

# **BACI Handbook**

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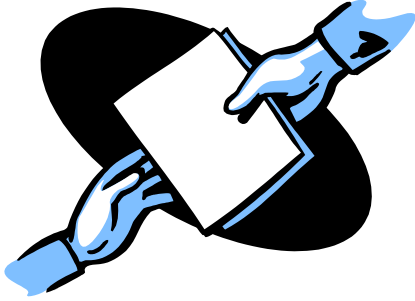
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## A Message to the People We Support



### Why do we give you this handbook?

We believe people need information so that they can make the right decisions for themselves. They need to know about important things like rights and responsibilities, how to make a complaint, and how they can see their file. They need to know about the services they receive and what to expect.

This handbook has general information about the agency.

### Understanding the information:

We believe that it is very important that you are able to understand the information we give you. We have written this handbook in plain language. Someone can talk with you about what's in it, they can read it to you or you can ask to listen to it on tape. You can also ask to receive it in another language or in sign language.



### How to Use this Handbook:



Someone will go through this handbook with you and your family and/or caregiver when you start receiving our services. We will give you a copy, which you can look at whenever you want. Keep this handbook in case you have any questions later. You can ask for help if you want to look at it again.

## Section 1: Who We Are

### 1. Our History



**Burnaby Association  
for Community Inclusion**

It is both the vision and commitment of the Burnaby Association for Community Inclusion (BACI) to achieve excellence in each of our service areas. Our Association is recognized as a provider of innovative and personally responsive service, responsible and powerful advocacy, and as a place of leadership within our community.

In 1956, parents of children with disabilities formed a non-profit Association in Burnaby to help advocate for the rights of their sons and daughters. This was the birth of the Burnaby Association for the Mentally Handicapped. In June 2002, our members voted and changed our name to the *Burnaby Association for Community Inclusion*. Throughout the years, our commitment has always been to respond to the needs of our members and the individuals we serve.

Shortly after its beginning, the Association and parents introduced Burnaby's first school for children with special needs. By the mid-1960s, the Burnaby School Board provided our Association with three separate Donald Patterson sites (named after an excellent Vancouver doctor that treated children with disabilities and lent his name to our cause) for special needs education programs. Plans were soon underway to build a new Donald Patterson School on Canada Way.

In the 1970's, the Association developed a series of programs that led the way for the services that exist today (for example, early childhood intervention, respite, vocational training supports, and summer recreation programs).

With the welcomed closure of Tranquille, Woodlands and Glendale in the 1980s, our Association played a significant role in welcoming disabled citizens back to the community and in making sure that they were successfully supported.



Around the same time period, the vision grew of building and owning our own centre. Thanks to the shared efforts of Association members, the BAMH Building Options Foundation, the City of Burnaby, the provincial government, community volunteers, and local businesses and corporations, our Still Creek Centre became a reality.

From its start as a grassroots organization, our Association has maintained a strong commitment to listening to the needs of individuals and families. Services must honour this group above all and be capable of meeting a variety of needs, interests, and wishes. This belief results from the fact that our services directly and deeply affect the quality of life of those receiving them. We are committed to being a dynamic and positive Association with a strong membership, always driven by, and answerable to, the individuals and families we serve.



One of the most important values that guides BACI's work is the belief that citizenship (rights, privileges, and responsibilities) must be provided to all Canadians, including individuals with a disability. Therefore, our goal is to both integrate the principles of citizenship into the services we provide – such as the right to self-determination, contribution, and the freedom from discrimination – but to advocate and make sure these principles are also present for people with disabilities in all social and political systems. Each person has the right to make decisions about what sort of life they will lead, and to be given responsibility for those choices. This includes the right to make decisions regarding their working life, home life, community activities, and the direction taken in their personal journey. BACI is committed to:

- All self advocates are given roles of leadership, involvement and influence in matters that are of concern to them (including our services) and that all individuals be directly involved in all decisions affecting their life.
- All individuals enjoy opportunities to make meaningful contributions to their communities.

- Our local communities, cities, province and country are places of full inclusion for people with disabilities, especially if they need extra supports to live in the community.
- Citizens respect each other's rights and responsibilities.
- Citizens with disabilities can make and be recognized for their contributions to the Burnaby community and beyond.
- Children with disabilities can learn, grow and play with other children in their community.

## 2. Our Vision, Mission and Guiding Principles

### Our Vision

The Burnaby Association for Community Inclusion (BACI) serves individuals of all ages with disabilities together with their families, provides an infant development program and offers childcare for all children.

### Our Mission

BACI advocates that all individuals are accepted and valued members of the community who, in their own way, contribute to society. The Burnaby Association for Community Inclusion, through innovative programs and exceptional facilities, exists to:

- Empower people to live their lives by respecting their choices
- Assist in the learning, development and growth of all individuals
- Ensure that people are connected to family and friends
- Support families to provide the best care for their children
- Advocate, by raising community awareness, for individuals with disabilities

### Guiding Principles

In 1996, the Board drafted and adopted the guiding principles of our Association:

- We recognize the inherent value of every person
- We believe that each person should be treated as an individual

- We believe that friends and family are of utmost importance in the lives of the people whom we support
- We believe that all people have the right to take part in and belong in their community
- We believe that people with disabilities should be supported and encouraged to make decisions that affect their lives

## 3. Our Services

### Residential Services

#### *Our Commitment*

A house or apartment does not make a home. A home is a place where a person finds comfort, calm, and happiness. It is a place of belonging. It is also an expression of the person who lives there because it is a place where the individual's personal tastes and likes are clear for everyone to see. Creating homes for adults and youths with disabilities can sometimes be challenging because there are many interests, influences, and demands in order for them to be successful.

BACI will make every effort in their commitment to providing the means for making a safe and happy home to those people who receive our residential services.



#### *Staff-Supported Homes*



BACI has 16 staff-supported homes in the Burnaby community. Each home supports 2-5 adults with developmental disabilities so they feel like it is “their” home in the community.

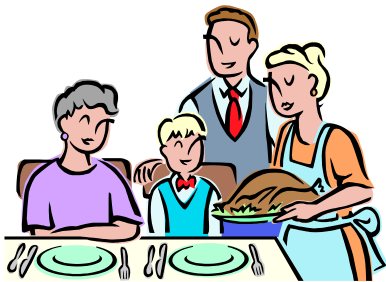
BACI also has housing developments – Stride, Filby Court, Madison, Rosser, and Orchard Heights – that provide

alternative and flexible living situations for people with disabilities.

Residential services receive funding through Community Living British Columbia, British Columbia Housing and the Sharing Our Future Foundation.

**Referrals are required from Community Living British Columbia. CLBC can be reached at 604-933-2000. For more information, please contact the program manager Barb Trippel or the Executive Director Richard Faucher at 604-299-7851.**

### *Life Sharing Network*



The Life Sharing Network offers another option to the staffed residential homes by providing individuals with a home to live in with people from the community and /or respite supports within the home of other people. The Association contracts with families (including single persons or couples) who are interested in welcoming an individual into their home and supporting that individual to: develop and maintain their personal network of friends and family; find and participate in meaningful activities; and feel like they are truly welcomed in their community.

**Referrals can be made directly to the Manager of Community and Housing Development. For more information, please contact Karey DeGenova at 604-292-1254.**

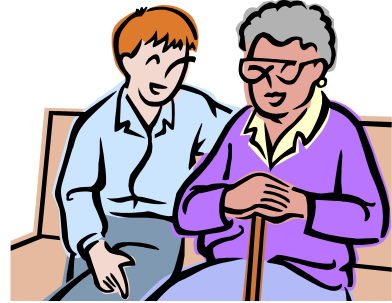
### *Subsidized Housing Options*

**Application for housing opportunity can be made directly to the property manager Wendy Benson. Wendy can be reached at 604-515-7510.**

## Social and Economic Inclusion (Day Services)

### *Our Commitment*

BACI offers a range of programs that will meet the many interests and needs of adults with intellectual disabilities. The goal of our Social Inclusion Section is to build the skills necessary for individuals to participate fully and confidently in community life to create and maintain relationships.



In our Economic Inclusion section, we assist individuals to become part of the economic community in supported work, employment, and self-employment. In terms of employment BACI has its BEST employment and training services that works to uncover an individual's strengths and preferences and works to create a match with an appropriate employer. BACI also has three social enterprises that provide employment for people with intellectual disabilities. They are woodWORKS (The Grape Box), the WORKCREW, and Action Packaging.

Service is normally provided between 8:30 a.m. and 3:30 p.m., Monday through Friday, although there is some flexibility in scheduling.

**Referrals are required from Community Living British Columbia. CLBC can be reached at 604-933-2000. For more information, please contact Kevin Lusignan at 604-299-7851.**

### **Outreach Services**

#### *Outreach Services*

The focus of our outreach services is to support individuals to live successfully in the community. BACI's programs are designed to make sure individuals develop the skills needed to lead the lives they want in their community. It is not enough to be just present in a community; we all need to feel that we belong and that we are valued. Outreach Services meets this goal by providing individuals with opportunities to make the most of their skills, abilities, and confidence so



that they can live a full life with many meaningful options in the community. The services are often provided directly at the individual's home or in a place where they can learn the skills they need (for example, at the bank, grocery stores, city transit, etc).

**Referrals come through Community Living British Columbia who also manage the waitlist. For more information please contact Lyn King at 604-299-7862.**

## *Teen Program*



The government does not fund the after school teen program. Funding from the United Way and our own fundraising efforts allow us to provide this after-school service for teens and youths who are getting ready to become adults. This service offers activities and new ways for teens to access their communities and network with their peers. BACI also has a summer program for teens that is funded by CLBC.

**Referrals can be made directly to this program. For more information please contact Lyn King at 604-299-7862.**

## *Integrated Family Support Program*

Through funding from Community Living British Columbia, the Integrated Family worker assists parents with a disability to raise their children. The staff supports parents, teaches and monitors parenting skills, and liaises with other professionals to ensure the welfare of both the parent and the children. **Referrals are required from Community Living British Columbia. For more information please contact Lyn King at 604-299-7862.**

## *Family Support & Leadership Development*

### Knowledge and Information

About available services

Access to services

Individual funding

Expectations of services

Transitions

Planning

## Contact with Other Families

Provides mutual support  
Normalizes experiences  
Advocacy

Provides understanding from  
people who have had similar  
experiences

## Direct Support

Assessment  
Short-term counseling

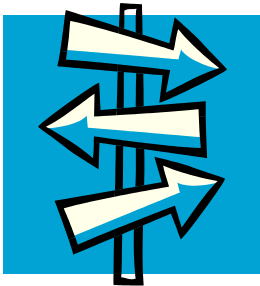
Information and referral

## Different Ways

Family Place  
Peer-to-peer family support

Family groups  
Family workshops

**Referrals can be made directly to this program. For more information please contact Sarah Baumbusch at 604-439-0363 or 604-432-7724.**



### ➤ **Choosing or Changing Your Program**

We will give you information about any program in which you are interested. We will tell you about the program's admission criteria and will help you find out if the new program is a good fit for you

### ➤ **Program Outcomes**

Each program has a set of person-referenced outcomes designed. This information is provided in the section about your program. The outcomes are to tell you how we can make a difference in your support. If you would like to know more about outcomes and how we use them to improve our services, please ask.

## 4. Our Employees

About 300 employees work at BACI. The people who work for us were chosen because they have:

- Experience working with people with disabilities
- Schooling that assists them to work with people with disabilities
- Good set of values



### ➤ Requirements and Training



- First Aid and CPR – which they must keep updating
- Non-violent Crisis Intervention – so that they know how to respond in a crisis
- Employees who drive the agency vans must have a Class 4 Driver's License
- Employees who give out medication take special training
- All employees complete criminal record checks and tests for tuberculosis

### ➤ Choosing Staff to Work with You

It is important to us that you feel comfortable with the staff that works with you or your child. If you don't feel comfortable then you or your family member should talk to the Program Supervisor/Coordinator. They will see if there is anything that can be done to make changes for you.

### ➤ Conflict of Interest

At BACI, employees will not work with a family member who may participate in a program. If someone who is in your family is one of our employees we will arrange for another person to work with you.

## 5. How to Reach Us

### Different Ways to Contact Us:



- **By Telephone ----- 604-299-7851**

You can call anytime at 604-299-7851. Our receptionist will answer from 8:30am to 4:30pm. Outside of these hours you can leave a message. You can call all Program Supervisors/ Coordinators on their direct lines or at the homes where they work. Many of our staff carries cell phones. In case of an emergency they can be reached during the hours we are open. You can call reception, tell them it is an emergency and they will reach staff for you.

- **By Fax ----- 604-299-5921**

- **Visit our Website ----- [www.gobaci.com](http://www.gobaci.com)**

## 6. Accessibility

All program locations at BACI are accessible to people who use wheelchairs or other adapted forms of mobility – e.g. scooters, walkers, etc. We also provide other ways of communicating for those who may need it. This may be a language or sign language interpreter, tapes you can listen to or other communication systems. Important information is written in language everyone can understand. All the people we support are asked what special things they need in order to do the things they want to do.



## 7. BACI Code of Ethics

Our Code of Ethics reflects our values, the principles governing our behaviour, the standards expected of us, and our commitment to choosing the best course of action.

This Code extends to all individuals who owe a responsibility to the organization, including employees, board members, volunteers, and sub-contractors.

BACI's Code of Ethics was created with input from the people we serve, families, board members, and employees. To ensure that this Code reflects the current values and standards of the Association, it will be reviewed every three years by a committee organized by the Board of Directors.



## Section 2: Rights and Responsibilities

### 1. Your Rights – An Introduction

You have many different rights that are important to know and understand:



- As a Canadian
- As a person with a disability
- As a person participating in our programs and services

We will go through these rights with you when you start receiving services from us. We will revisit them with you whenever you like.

### 2. Making Informed Choices and Decisions

All people have the right to make decisions and choices.

We know that people with disabilities may need help to make some choices. We think it is important that you make as many choices and decisions as possible, so we have come up with some different ways to assist you.

- **We give you information** so you can make the best choice or decision for yourself.
- **We support you to try out options** so you have a chance to try out your choice and see if it is a good one.
- **We know it is okay to change your mind** because we know it is part of learning to make choices.
- **We support you to ask for help** from someone you know and trust.
- **We help you to look at risks** to your health and safety. If there are any risks to the choices you make we will ask other people who know you to look at the risk. They will help you decide about whether to continue with the activity or how to lessen the risk, if you decide to continue.

## 3. Your Rights as a Person Living in Canada

Your rights as a Canadian are explained in the **Canadian Charter of Rights and Freedoms**. Some of the rights in this Charter are:

- The right to be treated fairly and equally regardless of your colour, sex or age or whether you have a physical or developmental disability.
- The right to choose your religion
- The right to your own thoughts and the right to talk about your thoughts
- The right to come together with other people
- The right to vote
- The right to stay in Canada or leave
- The right to learn.



The Charter also tells you that if anyone denies your rights then you can ask people to help you make sure that your rights are respected.

## 4. Your Rights as a Person Living in British Columbia (BC)

Your rights as a person living in BC are explained in **The BC Human Rights Code**. It says that you cannot be discriminated against because you have a physical or developmental disability. The code says you have the right to:



- Access the same rights as everyone else including restaurants, malls, buses and schools
- Get hired and get the same wages as everyone else
- Be treated the same as all the other tenants, if you rent an apartment or a house.

**What can you do if you think you have been discriminated against because of your disability?**



- Talk to us – we can help you to take the next steps
- If you are working, find out if your employer has a complaints procedure

## 5. Your Right to Assistance in BC

Persons with disabilities who are 18 or older in BC have the right to benefits and services.

### BC Disability Benefits

Depending on your needs and your income you are likely eligible for:

- A monthly support allowance
- Medical coverage including Medical Services Plan and Pharmacare coverage as well as other medical benefits such as glasses or dental care
- An annual bus pass



Your Employment Assistance Worker (EAW) can tell you more about your BC Disability Benefits. The office for your EAW is listed in the section titled “Contact Information and Resources”. You can also check the website for “Office for Disability Issues” at [www.gov.bc.ca/odi](http://www.gov.bc.ca/odi) to get disability benefits information.

## 6. Your Rights at BACI

### ➤ Your Rights and Information About You

BACI will ask you and your family or caregiver to give us information about you. We keep that information so that people who support you know what you like and what you need.

### ➤ **Where Do We Keep the Information?**

We keep the information about you in a confidential file in a locked storage place. Only the people who need to know about you or your family have the right to get into those storage places.



We also keep some information about you on your website on the Intranet. Again, only those people who need to know about you have access to your website

### ➤ **Can You Look at the Information?**



Yes. You can look at the information about you at any time. Ask your Program Supervisor/Coordinator and they will go through your file with you.

You also have the right to request information in a language or communication system that you understand. You have the right to information about community resources that might be available to you. Check the “Resources” section at the back of this book.

### ➤ **Your Right to Access Information**

You have the right to get the information you need to make good decisions. This information will be made available to you in a timely manner.

### ➤ **Your Rights to Conflict Resolution at BACI**

BACI realizes that sometimes when people work together they may disagree.

For example: you or your family might disagree with a decision that has been made that affects you.

If you, or others important to you, disagree with something, there is a way to help everyone involved to openly talk and resolve issues.

### ➤ **The Complaints Procedure**

#### **At the Beginning:**

If you or your family disagree with something that was said or something that happened at BACI

- Talk to the Program Supervisor/Coordinator.
- You might decide to meet with the staff and the Program Supervisor/Coordinator involved so that you can voice your concern.
- If your concern is not resolved then you can choose to go to the Formal Process.

#### **The Formal Process**

- Arrange to meet again with your Program Supervisor/Coordinator or with their superior (boss) right away.
- It is important that what everyone says at this meeting is written down. We will give you a copy of anything written down.
- The Program Supervisor/Coordinator and or their superior (boss) will look into your concern and get back to you in 7 days.
- They will share with you what they find out as soon as possible. They will give you a report that will include a decision.
- If you are not happy with the decision then you can take your complaint to the BACI Executive Director(s). You can talk to them up to 30 days after the disagreement.
- The Executive Director(s) will talk to everyone involved.
- The Executive Director(s) will talk to you about the decision.
- You will get their decision in writing 14 days later.



- If you are unhappy with the decision you can take your concern to the Board of Directors or somebody outside of BACI to help you. (A family or self advocacy group).
- They will study your complaint and the decision made and will let you know what they think is fair within 60 days.

### ➤ Your Right to Privacy at BACI

**Privacy means that information about you is confidential.**



When you turn 19 in BC you become an adult. Once you are an adult people who need information about you need to talk to you first. Then you decide if you want them to talk to you, your parent or your caregiver.

Before you talk to anyone you can ask if you can talk about things that are “confidential”. That means that what you say is **private** and won’t be told to anyone else.

There are some things that cannot be confidential. For example if you say someone is touching you in a bad way, the person you tell has to tell your social worker or the police.

**Privacy also means that:**

- You have the right to be alone, if you choose
- People should knock and ask if it is okay with you before they come into a space where you are alone.
- People should not look at or take your private things or money.

**We respect your privacy at BACI by:**

- Making BACI staff aware of your right to privacy
- Not talking about you to people who do not need to know about you

- Not sharing information about you until you, or someone you have chosen gives us permission
- Keeping written information about you in a locked place
- Respecting your right to privacy when we help with personal care
- Supporting you and everyone else to respect the privacy of others.

### 7. Your Responsibilities at BACI

Along with rights you also have responsibilities, or thing we expect of you.

#### Your Responsibilities at BACI are:



- To participate in the planning of your services
- To let us know if you're not happy with something
- To let us know of any important changes in your life
- To let us interview you when you leave
- To cancel appointments you might have with us or a worker if you can't make it.

#### Your Responsibilities and your Health and Safety

You have a responsibility to let BACI know of any health or safety concerns that you have.

#### We need to know things like:

- The medications you take
- Medical/health concerns you have
- Safety concerns you have
- Health and safety supports that you require.

#### You also have a responsibility to tell us if you do not feel safe:

- When you are in a program at BACI
- With someone at BACI
- When you are in the community

- When you are in a vehicle while being supported by a BACI employee.

**You have a responsibility to carry your “Emergency Information Card”**



### 8. Self-Advocacy

- Is about speaking for yourself
- Is about speaking out for your rights
- Is about teaching others to speak out for their rights

#### **Some People Need Help to Advocate for Themselves**

- Some people can't talk or communicate easily with others.
- They may need a friend, family member or someone else who knows them really well to speak for them.

#### **Self-Advocacy Means Having a Say About your Services**

People with disabilities should have a say about their services by:

- Participating in planning
- Letting people know if they are satisfied or not with their service
- Participating in an advocacy group
- Sitting on the board of a service agency and if necessary getting support so they can be heard.

### 9. Self-Advocacy at BACI

BACI supports people to advocate for themselves.

- The **BACI Information and Advocacy Services Program** – will advocate for your or will help you to advocate for yourself.
- Most of you are encouraged and supported to participate in the **Personal Planning Process**.

- Annual **Satisfaction Surveys** will be given to you every year so you can tell us if you are satisfied or not.

## 10. Health and Safety

At BACI we have procedures written down to help you if there is an emergency.

### ➤ **Fire and Earthquake**

If there is a fire, an earthquake, a flood and power outage we will help you to:

- Leave the building or be moved to a safe place until help arrives
- Follow a route that is drawn on a map for your building
- Meet in a chosen place outside the building
- Practice emergency drills on a regular basis.

### ➤ **Medical Emergencies**

If you have a medical emergency:

- The first person on the scene will give you first aid
- Other staff will go to get information about you so that we can give you the best support
- If necessary, we will assist you to go to a medical clinic
- Sometimes we will call 911
- Your caregiver and family will be called.



### ➤ **First Aid**

All BACI staff have up to date First Aid training. There are First Aid Kits at every site and in all our vehicles.

### ➤ **Universal Precautions**

BACI staffs are trained in Universal Health Precautions. If they come in contact with blood or other body fluids they will follow proper steps so they are less likely to catch a disease. That way staff stay safe and so do you.

To prevent staff from coming into contact with blood or other body fluids they will:

- Follow hand washing procedures
- Wear gloves

- Follow proper clean up procedures

If you come into contact with blood or other body fluid we will help to make sure you are safe.

### 11. Keeping Quality Services

Your suggestions and feedback are the most important ways we make sure our services are the best. We ask for your input in many different ways and we always take what you say seriously. Here are some of the ways we ask for your opinions:

#### ➤ Direct comments

When you, or people who care about you, tell us things you need or want we write it in your file and then we do our best to make sure you get it. If you tell us you're unhappy about something we make sure we listen and we try to sort it out. If you feel we haven't listened, you can always talk to someone else.

#### ➤ Satisfaction Surveys

Every year we will send you a form, or meet with you, so we can ask you questions about your program and workers. We use this information to improve what we do.



#### ➤ Focus Groups

Sometimes we have special meetings so we can hear from a big group of people. Sometimes we need their help, or we need to tell them about things we are doing and see what they think.



#### ➤ Exit Interviews

We like to talk to people when they leave our services. This is a very important time for us to hear from you as to how you felt about the services you received.

Section 3: Contact Information and Resources

1. BACI Important Phone Numbers

Action Packaging -----	604-292-1278
BHATTI, Kam -----	604-292-1221
BROOMHALL, Carol -----	604-292-1277
BURNETT, Deb-----	604-292-1281
COMMUNITY OPTIONS – Still Creek 1-----	604-292-1279
COMMUNITY OPTIONS – Still Creek 2-----	604-292-1257
COMMUNITY OPTIONS – Still Creek 3-----	604-292-1276
COMMUNITY OPTIONS – Still Creek 4-----	604-294-1287
COMPUTER LAB – John Dunlop -----	604-292-1247
DEGENOVA, Karey-----	604-292-1254
GARTLAND, Adam-----	604-292-1289
LUSIGNAN, Kevin-----	604-292-1282
FAUCHER, Richard -----	604-292-1293
JOHNSON, Wayne -----	604-292-1278
JUZENAS, Gerry-----	604-292-1247
KERR, Peter -----	604-292-1288
KITCHEN -----	604-292-1256
LARGE ED -----	604-292-1259
MADORE, Leslee -----	604-292-1272
PENN, Anna -----	604-292-1285
PHOTOCOPY/MAILROOM -----	604-292-1244
SATHER, Tanya -----	604-292-1292
THOMSON, Lisa-----	604-292-1298
TRIPPEL, Barb -----	604-292-1294
WITHRINGTON, Steve -----	604-299-5100

**OUTREACH SERVICES**

Unit D, 2800 Douglas Road, Burnaby

Antionette Anchetta, Tony Matijiw, Habiba Ratansi, Kathryn Urquhart, Ilona Kosciecha, Jake Keithly , Cherry Sheena, John Dunlop

Phone -----604-299-7872

Fax ----- 604-299-5921  
KING, Lyn-----604-299-7862

**SOCIAL INCLUSION**

**Community Options – Still Creek**

2702 Norland Avenue, Burnaby

**Options 1** -----604-292-1279

**Options 2** -----604-292-1257

BURNETT, Debra-----604-292-1281

**Community Options – Douglas Avenue**

Unit C - 2800 Douglas Avenue, Burnaby

**Options 3** -----604-292-1276

**Options 4** -----604-294-1287

BURNETT, Debra-----604-292-1281

**Still Creek Education Centre**

RATARD, Melanie-----604-292-1255

ST. JEAN, Cornell-----604-292-1286

SUCHOCKI, Elizabeth-----604-292-1241

**ECONOMIC INCLUSION**

**BEST Training and Employment Service**

Unit C - 2800 Douglas Avenue, Burnaby -----604-299-5100

**Action Packaging**

2702 Norland Avenue, Burnaby -----604-292-1278

EADIE, Terry-----604-339-7240

**woodWORKS (The Grape Box)**

#107-8575 Government Street-----604-435-0508

Fax ----- 604-435-0519

EADIE, Terry-----604-339-7240

**WORKCREW**

#107-8575 Government Street-----604-435-0508  
Fax ----- 604-435-0519  
EADIE, Terry-----604-339-7240

**CHILDREN’S SERVICES**

BRENTWOOD PARK ----- 604-294-6060  
FAIR HAVEN Over 3 & Under 3 ----- 604-437-0171  
SOUTH SLOPE ----- 604-419-0806  
SUNCREST-----604-430-9562  
TWELFTH AVENUE ----- 604-515-1900  
VARIETY – Under 3 ----- 604-291-6568  
VARIETY – Over 3 ----- 604-291-9946

**RESIDENTIAL**

CAPITOL HILL-----604-520-5972  
CARSON ----- 604-435-8904  
CLINTON ----- 604-435-2357  
CUMBERLAND ----- 604-522-0596  
D’S PLACE ----- 604-299-3083  
DEER LAKE ----- 604-520-0656  
EASTBURN ----- 604-524-2119  
EDMONDS ----- 604-521-7857  
FILBY COURT – Party Room ----- 604-299-4997  
GENESIS ----- 604-436-3854  
MARINE DRIVE (upper suite)----- 778-398-1364  
MARINE DRIVE (lower suite)----- 778-398-3471  
NEVILLE ----- 604-435-2558  
OAKLAND ----- 604-525-9772  
SARDIS ----- 604-439-7635  
VICTORY ----- 604-451-0194  
WILLINGDON-----604-569-5272

**HEAD OFFICE**

Phone ----- 604-299-7851  
Fax ----- 604-299-5921

**STRIDE PLACE**

7575 Kingsway

Phone ----- 604-515-7510

Fax ----- 604-515-7515

**ARTISTS HELPING ARTISTS (AHA)**

Phone ----- 604-291-2242

**2. Important Resources**

**Fraser Health Authority -----604-918-7631**

**Community Living British Columbia -----604-933-2000**

**Ministry of Social Development office-----604-664-0135  
(information about your GAIN cheque)**

**BC Coalition of People with Disabilities -----604-872-1278**  
204-456 West Broadway, Vancouver, BC V5Y 1R3 ----- Fax:604-875-9227  
Website: [www.bccpd.bc.ca](http://www.bccpd.bc.ca) ----- TTY: 604-875-8835

**Service BC ----- 604-660-2421  
(for information about disability benefits)**

**Advocate for Service Quality ----- 604-775-1238  
(for adults with disabilities)**  
2<sup>nd</sup> Floor – 555 West 8<sup>th</sup> Avenue, Vancouver, BC V5Z 1C8 -----Fax: 604-660-1505  
Website: [www.cf.gov.bc.ca/getting\\_help/advocate\\_service\\_quality.htm](http://www.cf.gov.bc.ca/getting_help/advocate_service_quality.htm)

**Legal Services Society ----- 604-408-2172  
(for free legal information and advice)**

**Annual Bus Pass**

**Ministry of Social Development-----Toll Free 1-866-866-0800 (press 4 then 3)**

### 3. Other Information and Resources

BACI also has information that may be useful for you or your family. This information includes:

- |   |  |
|---|--|
| <input type="checkbox"/> Disability Groups          | <input type="checkbox"/> Recreational Programs |
| <input type="checkbox"/> Advocacy Organizations     | <input type="checkbox"/> Respite Options       |
| <input type="checkbox"/> Government Services        | <input type="checkbox"/> Support Groups        |
| <input type="checkbox"/> Disability and Tax Credits | <input type="checkbox"/> Housing Options       |
| <input type="checkbox"/> Board Committees           | <input type="checkbox"/> Legal Services        |

If you are looking for information and resources for yourself please talk to your Program Supervisor/Coordinator or Worker(s). We will make every effort to assist you to find the information or services you need. You can also check our website [www.gobaci.com](http://www.gobaci.com) for the latest information about disability issues.