

Working Committee # 1: Access of Information - Minutes

Date: October 24th, 2011

Time: 2:30 pm to 4:30 pm

Attendees: Sabrina Wong (PICS), Hanifa Kassam (ACSA), Sulekha Sathi (Agincourt Library), Mani Mahadeva (NWS LIP), Rezwan Karim (NWS LIP), Michelle Davis (NWS LIP)

- Welcoming and objective of the meeting
 - Participants review the draft reports on Outreach and Centre Guideline
 - Brief intro's of participants

- Updates and next steps
 - Assessment of outreach methods and findings
 - Initially developed by Artan of PICS
 - Next step is to take the recommendations within the document and rework them so that they can be widely shared and put into practice
 - An approach would be to define the steps one would need to take in order to get their information out there promoting their organization
 - Need to create a process of developing this document
 - Language of the document needs to be reviewed to make sure that it can be used by a broader audience if intended

 - Document should describe what is available and how we can make use of it
 - The SLYE Road Show which runs throughout the year can be one of the options to outreach to youth population
 - Sharing contact details of various credible ethnic and mainstream media among PC members will be useful as next step

 - Capacity development training for frontline staff
 - Still need more concrete feedback from members regarding training on frontline staff
 - Some feedback was received at the last PC meeting
 - So far Human Resources, Project Evaluation, Organizational Capacity Building (specialized areas), and Partnership Development have been identified
 - 25 more members will be contacted for their feedback
 - Options for training styles are formal or 'lunch and learn' sessions which can be beneficial

- A question of how can we find out the best means of providing these types of training so that they are more attainable and effective for each individual organization needs to be addressed
 - Questions of how specific training will be effective and how to evaluate the progress or their use will need to be addressed
 - To help reach a broader audience and to make training more accessible, videotaping presentations or information sessions and making them available online (Ex: YouTube, or Vod-casting)
 - Depending on the reasons for conducting training sessions the ways in which to retransmit the information will look different
 - Next step is to decipher what the training will look like and what the outcomes of providing training sessions will be
- Update on LIP website features and support we need from members
 - Website is fully functioning
 - Service Directory is in place and we are in the midst of updating and making sure all information is accurate
 - Members have been contacted via email and telephone to confirm their information on the website is correct
 - LIP staff will continue to follow-up to confirm information accuracy
 - Encourage partners to visit the website through our bi-weekly emails linked to the website as well as submit all organizations promotional material
- Group Work/ Discussion
 - Review the newcomer centre guidelines currently available
 - Sulekha from the Agincourt Library will provide their “Reference interviews” document to assist with the centre guideline development
 - Identify major elements and content for a comprehensive Newcomer Centre guideline:
 - Defining users of the guideline will need to be deciphered in order to address space usage and the needs of those using space
 - Issues like “Positive Spaces” – LGBTQ or other issues and needs of specific communities
 - Accessibility and availability of languages
 - This could possibly be addressed by creating a flowchart of steps to follow when clients arrive
 - Language in this document should be more generic in order to be applicable for a broader range of service providers
 - The question of who the document is for needs to be addressed and what is the context of this information
 - Create a tip sheet that addresses certain limitations and recommendations in operations

- Make sure the guide is useful for the intended audiences, geared toward inclusiveness

- Wrap up
Next WC #1 meetings will take place January 23rd, 2012, from 2:30 to 4:30pm at ACSA – 4155 Sheppard Ave. Ste. 100 (Upstairs Boardroom), and February 21st, 2011, from 2:30 to 4:30pm at Agincourt Library – 155 Bonis Ave. (2nd Floor Boardroom)