

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



Proceedings of the 519 and 905 Inter-Regional Forum in Oakville

Friday, June 12, 2009

Holiday Inn Oakville Centre,
590 Argus Road, Oakville

June 2009

Funded by the Government of Ontario



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

**Proceedings of the 519 & 905 Inter-Regional Forum in Oakville
Friday, June 12, 2009
Oakville, Ontario**

Address to Participants by the Hon. Michael Chan, Minister of Citizenship and Immigration	3
• <i>Questions and Answers with the Minister</i>	5
Setting the Context (Conceptual Framework)	5
Conversation Café and Marketplace	5
Presentation on Change Dynamics for Advancing Diversity in Volunteerism	6
• <i>Report Back on Strategy for Change</i>	6
Report Back of Conversations by Communities regarding Future Collaboration	7
Closing Remarks	8
Evaluation and Thanks	9
Appendix A: Inter-Regional Forum Participants List	10
Appendix B: Inter-Regional Forum Agenda	13
Appendix C: Conversation Café and Marketplace Presenters	14
Appendix D: Participant Evaluation of Inter-Regional Forum	16

Address to Participants by the Hon. Michael Chan, Minister of Citizenship and Immigration

The following is a copy of the Minister's address:

Good morning, everyone. I couldn't be more enthusiastic about this project – Advancing Cultural Diversity in Volunteer Management. This project touches both aspects of my ministry. It is important to citizenship because it fosters volunteer contribution – We know that donating your time and energy to help others is truly citizenship in action. This project is also important to immigration because it brings newcomers into the volunteer community. It benefits non-profit groups— as they need help and support to carry out their work.

Like their Canadian-born friends, newcomers who volunteer believe in a cause. And by volunteering, they gain a sense of belonging to the larger society. It also allows them to practice English and French to better integrate into their communities. I found it interesting to learn that newcomers who volunteer report that the experience helps them do three things:

- *Develop skills,*
- *land a job*
- *or perform their current job— better!*

At the same time, when newcomers volunteer, the voluntary sector benefits. Newcomers bring to the table their global skills and experience – coupled with energy and dedication. I have no doubt; they strengthen the non-profit groups they join. Their participation is important to the health of our province. Volunteering makes Ontario a caring place with a remarkable quality of life. Although all of us here today understand the value of volunteerism, from time to time it is worthwhile to reflect on why we work so hard in supporting volunteers. The reason is simple: volunteering helps make our diverse society more vibrant and our communities stronger.

Each year, more than 110,000 immigrants arrive in Ontario seeking a new life, and also a chance to connect with their new communities. Our government is determined to help non-profit groups harness this impressive source of talent. You will know that we have invested in strategic partnerships to diversify Ontario's volunteer base. One partnership is today's Advancing Cultural Diversity in Volunteer Management project. Other examples include:

- *An outreach project to encourage diverse youth to volunteer led by the Kitchener-Waterloo Multicultural Centre AND*
- *DiverseCity – the Greater Toronto Leadership Project which aims to increase diversity at the top of corporate, public and non-profit organizations.*

The McGuinty government has made a substantial investment in Advancing Cultural Diversity in Volunteer Management in both the 519 and 905 areas. We share your goal of building the capacity of non-profit groups to recruit and support volunteers from diverse communities. And— I am personally delighted with the returns we have obtained on this investment! Today's forum is the result of more than two years of work. The first stage was a series of eight

community dialogues— More than 250 local leaders got together to better understand the issues facing their communities. This was followed by two regional forums that built on the earlier discussions. And now today's event will showcase the tools, materials and strategies developed to resolve these issues to pave our way forward. Moreover, the project has come up with a framework for understanding how diversity and volunteer management fit together. It has also produced practical tools – such as a monthly newsletter that conveys what has been learned so far – It profiles and maps the diverse populations in the 519 and 905 areas. And not to be overlooked is the inventory of resources which have been developed. These include an online, searchable database of publications and tools on diversity and volunteer management. And also includes local information on diverse cultural communities. The inventory was developed in collaboration with the Ontario Volunteer Centres Network. This is a fine example of how non-profit groups can become stronger and achieve results through sharing information.

The ministry views the Advancing Cultural Diversity project as creative and exploratory. I would call it social innovation – coming up with new ideas that work for the public good. We are confident that the insights and resources from this project will prove relevant to other regions in Ontario.

I want to digress a bit and talk about what our government is doing to help the voluntary sector during the current economic downturn. The irony of course is that in tough economic times the voluntary sector is the most short on resources— While we all know that the demand for its services is the highest. Despite this dilemma we cannot let the voluntary sector deteriorate. You are needed now more than ever. It is time to come together and to develop effective public policy to help all of us. We need all hands on deck. That is why our government is doing everything it can to help strengthen Ontario's economy during these difficult times. This is why we are moving towards a modern and efficient single sales tax system – which will take effect July 1, 2010. Simply put, this initiative is critical to a strong and prosperous Ontario. Although there may be price increases for some goods and services, we have made sure to exempt important items like diapers, children's clothing, infant car seats and books. And to help families adjust we are moving forward with permanent income tax cuts for Ontario families and businesses. In total 93 percent of Ontario taxpayers will receive a permanent income tax cut. For example, families with an income less than \$160,000 will receive \$1,000. These reforms will benefit Ontario's families and businesses, and create jobs. This will in turn allow the voluntary sector to thrive.

I extend congratulations to the Social Planning Council of Peel and all the partners in this project for a job well done. You have succeeded in building the capacity of the voluntary sector to diversify the volunteer base in the growing 519-905 corridor. Later today, you will think about ways to keep the momentum going when you return to your home communities. For although this project is nearing its conclusion, much remains to be done.

Last month's report on DiverseCity Counts gives a sense of how far we have to go. It found that only 13 per cent of leaders in the voluntary sector are from visible minorities – Even though visible minorities make up nearly half the population in these areas. But thanks to the Advancing Cultural Diversity in Volunteer Management project, we have the tools and strategies

to bring about change. Now it us up to all of us to put these new tools and ideas to work. Best wishes for a productive and inspiring day.

Questions and Answers with the Hon. Michael Chan, Minister of Citizenship and Immigration

Question: *What action has the province taken to acknowledge the foreign credentials of Ontario's newcomers?*

Response: In 2006, the Province introduced the *Fair Access to Regulated Professions Act*. In 2007, the government also established the position of the Ontario Fairness Commissioner, the role of which is to “work with regulatory bodies to ensure that the credentials of internationally trained professionals are evaluated fairly and transparently.” The Federal government also has a Foreign Credential Recognition Program.

Question: *How can we dialogue with the Ministry on the subject of empowering our sector leaders to make managers of volunteers part of the decision making process?*

Response: It is important to connect with Ministry directors for ongoing dialogue.

Question: *What is the government doing to highlight the value of newcomers to Canada – not just the needs of newcomers, but also the contributions? The public perception is that newcomers “take” jobs and tax dollars. How can we shift people’s thinking?*

Response: The Ministry recognizes the many benefits of newcomers to Ontario. Diversity has become one of Ontario’s strengths.

Setting the Context (Conceptual Framework)

Louise Chatterton Luchuk, Project Researcher/Writer, presented a summary of conceptual framework for understanding the work to be done in advancing cultural diversity in volunteer management. The conceptual framework is based on the information gleaned from eight Community Dialogues (held during Phase 1 of the Project) as well as a review of the literature and the input from members of the Reference Group and Project team plus feedback from participants at the two Regional Forums (Phase 2 of the Project).

For more information, please see the discussion paper soon to be posted to <http://www.culturaldiversityandvolunteers.ca/about/reports-and-deliverables>

Conversation Café and Marketplace

See Appendix C: Conversation Café and Marketplace Presenters for a summary of the Conversation Café and Marketplace presentations plus contact info for the presenters.

Change Dynamics

Mike Balkwill, Facilitator, presented on the motivational factors of change.

Participants will return from the Inter-Regional Forum to their organizations and communities eager to promote change. It is important to be aware of the fact that innovation and social change always create resistance, and that there ought to be a strategy in place to deal with that resistance.

Drawing from an article titled '*Change or Die*', Mike Balkwill described some common myths and facts about what motivates people to change their ways. Click here to read the article:

http://www.fastcompany.com/magazine/94/open_change-or-die.html

Report Back on Strategy for Change

Forum participants were asked to discuss in breakout groups by community what the “change dynamics” presentation suggests with respect to potential action within their community. The following was reported out of the group discussions:

- These ideas ring true – stories trump facts. Hearing the story of how an immigrant successfully integrated into the community is very powerful
- What can be done to make a quick impact? Start with mandatory multicultural lunch potlucks for culturally diverse staff. By sharing food and stories, people find out they're not that different. A diverse staff complement can then lead to a more diverse client base. Note that diversity can mean not only cultural but also ability, sexual orientation, etc.
- Instant change would be a challenge for our sector – we often work incrementally. We would need to undertake significant preparatory work before the flip. Some supports would be required. If successful, the benefits would be more people instantly coming through the doors, better products, bigger impact in community, people involved in organizations would feel empowered and self-confident, and the organizations would benefit from their contributions
- There will always be resistance to change – if you start your work where the positive is and maintain that ground, people will either change or leave. Don't cater to those who don't want to change.
- It's easy to discuss the positives of inclusion but we also have to recognize the need to address the deep-seated discrimination and racism that exists. There are negative stories that also need to be told.
- The joy of change would be the re-birth and rejuvenation of the organization, and the development of new relationships. There would be a huge learning curve.

Conversations and motivations would change. It wouldn't be the same old, same old. We'd have to think differently. We'd reach more people, expand our client base, better marketing, excitement, lots of action, movement, understanding and awareness

- At one agency, as the diversity work increased, they saw more diverse clients, more money came in and that made it easier for everybody.

Mike Balkwill, Facilitator, stated in conclusion –

There is a broader liberation, understanding, and connection that can come from doing this work well. The trick is for us to figure out how to describe that in a way that motivates people yet isn't somehow superficial but connects with systemic realities. What is the story that motivates us to make systemic change? Framing the story means describing it in a way that people in your organization who may be resisting this out of fear can then start to see the immediate benefits to working this way.

Report Back of Conversations by Communities regarding Future Collaboration

Forum participants were asked to discuss in breakout groups by community how they might like to continue to collaborate on this work in their communities. The following was reported out of the group discussions:

Peel

- United Way of Peel, Volunteer Mississauga Brampton Caledon (a volunteer centre), and the Peel Regional Diversity Roundtable will be the lead partners in carrying on the work
- Reconvene in September; invite previous participants; invite and integrate new participants
- Refer to action items generated at Peel Community Dialogue
- Pursue funding for community based work, for administrative support to continue the conversation and taking it out to the community

London

- Pillar Nonprofit Network and the London Association of Volunteer Administrators (LAVA) will be the lead partners
- Do research and find ways to help local agencies understand the gaps
- Find ways to move diversity up the agenda so it's more important to more people
- When new initiatives arise, ensure we have the involvement of all necessary partners

Kitchener-Waterloo and Cambridge

- Develop a learning network
- Reconvene in July
- Use framework offered today – develop stories, messages
- Invite new participants

Durham and York

- Continue the dialogue around how our communities are becoming more diverse
- Help organizations see where their services overlap, prevent duplication, and build partnerships around diversity management
- Continue to share ideas between the two communities

Halton

- Halton Network of Nonprofits should take the lead
- Convene a committee; invite leaders, executive directors, and people actually working in the community
- Goal is systemic change within organizations – knowing what the different cultural groups are and how we can come together; ensure mission, vision, and values embrace diversity

Guelph

- Guelph Inclusiveness Alliance symposium takes place this fall with a theme of “Diversity and Prosperity”– perhaps have volunteer managers participate
- Building a business case for decision makers
- Create a networking opportunity for volunteer managers
- Transition the volunteer centre’s focus from the needs of agencies to the needs of individuals

Closing Remarks

Paula DeCoito, Executive Director, Social Planning Council of Peel and Project Lead, stated that the final responsibility of the Project Team is to prepare a detailed report in which all of the learnings over the course of the project are synthesized and recommendations are made to the Project Funder.

Georgia Kapelos, Policy Advisor, Voluntary Sector Relations Unit, Ontario Ministry of Citizenship & Immigration, stated in closing –

On behalf of the Ministry I'd like to amplify what the Minister had to say this morning. The Ministry is very pleased to be part of this project. What I see here today is what I also saw from the very beginning at the first Community Dialogue in Durham in November of 2007: an opportunity for organizations that traditionally are pressed for time to share information and build connections. After two years of this project I can see today that there are stronger connections. The Project has reached the end of this phase but I'm hoping it's also the beginning of a new phase in which a mindset is opening up in terms of sharing the lessons that are being learned between organizations and among the various communities.

Evaluation and Thanks

Participants were thanked for their attendance and participation in the Inter-Regional Forum. Our thanks to Trudy Beaulne 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; Cathy Taylor of the Volunteer Centre of Guelph and Wellington County; Michelle Baldwin of the Pillar Nonprofit Network; Ben Earle and Tracey Vaughan of the Community Development Council of Durham; Nicole Dupuis and Sharon Douglas of the United Way of Peel Region; and Ann Coburn of Volunteer Halton; 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 D.

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



Appendix A

519 and 905 Inter-Regional Forum, Friday, June 12, 2009:

Participant List

Peel

Adrienne	Beaudry	Volunteer Mississauga Brampton Caledon	Program Manager
Carine	Strong	Volunteer Mississauga Brampton Caledon	Director
Christianah	Olawareju	Distress Centre Peel	Volunteer Coordinator
Hazel	Henry	Dixiebloor Neighbourhood Centre	Volunteer Coordinator
Jenny	Qin	United Way of Peel Region	Community Outreach
Marc	LaChance	Telecare Distress Centre	Coordinator
Nicole	Dupuis	United Way of Peel Region	Board Chair
Sharon	Douglas	United Way of Peel Region	Volunteer and Youth Engagement
Sita	Jayarman	Big Brothers Big Sisters	Associate
Vanita	Varma	Telecare Distress Centre	Assistant Director, Community Investment
			Diversity Coordinator
			Executive Director

London

Erica	Vilon	London Regional Children's Museum	Human Resources Coordinator
Cecilia	Daza	Pillar Nonprofit Network	Intern
Dharshi	Lacey	Diversity & Anti-Racism Consultant	Pillar Nonprofit Network
Ellen	Hobin	London Public Library	Administrator, Volunteer Services
Gwenne	Hudson	Volunteer Development Coordinator	Pillar
Terri-Lee	Higgins	Hemophilia Ontario - South Western Ontario Region	Regional Service Coordinator

York

Eric	Lariviere	Manager, Markham Theatre	Town of Markham
Miranda	Mak	Canadians Multicultural Links Association	
Rebecca	Shafiee	Newcomer Volunteer Coordinator	Helpmate Community Information & Volunteer Bureau
Stephen	Lam	Director, Immigrant Services and Community Programs	Catholic Community Services of York Region, Immigrant Services & Community Programs
Surindar	Gill	COSTI	Manager
Shamin	Nasrin Mili	Host Program Worker	Catholic Community Services of York Region, Host Program

Cambridge and North Dumfries

Dina	Etmanski	Social Planning Council of Cambridge and North Dumfries	Social Planner
Javed	Chaudry	YMCA Cross Cultural and Immigrant Services	Settlement Coordinator
Monica	Morrison	Community Support Connections	Site Manager
Nicole	Cichello	YMCA Cross Cultural and Immigrant Services	Cultural diversity coordinator
Selena	Koprincky	kidsLINK	Coordinator of Volunteer Services
Fabienne	Prior	United Way of Cambridge and North Dumfries	Manager, Voluntary Sector Resources

Durham

Ben	Earle	Community Development Council of Durham	Manager of Social Research Victim-Offender Reconciliation Program
Catherine	Feldman Axford	Community Justice Alternatives of Durham	Coordinator

Guelph

Cathy	Taylor	Volunteer Centre of Guelph Wellington	Executive Director
Cythnia	Hoy	Guelph Community Health Centre	Coordinator of Volunteers
Gayle	Valeriotte	Volunteer Centre of Guelph Wellington	Manager of Training & Consultation Coordinator of Inclusion and Volunteer Services
Jennifer	Maddock	City of Guelph	Project Manager
Roswitha	Soepenber	Ontario Volunteer Centre Network	Supervisor Front of House Services
Danna	Evans	City of Guelph	

Halton

Ann	Coburn	Volunteer Halton	Director
Anne	King	Acclaim Health	Director Community Support Services
Deanna	Smuk	Habitat for Humanity	Volunteer Coordinator
Wendy	Sommerville	Big Brothers, Big Sisters Halton.	Coordinator of Volunteers
Sue	Grant	Big Brothers, Big Sisters Halton.	Coordinator of Volunteers
Lynn	Singh	Halton Healthcare	Program Director for Surgery
Roslyn	Bacchus	Halton Healthcare	Human Resources Manager
Veronica	Tyrrell	Halton Carribbean Association	President and Principal
Maureen	Brown	Diversity Trainers Plus	President and Principal
Jane	Tynan-Byrd	Canadian Red Cross Society	Disaster Manager Coordinator
Amy	Obendorfer-Woods	Erinoakkids	Volunteer Coordinator
Susan	Crawford	Halton Multicultural Council	Job Search Coordinator
Stephen	Dankowicz	Centre for Peace and Ecology	Executive Director
Chantal	Mudahogora	Outreach Diversity Program Coordinator	Alzheimer Society of Hamilton and Halton
Joanna	Mathews	Halton Multicultural Council	Executive Director

Kitchener-Waterloo

Asmaa	Cober	Kitchener-Waterloo Multicultural Centre	Youth Project Coordinator
Cam	Stretch	Social Planning Council of Kitchener-Waterloo	Student
Dianne	Boston-Nyp	Volunteer Action Centre	Community Relations Coordinator
Edwin	Laryea	Communication First	President
Gehan	Sabry	Cross Cultures Magazine	Publisher
Jane	Hennig	Volunteer Action Centre	Executive director
Pavi	Selvi	Social Planning Council of Kitchener-Waterloo	Student
Trudy	Beaulne	Social Planning Council of Kitchener-Waterloo	Executive Director
Raihana	Hirji-khalfan	CNIB	Volunteer
Huzaifa	Sial	Kitchener-Waterloo Multicultural Centre	Student
Lobna	Zaghlol	Kitchener-Waterloo Multicultural Centre	Student
Amneh	Hamtan	YMCA	Settlement Councilor

Ministry of Citizenship and Immigration and Other Guests

Lorraine Hogan	Ministry of Citizenship & Immigration	Regional Advisor Halton-Peel
Freba Shahsamand	Ministry of Citizenship & Immigration	Regional Advisor- Central Region
Mazlin Darsi	Ministry of Citizenship & Immigration	Manager, Voluntary Sector Relations Unit
Sonja Erstic	Ministry of Citizenship & Immigration	Regional Advisor, Kitchener
Georgia Kapelos	Ministry of Citizenship & Immigration	Policy Advisor, Voluntary Sector Relations Unit
Cathy Barr	Imagine Canada	Vice-President of Operations

Appendix B

SOCIAL PLANNING COUNCIL OF PEEL

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

Inter-Regional Forum

**8:30 AM to 4:00 PM, Friday, June 12, 2009
Holiday Inn Oakville Centre, 590 ARGUS ROAD
Oakville, ON**

A G E N D A

8:30 AM -- Registration

Morning Program – 9:00 AM to 1:30 PM

(Starting promptly at 9AM since Minister Chan will be joining us)

- 1. Welcome and Introductions**
- 2. Address to Participants by the Hon. Michael Chan, Minister of Citizenship and Immigration and Question and Answer period.**
- 3. Setting the Context**
- 4. Conversation Café and Marketplace**

12:15 -- LUNCH

Afternoon Program – 1:00 PM to 4:30 PM

- 5. What are the Change Dynamics for Advancing Diversity in Volunteerism?
Presentation and Discussion**
- 6. Breakout Groups by Community to Discuss Future Collaboration**
- 7. Next Steps, Evaluation and Closing**

This project has been funded by the Government of Ontario.



Appendix C

Conversation Cafés

Diverse Community Outreach Councils (Chinese Advisory Council & South Asian Advisory Council): An outreach and engagement strategy aimed at increasing the involvement of diverse communities. Presenters Jenny Qin, United Way of Peel Region (jqin@unitedwaypeel.org) and Farheen Khan, United Way of Peel Region (scommunityoutreach@unitedwaypeel.org).

Guelph Inclusiveness Alliance: A network of service providers with a mission to make Guelph and Wellington County more welcoming to new Canadians. Presenters Cathy Taylor, Volunteer Centre of Guelph-Wellington (ctaylor@volunteerguelphwellington.on.ca) Gayle Valeriotte, Volunteer Centre of Guelph-Wellington (gvaleriotte@volunteerguelphwellington.on.ca)

Engaging Diverse Neighbourhoods – Learnings from the 2008 Kitchener Festival of Neighbourhoods on engaging diverse communities in neighbourhood activities. Presenter Trudy Beaulne, Social Planning Council of Kitchener-Waterloo (spckw@waterlooregion.org)

Step Up To Leadership: An intensive course delivered to newcomers and immigrants giving them the skills to volunteer on boards and committees. Presenter Nicole Cichello, YMCA of Cambridge Cross Cultural and Immigrant Services (ncichello@ckwymca.ca)

Board Diversity Training: A toolkit for assessing and meeting Board needs for diversity training. Presenter Dharshi Lacey, Pillar Non-profit Network, London (dlacey@lihc.on.ca)

The Development of Durham Region's Diversity and Immigration Partnership Council. Presenter Ben Earle, (bearle@cdcd.org)

Diversity Breakfast Series: Strategies and Tools to assist agencies in addressing and embracing the needs of diverse communities. Presenter Ann Coburn, Volunteer Halton (acoburn@cdhalton.ca)

"Going with the Flow" - How to Utilize Newcomer Volunteers in programs. Presenter Rebecca Shafiee, Helpmate Community Information & Volunteer Bureau (rebecca.helpmate@inforichmondhill.org) and Shamin Nasrin Mili, Catholic Community Services of York Region (smili@ccsyr.org)

Marketplace

Building Stronger Organizations in Ontario's small to medium sized volunteer organizations through volunteer centre services and engaging newcomers as volunteers. Presenter Roswitha Soepenber, Ontario Volunteer Centre Network (rsoepenber@ovcn.ca)

ChangeTheWorld Ontario Youth Volunteer Challenge: A way for Ontario teens to make a difference in their lives and communities through volunteering. Presenter Cathy Taylor, Volunteer Centre of Guelph and Wellington County (ctaylor@volunteerguelphwellington.on.ca)

"Volunteer Readiness" Training Manual and Workbooks: Tools for engaging new Canadians as volunteers. Presenter Jane Hennig, Volunteer Action Centre of Kitchener-Waterloo (jane@volunteerkw.ca)

Ontario Volunteer Partnership: Aims to respond to the liability issues of the nonprofit sector and find ways to improve access to appropriate and affordable insurance coverage, to increase safety, and to enhance volunteer confidence. Presenter Cathy Barr, Imagine Canada (cbarr@imaginecanada.ca)

<http://www.culturaldiversityandvolunteers.ca/>: The official website of the Advancing Cultural Diversity in Volunteer Management Project, available for viewing on laptop. Presenter Louise Chatterton Luchuk, Advancing Cultural Diversity in Volunteer Management Project (info@luchuk.com)

Appendix D

Participant Evaluation of the Inter-Regional Forum Friday, June 12, 2009

(No. Respondents = 42 out of 69 participants)

1. The invitation to the Inter-Regional Forum provided a clear sense of what the Forum was about.

Strongly DISAGREE 1 ----- 2 ----- 3 ----- 4 ----- 5 Strongly AGREE
 0 2 11 19 10

Comments:

- **I was only informed a week ahead and so only attended this last session** (rating of 5)
- **The goal of Advancing Cultural Diversity in Volunteer Management is certainly appropriate. The Inter-Regional Forum has set the pace** (rating of 5)
- **I was not sure what to expect, what the agenda was before I arrived** (rating of 2)
- **I think we could have promoted the fact that a large portion of the discussion would be focused on diversity in general. May have had greater interest from communities that are still at the initial stages of the cycle** (rating of 4)

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

Strongly DISAGREE 1 ----- 2 ----- 3 ----- 4 ----- 5 Strongly AGREE
 1 0 10 19 12

Comments:

- **Missed not have the fourth Conversation Café – time won** (rating of 4).
- **A more bound agenda would have been helpful in eight of the alterations** (rating of 4)
- **Love the break out sessions!** (rating of 5)
- **I was not clear on what the background on the project was. It would have been useful to have had a proper introduction to the project at the beginning of the day** (rating of 1)
- **Objectives were not made clear** (rating of 3)
- **Discussion time was limited during Conversation Cafes. Exchanging thoughts could have helped to improve people’s work and inclusion of diverse communities** (rating of 3)
- **There should have been more time for discussion in order to share ideas and information** (rating of 3)

3. 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 11 24 7

Comments:

- **It was too quickly done. It would have been better if it had been put on a separate sheet. The discussion paper was excellent** (rating of 3)
- **Very helpful to read beforehand, appreciate the distribution of this** (rating of 4)
- **It was good but no real time for participants to digest the info and provide grassroots feedback and comments** (rating of 3)
- **Theoretical – need more practical** (rating of 4)

4. The Conversation Café and Marketplace were stimulating.

Strongly DISAGREE 1 ----- 2 ----- 3 ----- 4 ----- 5 Strongly AGREE
 0 3 7 17 14 **NO RESPONSE = 1**

Comments:

- **Very informative indeed. Especially Step Up to Leadership** (rating of 4)
- **Felt too rushed; not clear that presenters knew the limited time they had available to them. Unfortunately did not leave a lot of time for questions** (rating of 3)
- **I really enjoyed the opportunity to showcase and learn about successful and relevant initiatives** (rating of 5)
- **Needed more time for discussion** (no rating)
- **Pretty tight timelines – can we provide contact info/resources for those we were unable to attend?** (rating of 5)
- **One workshop was not engaging at all. Not enough time to hear other workshops. Descriptions of workshops not very clear.** (rating of 2)
- **More time for each session would have been great – not enough time for Q+A/ dialogue** (rating of 4)
- **Too short. Also it was run as mini-presentations, not true Conversation Cafes. A Conversation Café uses a facilitator to pose a question the group will ponder** (rating of 5)
- **Required more time** (rating of 4)
- **Very informative** (rating of 5)
- **More discussion time needed. Presenters or facilitators of Conversation Café used 25 minutes to present and 5 minutes for discussion** (rating of 3)
- **The time was too brief – next time consider only 2 in the morning or 3 max** (rating of 3)
- **Useful but not direct link to Advancing Cultural Diversity in VOLUNTEER MANAGEMENT** (rating of 4)
- **Good discussion around this area – new ideas and learnings came out of them** (rating of 4)

5. The presentation and discussion of the Change Dynamics for Advancing Diversity in Volunteerism were informative and useful.

Strongly DISAGREE 1 ----- 2 ----- 3 ----- 4 ----- 5 Strongly AGREE
 0 1 10 22 7 **NO RESPONSE = 2**

Comments:

- **Nice way to think and move to the other side** (rating of 4)
- **OK** (rating of 4)
- **Not clear what the intended outcomes were supposed to be** (rating of 3)
- **This needs to be the foundation of this kind of work** (rating of 5)
- **Myths were useful** (rating of 4)
- **Well done – good examples used by Mike** (rating of 4)

6. The breakout discussion on future collaboration was stimulating.

Strongly DISAGREE 1 ----- 2 ----- 3 ----- 4 ----- 5 Strongly AGREE
0 2 7 22 11

Comments:

- **Great way to meet those in my community – crazy that I don’t network with them more** (rating of 4)
- **Very good, lots of productive ideas – but still very little as to the “how to”** (rating of 4)
- **Enjoyed a dialogue that had both practical and philosophical approaches** (rating of 4)
- **A lot of good ideas and clear actions/steps were mentioned** (rating of 4)
- **Not clear what the intended outcomes were supposed to be** (rating of 3)
- **Led to some ideas and commitment for future action** (rating of 4)
- **Not enough people from our region to have a truly productive dialogue** (rating of 3)
- **Limited contribution to discussion from some members and others had more contribution** (rating of 2)

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

Strongly DISAGREE 1 ----- 2 ----- 3 ----- 4 ----- 5 Strongly AGREE
0 1 7 22 12

Comments:

- **Thanks for the ongoing agenda/summary** (rating of 4)
- **Good** (rating of 4)
- **Excellent** (rating of 5)
- **Both facilitators were great!** (rating of 4)
- **Mike is awesome!** (rating of 5)
- **Nice to leave early and avoid traffic!** (rating of 3)
- **I felt some of the time commitments could have been explained better. Never heard why we didn’t have all 8 Conversation Cafes** (rating of 3)

8. Overall, on a scale of 1 to 10, how would you rate your experience in today’s Inter-Regional Forum.

1-----2-----3-----4-----5-----6-----7-----8-----9-----10
0 0 1 1 0 2 9 15 10 4

Final Comments:

- **Thank you!** (rating of 9)
- **We need to engage more “visible minorities.” One gets the impression that they are just “by-standers.” We need their active participation. They can tell us what they need.** (rating of 7)
- **Thank you – a very well organized event** (rating of 10)
- **Very enjoyable day; a lot of great networking. Appreciate stories and tools to consider at the organizational level** (rating of 8)
- **Great job** (rating of 9)
- **Great way to conclude the project** (rating of 9)
- **Excellent. How to use all the information gathered throughout the project – what’s next?** (rating of 9)
- **Thank you!** (rating of 8)
- **Great job! Thanks for all the hard work!** (rating of 9)
- **Awesome! Thanks folks!** (rating of 10)
- **The forum was a good exposure and learning for me** (rating of 8)
- **As a last minute guest it was harder to get on line with the intention – but it serves as great info for going forward** (rating of 8)
- **Excellent work. This information is needed to educate about the change model** (rating of 8)
- **A lot of momentum has been generated – looking forward to “next steps”** (rating of 9)
- **Bring these meetings further east (perhaps York Region) and more of our agencies might attend. Is there a way to take these learnings back to our regions to stimulate conversations and collaboration?** (rating of 7)
- **Great job! Looking forward to doing my part in moving this forward and helping to make this change** (rating of 9)
- **Thank you for this wonderful opportunity to meet others and share information** (rating of 10)
- **Hard to dedicate a full day in late June – wish more could have attended from our community** (rating of 8)