship into the services we provide – such as the right to self-determination, contribution, and the freedom from discrimination – but to advocate to make sure these principles are also present for people with disabilities in the wider social and political systems.</p>						
Recommendation	Action	Evidence	Person Responsible	Timeline	Not Achieved	Achieved
A) BACI will continue to support the activities of the Advocacy Committee	Monthly Meeting	Meeting Minutes	Richard Faucher	2010		
B) BACI will implement the recommendations outlined in the Accessibility Report for 2009	Accessibility Plan	Report	Lisa Thomson	2010		
C) BACI will take an active role in promoting the social and economic inclusion of people with disabilities in Burnaby, British Columbia, and Canada	Reinventing Day Services Action Plan	Annual Outcome Management Report	Steve Withrington	Ongoing		

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<p>Quality Services: BACI is committed to demonstrating excellence across all service areas and programs and, subsequently, it is essential that we have in place a system that will enable us to evaluate and improve services on an ongoing basis. Further, because individuals and families are the raison d’etre of our services, their participation and feedback in evaluating services is critical to us.</p>						
Recommendation	Action	Evidence	Person Responsible	Timeline	Not Achieved	Achieved
A) BACI will establish a Quality Assurance Committee which will include representation from all stakeholders.	Quarterly Meeting	Meeting Minutes and Quarterly Report, Annual Outcome Management Report	Leslee Madore	Ongoing		
B) BACI will conduct Service Evaluations in all programs and will make sure that all services are consistent with the quality assurance indicators.	Annual Quality Service Review	Annual Service Quality Report	Leslee Madore	November 2010		
C) BACI will continue to ensure that Human Resource practices are directly linking to the quality assurance indicators. In particular, the performance appraisals will measure staff performance in relation to the quality assurance indicators.	Quarterly Review	Quarterly Report	Lisa Thomson, Leslee Madore	2010		

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Person- and Family-Centered Planning, Thinking & Doing:						
<p>BACI is committed to developing and delivering services that are relevant and meaningful to each individual. Acquiring a genuine understanding of each individual is the basis to good planning and the start to good services provision. Beyond planning, BACI must be as flexible as possible in order to respond to the diverse and ever changing support needs of the individuals it serves. Thus, once support needs, choices, and expectations are identified in the various planning processes, the Association shall be prepared and required to adjust or reorganize services, to the extent that it is capable, in order to best accommodate them.</p>						
Recommendation	Action	Evidence	Person Responsible	Timeline	Not Achieved	Achieved
A) BACI will continue to ensure that yearly planning meetings for all people served are taking place and will make sure the planning meetings are consistent with the Guidelines for Planning.	Planning Meetings, Quarterly Review	Quarterly Reports, Annual Outcome Management Report	Managers	2010		
B) BACI will continue to provide on-going staff training regarding Person- and Family- Centered Planning, Thinking & Doing.	Cornerstones, Train the Trainer – Person Centered Thinking, Pyramid Training for Children’s Services	Training Calendar Attendance at Training Quarterly Report Annual Outcome Management Report	Managers	2010		
C) BACI will engage all stakeholders in a conversation about Quality of Life.	Pilot Project with CLBC	Annual Outcome Management Report	Leslee Madore, Tanya Sather, Fred Eiserman	2010		

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Employment for People with Disabilities:						
Through BACI’s employABILITY Strategy, individuals with varying abilities are assisted in securing and maintaining employment in the community –matching them with jobs that align with their skills and interests, and providing supports as needed.						
Recommendation	Action	Evidence	Person Responsible	Timeline	Not Achieved	Achieved
A) BACI will continue to implement strategies to further advance the Employment First Agenda for people with disabilities.	Strategic Action Plan for Day Services	Quarterly Report	Steve Withrington, Fred Eiserman, Terry Eadie	2010		
B) BACI will review all Human Resource policies to ensure that they are consistent with our commitment to the Employment First agenda for people with disabilities.	Policy Review	Board of Director’s Meeting Minutes	Lisa Thomson, Leslee Madore	June 2010		
C) BACI will ensure the Employment Services Department implements practices that are consistent with CARF standards.	Review CARF Standards, Develop Procedures	Procedures and Practices, Mock Survey, Service Evaluation	Richard Faucher, Leslee Madore	September 2010		

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Sustainability:						
BACI is committed to becoming increasingly sustainable in its operation and practice, particularly in the areas of social and environmental sustainability. We will define our values in this area and be guided by them as we chart our path to create a better community with and for all individuals and families we serve.						
Recommendation	Action	Evidence	Person Responsible	Timeline	Not Achieved	Achieved
A) BACI will develop policies to further demonstrate its commitment towards good social, economic and environmental practices.	Policy Review	Board of Director's Meeting Minutes	Tanya Sather	June 2010		
B) BACI will implement the recommendations outlined in the 2010 Risk Management Plan.	BACI Accountability Schedule	Report	Richard Faucher	November 2010		
C) BACI will take an active role in advancing a Social Finance agenda in the province of British Columbia.	Social Finance Committee, CLBC, 2010 Legacies Now, Vancity	Meeting Minutes, Strategic Action Plan	Richard Faucher	Ongoing		
D) BACI will play an active role in advancing the Family agenda in the province of British Columbia.	BACI Path for Family Support	Meeting Minutes, Strategic Action Plan	Richard Faucher	Ongoing		

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Social Enterprise: BACI believes that valued economic inclusion can be achieved for those who choose to work in Social Enterprise. BACI is supporting our social enterprises to become vibrant self sufficient contributors to our economy. The employees who work at the social enterprises earn at least minimum wage and their employment contracts are consistent with Employment Standards Regulation.						
Recommendation	Action	Evidence	Person Responsible	Timeline	Not Achieved	Achieved
A) BACI will establish an active Social Enterprise Committee and will ensure that the Committee meets regularly.	Regular Meetings	Meeting Minutes	Terry Eadie, Steve Withrington, Carol Broomhall			
B) BACI will ensure that all Social Enterprises have good Business Plans in place.	Social Enterprise Committee, Douglas College Partnership, Enterprising Non-Profits/VanCity	Business Plans Outcomes Report	Steve Withrington, Carol Broomhall	June 2010		
C) BACI will ensure that all the employees hired to work in the Social Enterprise have employment plans in place.	Review of CARF Standards, Planning Meetings, Performance Appraisals	Quarterly Report	Steve Withrington, Terry Eadie	June 2010		

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Top Employer in Community Living:
 We recognize that the success or failure of our services rest in a critical way in the hands of our employees. We will seek to foster an environment of collegiality and mutual respect wherein feedback is welcomed and encouraged, and where staff are inspired by word and by example to perform to the best of their capabilities. Our practices around human resource management and particularly our dedication and expertise in the areas staff training and professional development continue to be a key commitment.

Recommendation	Action	Evidence	Person Responsible	Timeline	Not Achieved	Achieved
A) BACI will be recognized as a Top BC Employer to work for.	Nominated for Top BC Employer	Employer Recognition Award	Lisa Thomson, Carol Broomhall			
B) BACI will implement the recommendations made by the Employee Wellness Committee, following the review of the Employee Workplace Wellness Report.	Agency Wellness Plan	Wellness Committee Meeting Minutes	Lisa Thomson, Tanya Sather			
C) BACI will continue to survey employees annually on their workplace wellness.	Annual Employee Survey	Employee Workplace Wellness Report	Lisa Thomson	October 2010		