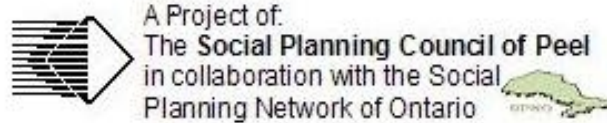


Advancing Cultural Diversity in Volunteer Management (519 and 905 Areas)



Proceedings of the 519 Regional Forum in Kitchener

Thursday, November 20, 2008

Kitchener-Waterloo Holiday Inn,
30 Fairway Road South, Kitchener

November 2008

Funded by the Government of Ontario



Advancing Cultural Diversity in Volunteer Management
in the 519 & 905 Areas

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Kitchener, Ontario

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Update and Status of the Project

Peter Clutterbuck, Project Coordinator, provided an update on the status of the Project.

Advancing Cultural Diversity in Volunteer Management in the 519 and 905 Areas is a project of the Social Planning Council of Peel (SPCP), funded by the Ministry of Citizenship and Immigration (MCI). MCI approached the SPCP to lead this project because of SPCP's record of research and development on diversity competence. The SPCP contracted the Social Planning Network of Ontario (SPNO) to provide management and facilitation services for the project.

The purpose of the Project is to develop the organizational and community capacity of non-profit organizations to engage and support a more culturally diverse volunteer work force.

The Project has focused on the 519 and 905 Regions of Ontario (specifically, the communities of Guelph, Kitchener-Waterloo, Cambridge, and London in the 519; and York, Durham, Peel, and Halton in the 905) due to the increasingly culturally and racially diverse population in these parts of the province. Small-to-medium-sized non-profit organizations were targeted for participation due to their tendency to have fewer resources for capacity-building. An initial focus on the non-profit sector was expanded to include the municipal and public sectors, due to their work in the area of diversity competence, and hence the opportunity to learn from and possibly adapt some of their successes.

To date, eight Community Dialogues have been conducted in the 519 and 905 areas with knowledgeable and experienced professional and volunteer community leaders. The information that was generated was captured in summary proceedings for each dialogue, and synthesized in two discussion papers covering the 519 and 905 areas. A final report produced for the upcoming Inter-Regional Forum (519 and 905) will consolidate and synthesize all of the learnings from the Project.

Achievements to date include:

- Provincial reference/advisory group
- 8 local/regional partners
- Three meetings of provincial reference group and local partners (plus two regional forum planning meetings)
- Bibliography and literature review
- Diversity fact sheets & maps for 8 local areas
- Web site: www.culturaldiversityandvolunteers.ca
- Inventory of resources
- On-line survey of regional participants (issues-oriented)
- Eight community dialogues and reports
- Draft synthesis reports of dialogue findings
- Seven e-newsletters updating developments on the Project and reviewing resources/issues

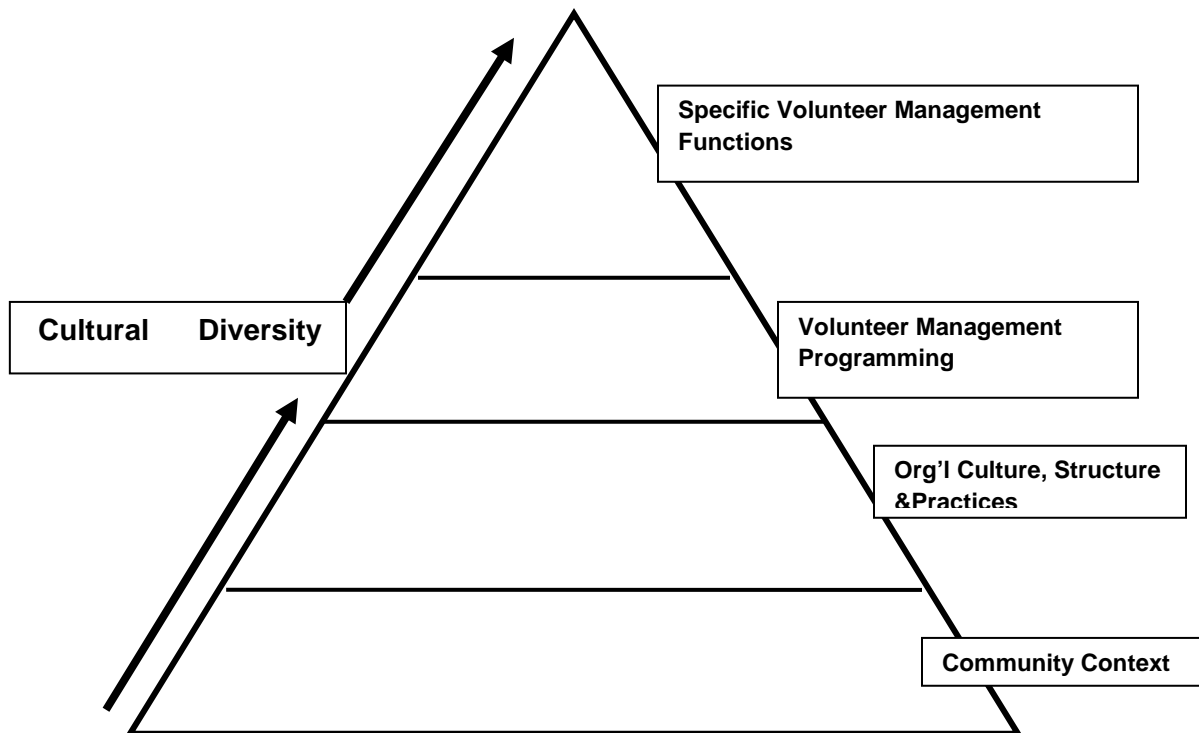
Still in progress is an inventory of existing tools, resources and strategies related to developing a more culturally diverse volunteer base at the community and regional levels in the 905 and 519 areas.

An additional aim of the Project is to facilitate ongoing strategic partnerships among leading nonprofit organizations within the participating communities, between the two regions (519 and 905), and across the communities and regions. Both the 519 and 905 Regional Forums and the upcoming spring 2009 Inter-Regional Forum are meant to provide opportunities for the formation of partnerships.

The planning of Community Dialogues and Regional Forums has been guided by a Regional Reference Group and the Project's Local Partners. In the 519 area, the local partners are the Social Planning Council of Kitchener-Waterloo, the Volunteer Action Centre of Kitchener-Waterloo, the Social Planning Council of Cambridge and North Dumfries, the United Way of Cambridge and North Dumfries, the Volunteer Centre of Guelph and Wellington County, and the Pillar Non-profit Network in London.

Conceptual Framework

Framework for Advancing Cultural Diversity in Volunteer Management



Paula DeCoito, Executive Director, Social Planning Council of Peel, and Project Leader, presented a conceptual framework for “Bridging the Two Worlds of Volunteer Management and Cultural Diversity” and its application to Peel Region.

The discussions that took place at the eight Community Dialogues were synthesized in a Discussion Paper on Advancing Cultural Diversity in Volunteer Management, which was distributed prior to the 519 Regional Forum. From this synthesis emerged a pyramid-shaped conceptual framework that allows us to understand how to bridge together the two separate worlds of volunteer management and diversity management. The framework

can be viewed on page 4 of the Discussion Paper on Advancing Cultural Diversity in Volunteer Management prepared for the 519 Regional Forum.

Initial conversations at Community Dialogues focused mostly on issues and challenges faced by volunteer managers in relation to the *Specific Volunteer Management Functions* of recruiting, screening, retaining, and like. This discussion is represented by the top area of the conceptual framework. As the conversation evolved, Dialogue participants began to reflect on what is happening right now within their local community, such as the demographic makeup of their community and the level of awareness regarding the need for social inclusion. This conversation is represented by the bottom area of the pyramid, *Community Context*. Additional discussion centered on the organizations to which participants belong. For example, some organizations have not yet recognized the importance of social inclusion and have not set policies on diversity and equity. This conversation is represented by the middle area on the pyramid called *Organizational Culture, Structure, and Practices*. There were also many statements about issues that cross-cut the volunteer management cycle. Language, for example – dealing with language issues could affect application forms, recruitment messages, orientation and training, or ongoing supervision. Another example is the need for staff dedicated specifically to volunteer management in order to advance the work of cultural diversity in volunteer management. These issues cannot be pinpointed to a specific spot on the volunteer management cycle. This conversation is represented by the middle area on the pyramid called *Volunteer Management Programming*.

Finally, recognition emerged for the need to bridge the two areas of work: volunteer management and diversity management. This was understood to be the true challenge of this Project and of our work within our communities. The application of diversity management and equity principles to the area of volunteer management is represented by the arrow and the words *Cultural Diversity* on the side of the pyramid.

The intention of the conceptual framework is to help us understand how to actually do this work.

First, it is important to start at the base of the pyramid; to examine the context of the community in which the work is being done. For example, some newcomers come from societies where volunteerism is not formalized – people just help each other – whereas others come from societies where there is some form of non-profit sector and they understand our Canadian notion of volunteerism. Another component of community context is level of awareness. A community may have a diverse population, but to what extent is there awareness in the community about the need to respond to this in a manner that is equitable and socially inclusive? Another component still is the level of infrastructure for dealing with diversity.

In the Region of Peel, for example, almost 50% of the population is comprised of immigrants and 40% is visible minorities. The level of awareness is high at the governmental, non-profit, and business level. There is also a well-established infrastructure: 49 ethno-specific agencies and multi-ethnic centres that focus on settlement and integration of newcomers. An organization called the Regional Diversity Roundtable brings together diversity managers to share learnings and provide training and resources to Peel about diversity management in the human services sector.

The second area to examine is organizational culture, structure and practices. Does the organization follow the best practice of setting a diversity policy – which could be an anti-racism, anti-sexism, or social inclusion policy – that directs the organization to see inclusion as a fundamental aspect and principle of the organization? For example, the Hospice of Peel applied a diversity lens to its human resources policy. The policy directs management to advertise available job positions in the ethnic media; there's even a policy on

how to conduct job performance appraisals. Another best practice is to have a dedicated diversity manager for the organization, although this can be easier said than done for smaller organizations. It is also a good best practice to have the personal and professional commitment of senior management to the ideals and application of social inclusion. Some funders now actually demand that certain policies and procedures be in place as a form of “contract compliance.”

Having the first two tiers of the framework in place forms a strong foundation for the next tier: volunteer management programming. Now diversity management procedures can be applied to the management of volunteers. As a concrete example, agencies in the Region of Peel are building a new volunteer management centre that incorporates diversity management principles in every aspect of its work. At this level in the framework, organizations need to have the resources to do things like publish materials in various languages and have outreach workers who speak different languages. As another example, transportation is frequently cited as a barrier for potential newcomer volunteers. The Peel Volunteer Administrators Network (PVAN) has built transportation right into the volunteer management principles for volunteer managers.

Having worked through the first three tiers of the conceptual framework, volunteer managers are now ready to implement the fourth: specific volunteer management functions. The challenge now is to integrate all levels of the framework in this fourth level. For example, it is worth noting that several Dialogue participants had questioned the notion that diversity is only about new immigrants looking for job experience and exposure to Canadian culture. This relates again to the community context area of the conceptual framework. Some immigrants have lived in Canada for a very long time. These older, more established immigrants have spare time and a wealth of knowledge and skills to give back to their community. Some are highly educated professionals who want to be involved at the governance level in the planning and delivery of services. Volunteer managers need to offer meaningful volunteer positions that will satisfy the interests of these potential volunteers.

Question: *Can diversity be conceived in a broader sense, beyond just cultural diversity?*

Answer: The literature on best practices in relation to diversity and equity goes beyond race and ethnicity to include age, gender, sexual orientation, class, ability, and also the intersection of all of these things (for example, a female, immigrant lesbian single mother). As we do diversity and equity work we have to pay attention to our language and how we define our values and our issues.

Question: *If one has will and intent, how does one overcome the lack of resources dedicated to this work?*

Answer: This issue was very commonly voiced throughout the Dialogues. It was also said that if this issue is important to us, if we are truly committed, we will go out and secure the resources. Go after funders. Be creative - examine current fiscal allocations and re-allocate resources to the diversity and equity functions of the organization where possible.

Question: *How can the framework be applied to different contexts? It makes more sense in a formally structured agency but less sense in a small volunteer-led group.*

Answer: A group of citizens providing a service may not have organizational policies, but to some extent they can still be guided by the principles of diversity management in their practice.

Question: *The framework is hierarchical at present. Could it take on the appearance of multi-directional flow, in order to show how one area affects and changes another?*

Answer: This is a good idea for improving the framework, and the Project Team will take it into consideration.

Question: *Larger organizations sometimes have a general statement about inclusiveness but no specific policies about volunteer management. How do you get the organization to take the next step?*

Answer: Grand statements about inclusiveness must become operationalized in every aspect of the organization. Paula DeCoito has co-authored a best practices manual for non-profits looking to build their diversity competence (Developing the Diversity Competence of Non-Profit Organizations. See www.spcpeel.com .) Organizations should have an overarching diversity management policy and then apply it to specific areas of the organization – governance, human resources, partnerships, service delivery, marketing, etc. If, however, there is no specific staff-person or team assigned to this work, the diversity policy and principles will stay in the realm of ideas. Very often a worker has a caseload plus responsibility for volunteer management – to add diversity management on top of that is too much. For example, in Peel, when some organizations couldn't afford to hire their own diversity managers, they established in-house, staff-based diversity management advisory committees to take responsibility for the implementation of diversity policies. Over time, the advisory committees got the organization to hire a diversity manager.

Question: *How can volunteer coordinators gain priority for their work when organizational resources are scarce?*

Answer: The issue of the low status of the volunteer manager in the organization came up frequently in Community Dialogues. Organizational policy statements need to state that the organization values volunteerism and that value must then be operationalized. Management must be challenged to live up to its policies.

Question: *Do you see the importance of having people from diverse groups, both new and older settlers, taking positions as volunteer managers and diversity workers in order to reflect the population being served by their organizations?*

Answer: That is a best practice; however I know from experience the importance of walking a careful line between the rush to be representative and taking the time to make the organization truly welcoming of people from diverse groups. Often we want to look inclusive in order to get the funding. We need to take the time to prepare the ground for the diverse population to come in. Go slow and get it right. Prepare the ground and be prepared to take the flak (“you’re taking too long”). Many minorities are courted for board positions, but organizations don’t know how to work with them as colleagues and peers them once they are on the board.

State of Development in Each Local Community

Forum participants were asked to discuss in small groups how they would assess the current state of development in their local community in relation to the framework. The following was reported out of the group discussions:

London:

Non-profit organizations in London recognize the importance of doing this work but not the importance of sharing knowledge and resources for the purpose of capacity-building. There's a discomfort around sharing and there's a lot of competition for resources. There are still pockets of organizations that say diversity work belongs to them and others should stop doing it (and thus stop competing with them for funding).

This reluctance to share spans all levels. Non-profits hoard their successes, knowledge of what works, and good community contacts. Volunteers that are considered a poor fit for an organization are not referred to a more appropriate organization.

Some organizations are more committed to this work than others. There is a need to break down the silos and create a culture of sharing.

As a first step, two members of the local Association of Volunteer Administrators resolved today to try to synthesize the learnings of this Project and share this knowledge with the rest of its members.

Cambridge:

Most organizations in Cambridge are probably at the bottom of the pyramid (framework) or starting to tread lightly in the second tier, but it isn't clear how well they are faring. There has been some successful work done in the community.

There is a need to get willing volunteers and organizations to a state of readiness before this work can be done. For example, there is a need for training for boards of directors on understanding tokenism and how to avoid it. Supported volunteering is considered a good method to try – currently, nobody is doing it.

The greatest need of all is to bring the concepts discussed today into the day-to-day operations of Cambridge's organizations. One pitfall is becoming overwhelmed by how daunting diversity and equity work is. It would be good to experience some successes that can be built on.

It would be good to hold some meetings of volunteer managers to talk about the work that is being done and to share stories of success.

Kitchener-Waterloo:

Kitchener-Waterloo has done a decent job of some of this work, mainly out of necessity. Many organizations become dependent on the involvement of the large population of immigrants settling in the Kitchener-Waterloo region.

Some organizations are starting at the bottom of the pyramid while others are starting at the top. There are varying degrees of knowledge and awareness and implementation of diversity policies. In general, the organizations present today have a very clear intention to respond to diversity, and organizations are feeling good about where they are in terms of this work.

Guidance from the Research Literature

Louise Chatterton Luchuk, Project Researcher/Writer, presented a summary of five local and international resources that were selected from the 130 + items available from the Project's Inventory of Resources. These are discussed on pages 21 to 28 of the Discussion Paper on Advancing Cultural Diversity in Volunteer Management prepared for the 519 Regional Forum, and can be read in full by accessing: www.culturaldiversityandvolunteers.ca

Question: *Can you make a general statement about the current state of readiness in all eight communities?*

Answer: Each community is really at a different stage. Approaches to this work will have to be tailored to the specific community. The one need that crosses all communities and both regions was the need to advocate for a dedicated manager of volunteers.

Possible Community-Specific Actions

Forum participants were asked to discuss in small groups what all of the previous discussion and learning suggests with respect to potential action within their community. The following was reported out of the group discussions:

Cambridge:

Hearing about the models in practice around the world brought a certain level of comfort. The models presented today felt tangible and actionable.

Kitchener-Waterloo:

A lot of appreciation was expressed for what was presented. There was also some frustration about being unable to move faster than we already are.

A large number of action items were brainstormed, all of which cluster around further dialogue:

- Engage volunteers in our organization to dialogue about their interests and needs, what works, and what's helpful in supporting them.
- The local Volunteer Action Centre is initiating regular networking meetings for volunteer managers, starting in February 2009. Sharing the learnings from this Project would be a good starting point for this initiative.
- Sharing the Project learnings with the executive directors of Kitchener-Waterloo via their network would increase understanding and buy-in. This could help ameliorate the issue of volunteer managers feeling blocked in their work because they are not supported by upper management.

- Engage funders. They need to value the volunteer management component of our work, and to recognize that we can't do more with less with an impossible timeframe.
- Seek buy-in from municipal leadership. For that, a collective voice coming from folks participating in this discussion would be very beneficial.
- The local paper is interested in these kinds of things. This could be the start of some broader education work.

A number of very specific initiatives were also brainstormed:

- A partnership between the local Host Program and the city and neighbourhood associations with an aim to engage neighbourhood volunteers who tend to be less sensitized to the need to be inclusive and how to go about doing that. A new program could be created whereby well-established community members take newcomers for a tour around the neighbourhood and show them where things are. This could form the foundation for language support, relationship building, and increased community involvement.
- Some kind of process for volunteer managers to discuss how to change their practices to deal with changing trends in volunteering. For example, in the past it was typical to plug a volunteer into an auxiliary to serve coffee and show people how to get around the hospital. Now we see volunteers with a high level of skill or interest in getting involved, but only for the short term.
- Commit to making materials and communication more accessible by using plain language and providing education training support. Agencies might consider participating in the consultations on information and communication accessibility in institutions as part of the Ontario Disability Act. This can be used as a framework to talk about accessible language and communication in our organizations.
- Strive for greater collaboration between agencies. For example, a volunteer with a particular skill we have no use for should be referred to the appropriate agency. We should try to be less selfish when we get really talented volunteers but don't have time to be supportive of them.
- Make use of the Volunteer Action Centre

London:

Again, a number of tangible actions were brainstormed:

- Build a template business case for managers of volunteers and present it to the London Association of Volunteer Administrators (LAVA). Follow-up by having LAVA members share how the plans are being implemented, challenges, and success.
- Implement diversity management strategies. Pillar offers diversity and inclusivity resources. The group from London present today has offered to share these resources with LAVA.
- Host more diversity training.

- Pillar offers brochures for new Canadians on Volunteering in four languages. These can be distributed in the in community through employment agencies that serve ethno-cultural groups or any non-profit that does service delivery .
- All involved in this Project will be invited to a discussion forum on how to take action on these issues as a follow-up to Pillar's recent Community Action Forum .
- Pillar could host a workshop on communication with clear language .
- LAVA and Pillar will advocate for the creation of a welcoming environment at London police stations
- Pillar will invite ethno-cultural groups to send information for inclusion in the Pillar newsletter. This is a way of being part of what ethno-cultural groups are doing rather than asking them for something.

Possible Cross-Community or Regional Actions

Forum participants were asked to discuss in small groups the implications of the previous discussion and learning for possible cross-community or regional action. The following was reported out of the group discussions:

- How can we stay connected beyond the life of the project? How we can start building a way to stay connected now so that it's there before the project ends?
- Find ways to continue to dialogue together – face to face whenever possible but also looking at some kind of interactive communication tool.
- How to disseminate clear information to people who are not here? There are thousands of agencies in London but only 6 representatives here today.
- Training opportunities. There are many sample training modules covering many topics that can be shared.
- Resource sharing and partnerships. For example, sharing some of Pillar's resources.
- Communication at the local, cross community and regional level. A particular theme to explore is the changing trends in volunteerism – the model of the traditional volunteer versus social inclusion or citizen engagement. “We want to change people’s mindset, beliefs and attitudes, and learn how to work and live together differently in our communities that actually practices including everyone. Change happens at all different levels – in individuals, agencies, communities, and government.”

Implications for Inter-Regional Forum

Forum participants were asked to discuss in small groups the implications of the previous discussion and learning for an inter-regional forum. The following was reported out of the group discussions:

- The program of the day should focus on the concrete rather than the abstract. We want to know what other people are doing, what's working and not working, and what we can take back to our own community and implement. People can bring materials to share. e.g., written evaluations of completed work
- Hold a working day. Assemble working groups on various topics, such as building a business case. Each group works on something on behalf of all the others. Communicate beforehand what subjects we'll be working on so everyone can bring tools, etc. for the day
- Prepare a brief summary of what takes place on that day and share it by e-mail. This could lead to additional sharing, say in the form of a Google or Facebook group
- A fairly simple way of including the voices of new Canadian volunteers is to create short video clips that can be played throughout the day
- It is imperative to set a date *now* to maximize attendance. Spring is a busy conference time
- Invite only people who have participated in either a Community Dialogue or this Forum; don't waste time getting people up to speed

Closing Remarks on the Upcoming Inter-Regional Forum (Spring 2009)

Peter Clutterbuck, Project Coordinator, stated that the final phase of the Project is an Inter-Regional Forum bringing together all eight of the communities in the 519 and 905 Regions. It will take place sometime in the spring of 2009 in as central a location as possible, in order to maximize participation from all of the participating Regions. The Inter-Regional Forum will be the final opportunity to consolidate all of the learnings produced by the Project. There will be a discovery about whether there are any significant differences or not between the regions. There will be opportunities to form useful ongoing relationships and consider ways to sustain those connections beyond the life of the Project. And as we've heard today, there's also a strong appetite for practical on-the-ground "stuff-you-can-use." Also, the Minister of Citizenship and Immigration and his staff will be invited to the Inter-Regional Forum.

Finally, Paula DeCoito, Project Leader, stated that the Inter-Regional Forum is an opportunity to make clear what we need from our funders and policy makers. Our ultimate aim is to bring forward as a community of communities a Final Report to the Project funder, the Ontario Ministry of Citizenship and Immigration. Our report will contain ideas and recommendations for the development of social policies and the funding of programs that can strengthen the capacity of voluntary sector organizations to recruit and support a diverse volunteer base.

Evaluation and Thanks

Participants were thanked for their attendance and participation in the 519 Regional Forum. Our thanks to Trudy Beaulne, Kim Cox, and Susan Mainland of the Social Planning Council of Kitchener-Waterloo; Jane Hennig of the Volunteer Action Centre of Kitchener-Waterloo; Linda Terry of the Social Planning Council of

Cambridge and North Dumfries; Fabienne Prior of the United Way of Cambridge and North Dumfries, Voluntary Sector Resources; Cathy Taylor of the Volunteer Centre of Guelph and Wellington County; and Michelle Baldwin of the Pillar Nonprofit Network, for their outreach, agenda planning and logistical organization for the Forum.

Before leaving, participants were asked to complete and submit an evaluation form. The results of the participant evaluation are included in Appendix C.

This Proceedings Report has been prepared by Peter Clutterbuck and Anna Przychodzki of the Social Planning Network of Ontario.



Appendix A

519 Regional Forum, Thursday, November 20: Participant List

Kitchener-Waterloo

Janice Ouellette	City of Kitchener.	Volunteer Resources
Karin Voisin	Catholic Family Counselling Centre	Director of Volunteers
John Maier	Mennonite Coalition for Refugee Support	Volunteer Coordinator/Support Worker
Laurie Strome	Sunnydale Community Association	Past Chair
Graeme Fiskien	Region of Waterloo Social Services Dept	Manager Employment Services
Asmaa Cober	Kitchener-Waterloo Multicultural Centre	Youth Project Coordinator
Jane Hennig	Volunteer Action Centre	Executive Director
Trudy Beaulne	Social Planning Council of Kitchener-Waterloo	Executive Director
Cam Stretch	Social Planning Council of Kitchener-Waterloo	Student
Joanna Michalski	Volunteer Action Centre	Volunteer Services Administrator

Cambridge

Dale Gellatly	CNIB	<u>Coordinator of Volunteer Services</u>
Carrie Landry	Family & Children's Services of Waterloo Region	Supervisor of Volunteer Services
Shelley Steffler	Langs Farm Village Association	Volunteer Coordinator
Sandra Roxborough	Preston Heights Community Centre	Director
Meighan Koopmans	United Way of Cambridge and North Dumfries	Student
Trish Marinoni	United Way of Cambridge and North Dumfries	Coordinator of Voluntary Sector Resources
Fabienne Prior	United Way of Cambridge and North Dumfries	Manager of Voluntary Sector Resources
Debra Brown	YMCA Immigrant Services	Director of Youth and Philanthropy
Roxanna Galliano	YMCA Immigrant Services	
Marilena Benak	YMCA of Cambridge & KW	Mentorship/Partnership Coordinator

London

Terri-Lee Higgins	Hemophilia Ontario - South Western Ontario Region	Community Development Coordinator
Michelle Baldwin	Pillar Nonprofit Network	Executive Director
Gwenne Hudson	Pillar Nonprofit Network	Volunteer Coordinator
Julia De Paz	Chelsey Park Retirement Community	Volunteer Coordinator
Julie Janes	Children's Aid Society of London and Middlesex	Volunteer Resources
Jennifer Hesse	London Public Library	Administrator of Volunteer Services

Guelph

Cathy Taylor	Volunteer Centre of Guelph and Wellington County	Executive Director
Roswitha Soepenber	Ontario Volunteer Centre Network	Project Manager, "Building Stronger Organizations" Project

Appendix B

SOCIAL PLANNING COUNCIL OF PEEL

Advancing Cultural Diversity in Volunteer Management in the 519 and 905 Areas

519 Regional Forum

10:00 AM to 4:30 PM, Thursday, November 20, 2008

**Kitchener-Waterloo Holiday Inn, 30 Fairway Road South at Hwy #8
Kitchener, ON**

A G E N D A

Morning – 10:00 AM to 12:00 Noon

- 1. Welcome and Introductions (Mike Balkwill, Facilitator)**
- 2. Objectives and Review of the Agenda (Mike Balkwill)**
- 3. Update and Status of the Project (Peter Clutterbuck)**
- 4. Synthesis Report: Conceptual Framework for “Bridging Two Worlds” and Application to Peel Region (Paula DeCoito)**
- 5. Group Discussion: Applying the Framework to the Participating 519 Communities**
- 6. Report Out from 519 Community Discussions**

Afternoon – 1:00 PM to 4:30 PM

- 7. Guidance from the Research Literature (Louise Chatterton-Luchuk)**
- 8. Group Discussion: Putting it all together – Possible Implications for Community and Regional Action**
- 9. Plenary Discussion: Review of Possible Community and Regional Action (Mike Balkwill facilitates)**
- 10. Implications for an Inter-Regional Forum (Mike Balkwill facilitates)**
- 11. Summary and Conclusion (Paula DeCoito and Peter Clutterbuck)**

Appendix C

**Participant Evaluation of 519 Regional Forum
November 20, 2008
(No. Respondents = 19 out of 29 Participants)**

Please indicate by circling the appropriate number the degree to which you DISAGREE or AGREE with each of the following statements about the 519 Regional Forum.

1. The invitation to the Regional Forum provided a clear sense of what the Advancing Cultural Diversity Project was about.

Strongly DISAGREE 1 ----- 2 ----- 3 ----- 4 ----- 5 Strongly AGREE
0 1 3 11 3 No Answer=1

Comments:

- **The intent of the forum was fairly clear, however, I think groups weren't sure what they would get out of the day so therefore didn't come**

2. The agenda was set up in a way that served well the objectives of the Regional Forum.

Strongly DISAGREE 1 ----- 2 ----- 3 ----- 4 ----- 5 Strongly AGREE
0 0 5 10 5

Comments:

- **I felt that there was too much review of the info that had been sent prior to the meeting**

3. The update on the Project was clearly presented in the Regional Forum.

Strongly DISAGREE 1 ----- 2 ----- 3 ----- 4 ----- 5 Strongly AGREE
0 0 2 12 5

Comments:

- **The project could have been presented with clearer, more simple language**
- **Several newcomers could have been included to present the project about diversity in volunteer management**

4. The presentation of the conceptual framework for bridging the two worlds of volunteer management and cultural diversity was informative and useful.

Strongly DISAGREE 1 ----- 2 ----- 3 ----- 4 ----- 5 Strongly AGREE
0 0 4 7 8

Comments:

- **Well presented – systematic and understandable for someone who was only**

exposed to all of this for the first time today

- Paula did a wonderful job on this. It was clear and concise and the rest of the discussion that took place fit well within it
- I like the framework. Even if it is difficult to change to reflect more fluidity it provides good foundation for discussion and reflection
- Hope that the framework will be updated to reflect the influence each level has on the other
- Complex but usable

5. The discussion of the conceptual framework and its application to your community/region in small groups and plenary session were stimulating.

Comments:

- This was the piece I felt was the most valuable. Start formulating ideas on what we can do in our community

Strongly DISAGREE 1 ----- 2 ----- 3 ----- 4 ----- 5 Strongly AGREE
0 1 1 8 9

6. The presentation on learnings from the literature was informative and useful.

Strongly DISAGREE 1 ----- 2 ----- 3 ----- 4 ----- 5 Strongly AGREE
0 1 3 8 6 No Answer=1

Comments:

- Engaging speaker
- Louise did a great job – report is wonderful
- Repeated too much info from the document. Might have been nice to hear what people in the room are doing related to best practices
- Interesting but hard to access at times

7. The facilitator guided us through the day's program smoothly.

Strongly DISAGREE 1 ----- 2 ----- 3 ----- 4 ----- 5 Strongly AGREE
0 0 1 8 10 No Answer=1

Comments:

- Kept us on track

8. As a result of today's Regional Forum, I am very interested in the future learning and sharing on this issue with the other regions participating in this project.

Strongly DISAGREE 1 ----- 2 ----- 3 ----- 4 ----- 5 Strongly AGREE
0 0 1 7 10 No Answer=1

Comments:

- If concrete solutions are presented

9. Overall, on a scale of 1 to 10, how would you rate your experience in today's Regional Forum.

1-----2-----3-----4-----5-----6-----7-----8-----9-----10
0 0 0 1 1 0 5 6 4 1

No Answer=1

Final Comments:

- **Only improvement to suggest would be to better gauge length of discussions – often went too long (though I realize it is difficult to cut off such beneficial/useful discussion)**
- **Very good. The facilitating group really brought it all together. Good evaluation as well. Thanks.**
- **I'm looking forward to more learning and sharing**
- **More concrete. We need to stop talking in abstract terms and start sharing specifics about what has or hasn't worked**
- **Concrete practical ideas were so helpful**