

GOAL 2

Continue to evolve and develop new programs that meet the needs of our community

DESCRIPTION

Burnaby Family Life has been a leader in service delivery in Burnaby for over 40 years. BFL is committed to continuing to build a legacy as a strong and resilient service provider throughout Burnaby. This can only be achieved through the expansion of current programs and the development of new programs to meet new emerging community needs. In this plan BFL commits to continue to analyze and develop new services as well as continuing the commitment to quality services.

GOAL 3

Increase service collaboration across Burnaby and actively participate in the development of community solutions

DESCRIPTION

One of the many purposes that BFL serves is to advocate for the community in Burnaby to increase social services for those who are disadvantaged. This important role that BFL plays has been embraced by management over the past few years and is exemplified with the role that BFL plays in leading discussions at the interagency tables across Burnaby. In this plan BFL commits to continue to actively participate in the community and engage in discussions to find collaborative community solutions.

5. PLEASE COMPLETE THE FOLLOWING

	PREVIOUS YEAR	CURRENT YEAR
NUMBER OF VOLUNTEERS (INCLUDING BOARD)	178	134
VOLUNTEER HOURS PER YEAR	5,098	5,098
NUMBER OF VOTING MEMBERS	31	30

6. HOW DOES YOUR ORGANIZATION WORK TO ENSURE THAT PROGRAMS AND SERVICES ARE ACCESSIBLE AND INCLUSIVE FOR ANYONE WHO HAS AN INTEREST REGARDLESS OF AGE, ABILITY, ORIENTATION, ETHNIC/CULTURAL BACKGROUND, SOCIO-ECONOMIC STATUS? PLEASE SHARE EXAMPLES AND SUCCESS STORIES OF INCLUSIVITY AND DIVERSITY WITHIN YOUR ORGANIZATION AND PROGRAMMING.

We conduct an accessibility assessment at all of our sites and look at a number of factors that could limit access. We look at everything from physical accessibility issues to economic factors and transportation access. This translates into a report that offers some recommendation to address identified barriers and is followed up on over the year. Here are some examples of how this translates into actions.

- we had a client with the wheelchair parking need, made sure that was in place before she started coming to our group.
- Offering our intake forms in English, Arabic, Farsi and (soon) Tigrinya and others
- Have been inclusive with trans gendered women (and one trans gendered man)
- We provide free bus tickets