

Message from the Executive Director

I write to our members today to explain why the CBA office is no longer freely accessible and must now be accessed by entering 1000 in the external access phone outside 845 Cambie Street.

This is a tense time when it comes to the justice system. The CBA office has been the target of some upset and/or mentally disturbed individuals with complaints against the justice system who demand to see a lawyer or legal system representative immediately to deal with their urgent issue, despite there being no lawyer onsite. Difficult, and even scary, interactions have proven to be more prevalent in the last 6-12 months than ever in my experience in 14 years at the Branch.

I am responsible for ensuring a safe work environment for our staff. I believe that an open elevator system is no longer safe for them, given recent events and our current physical layout.

This is primarily an administrative office, with no services provided onsite. While I do not lightly add a step to that access, I believe that this is the right decision at this time. Members attending a meeting or wishing to access us for any reason will always be able to do so by accessing the external access-phone (code 1000).

I sincerely apologize for any inconvenience that is incurred in implementing this extra step for access, but I have faith that our members genuinely value the safety of the staff at CBABC who work every day to ensure great service to our members.

Regards, Caroline.