



FACILITATING CHANGE, CUSTOMIZING SUPPORTS

OIFN

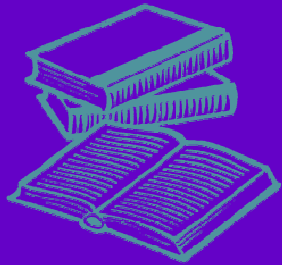
Virtual Engagement Project

Summary Report

April 2022

OIFN Virtual Engagement Project 2021-2022

- From September 2021 to April 2022, OIFN was fortunate to engage Joanna Goode, a long-time participant in the OIFN Community of Practice and Director of Facilitation Wellington Dufferin, in a community engagement placement with OIFN, to explore social media trends and gather ideas and feedback for meaningful Community of Practice engagement.
- Research and feedback was gathered through various methods:



Literature Review

Research to understand the nature of online engagement and learn about effective practices.



Review of Historical Feedback

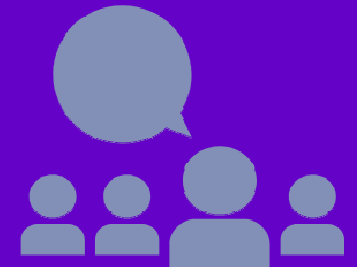
Review of evaluations from 6 recent OIFN virtual events to identify trends.



Virtual Engagement Survey

Online survey shared with the Community of Practice through the mailing list and social media.

57 responses collected



Focus Groups & Interviews

Small group conversations and 1-on-1 interviews with interested survey respondents.

7 participants

- Joanna's research and feedback from the Community of Practice will inform opportunities for further interaction and connection among the network.

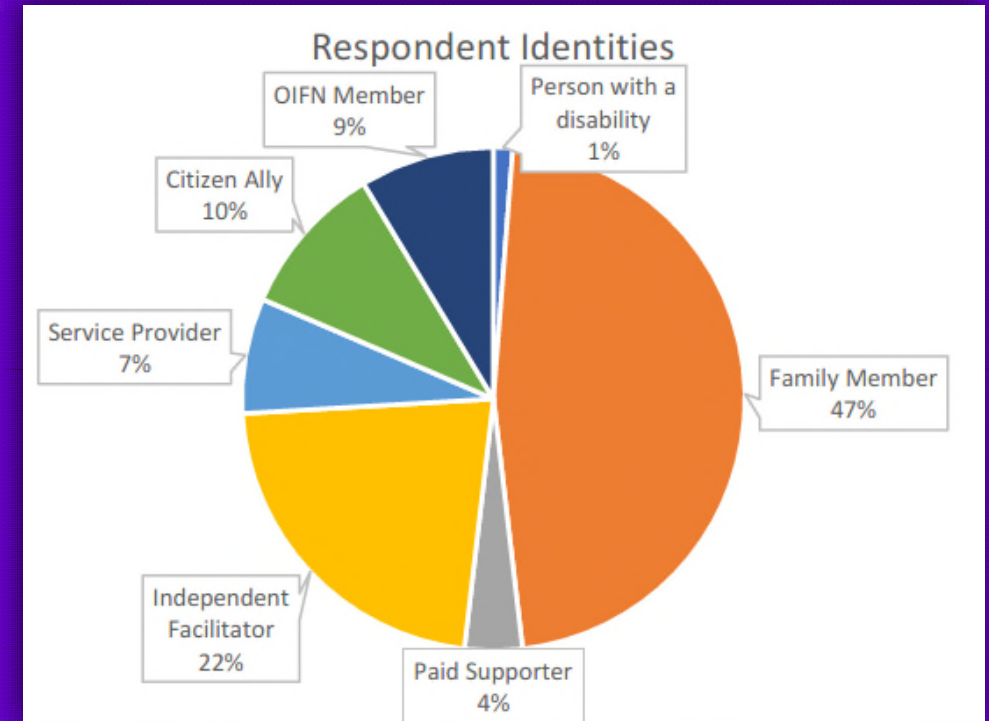
Overview of Participants

Survey Respondents:

- In total, 57 participants playing a variety of roles responded to the survey.
- Many participants were affiliated with multiple groups, including some not listed, such as consultants, trainers, and education professionals.

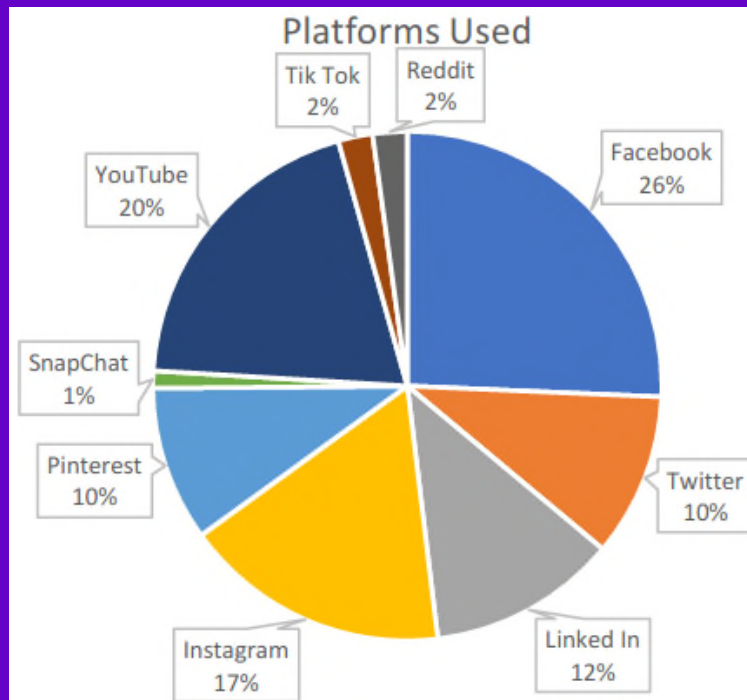
Focus Group Participants

- 18 survey respondents expressed interest in being part of a follow-up conversation.
- 7 people ultimately took part in a focus group or interview.
 - 4 people identified as independent facilitators
 - 1 person identified as a family member
 - 2 people identified as both a facilitator and a family member

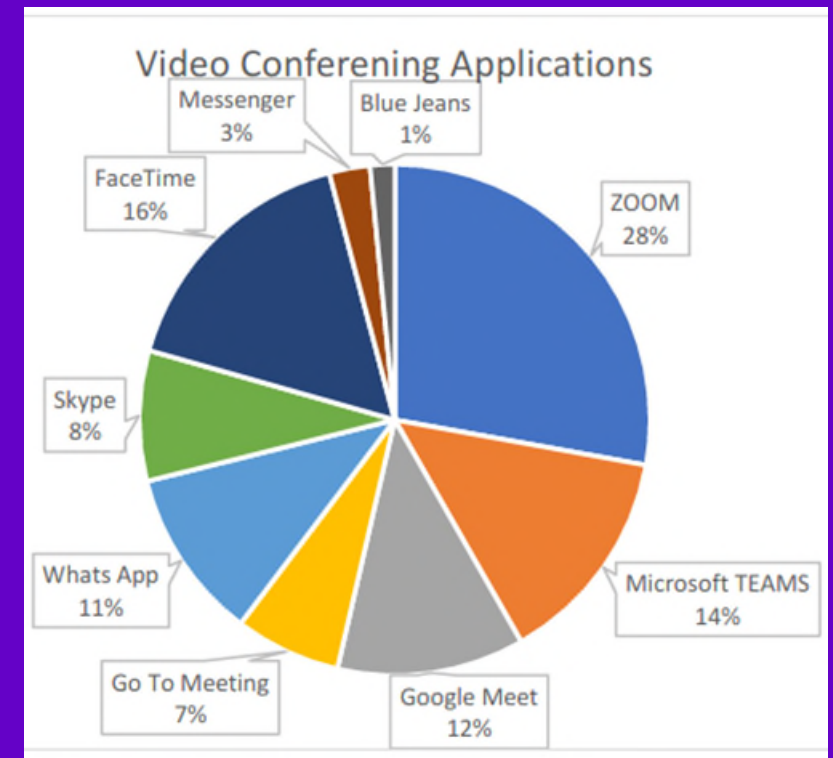


What we learned about the ways we connect

- The majority of respondents shared that they are most familiar with Facebook, YouTube, and Instagram.
- OIFN maintains active Facebook and Instagram pages and will continue to invest in these 2 platforms and explore ways for people to interact.



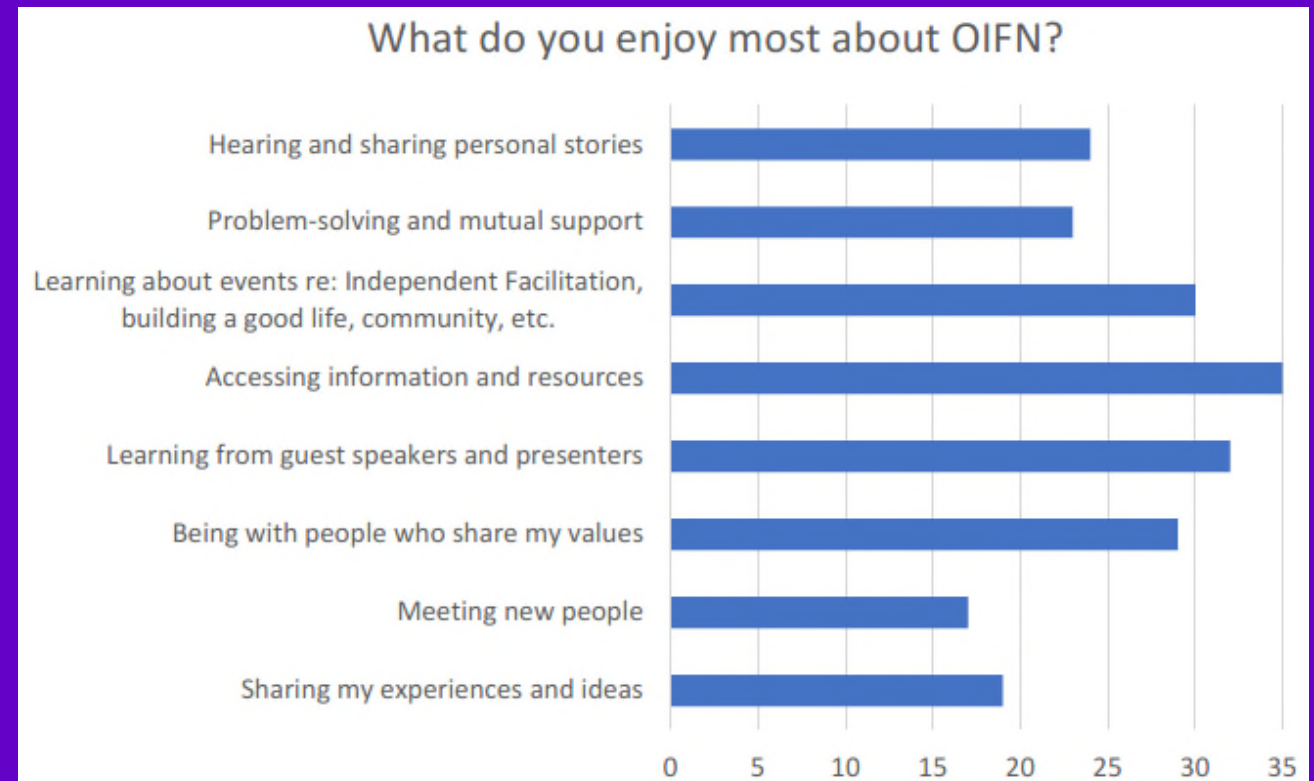
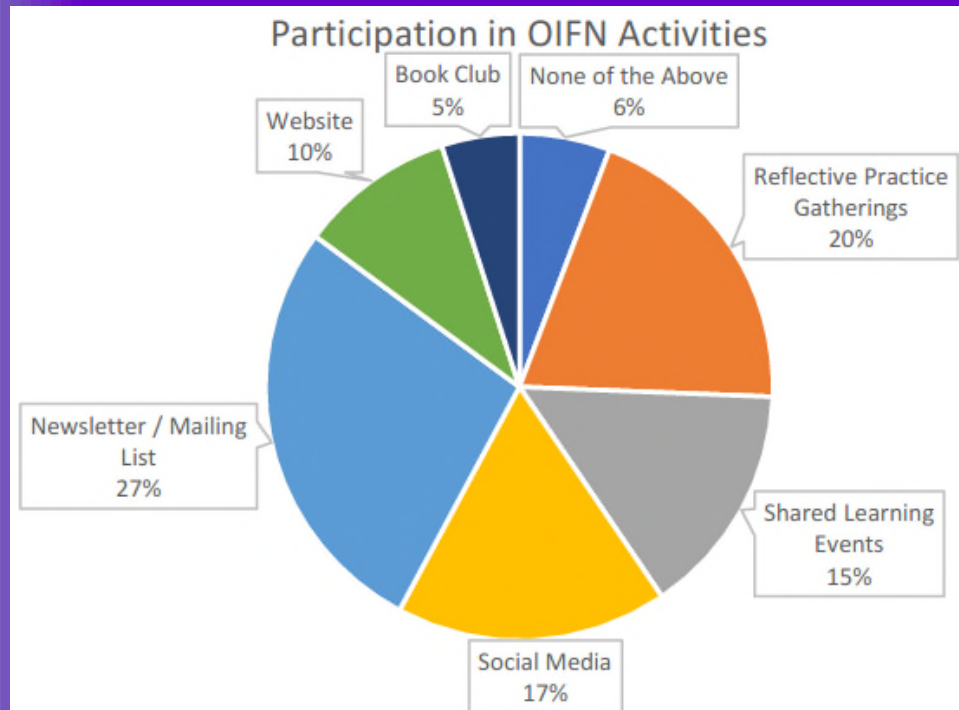
- Most participants found Zoom to be the most user-friendly form of meeting virtually.
- OIFN will continue to prioritize clear instructions and strong technical support to offer user-friendly experiences.



What we learned about how we interact

Survey Respondents:

- Participants seem to access and benefit from the many offerings of the Community of Practice, including opportunities to gather together, participate in shared learning, and find and share valuable information, ideas, and resources.



What we learned about our...

SOCIAL MEDIA & ONLINE PRESENCE

OIFN's social media channels serve as a strong platform for promoting the values and principles of Independent Facilitation.

Community of Practice members visit OIFN's social media for:

- Information-sharing
- relationship building
- useful and inspiring resources

While the network seems to enjoy OIFN's content, which has been likened to reading a "favourite magazine," **suggestions for improvement indicate a desire for stronger presence and broader content.**

Regular network updates from OIFN leadership

Deeper exploration of the practice of Independent Facilitation

More OIFN-generated content (newsletters, podcasts, etc.)

More opportunities for others to share content with the network

More personal & fresh content (stories from people with lived experience)

What we learned about our...

VIRTUAL EVENTS

OIFN has experienced significant success in offering virtual events, which have been characterized as:

- **Well-organized** (clearly outlined outcomes & instructions and welcoming invitations)
- **Time-limited** (staying within 60-90 minute time frames)
- **Information-rich & inspiring** (variety of speakers, valuable content, shared resources)

When it comes to the format and content of events, participants appreciate:

- Personal stories shared by speakers and participants
- Meeting new people and connecting with others with shared vision/values
- Mix of large and small group discussions
- Variety of content (presentations, videos, quotes, etc.)
- Time for asking/answering questions

Possible changes for future events could allow for more interaction among participants both at and in between events.

More time for small groups to report back to the large group

Greater diversity of presenters and participants

Cultivate a spirit of hospitality that is very rich at in-person OIFN events

More ways for people to contribute their gifts and feel "drawn in"

"Open spaces" and/or opportunities for ongoing connection (breakout groups before/after events, virtual discussion boards, etc.)

What we learned about our...

OVERALL NETWORK ENGAGEMENT

Feedback indicates that participants appreciate **OIFN's big picture focus**. OIFN sees Independent Facilitation as one piece of a *Framework for an Ordinary, Everyday Life*. The stories we tell, the messages we share, and the ideas we care about all reflect our beliefs about full citizenship.

In addition to the “philosophical” content that is shared by OIFN, which grounds our Community of Practice in core beliefs, ethical standards, and safeguards that are distinct and crucial to the practice of Independent Facilitation, **participants are looking to OIFN for leadership around capacity building and sustainability of Independent Facilitation in Ontario - both as a career choice and a viable support option for people and families.**

**Maintain a directory/
contact list for
the Community
of Practice**

**Share resources
and ideas to
support people to
have rich,
meaningful lives**

Build capacity of Independent Facilitation

- **Foster connections**
- **Support/guide facilitators in their practice**
- **Promote consistency through values & principles**

Diversify events:

- **co-host with other allies**
- **mentoring sessions**
- **social gatherings & fun**

Putting It All Together – Priorities, Opportunities, and Next Steps

- OIFN appreciates all of the suggestions that have been shared. Based on our identified priorities for 2022, we will seriously consider how we may act on as many of these opportunities as possible.
- ***Many comments expressed the desire for increasing the strength and presence of OIFN, growing the network, and providing more opportunities for connection and networking.***
- Following reflection on the feedback received, we have already taken a number of steps to implement suggestions and tailor offerings to better serve the network, including:

Suggestion	Action
Host OIFN events at different times of day and on weekends.	✓ We are offering 2 different opportunities to join our next Reflective Practice Conversation – 1 in the afternoon and 1 in the evening.
Distribute ‘what’s new this week’ in social media to the mailing list, so folks see curated posts.	✓ We have launch our new weekly newsletter of Social Media Highlights, which is shared with the <u>OIFN Mailing List</u> . ✓ An archive of our Social Media Highlights is also being maintained on <u>oifn.ca</u> .
Offer ways for all Community of Practice members to share content with the network.	✓ We have updated our <u>OIFN Event Endorsement</u> process to encourage allies, partners, and Community of Practice members to promote learning and training opportunities through the network. ✓ We are encouraged by the interest in more interaction and sharing of ideas, resources, and stories! In addition to our open call for content, we will consider other ways for ongoing interaction through our social media channels.
In addition to learning events, host social gatherings and times for fun.	✓ The OIFN Reflective Practice Planning Group created a unique offering to add some “fun” to our next gathering – <u>Celebrate Inclusion Film Festival</u> ✓ We will consider further possibilities for social events and increased hospitality at our virtual gatherings.

Topics to Explore

- Respondents offered many topics of interest for consideration. OIFN is encouraged and excited to know that the Community of Practice finds value in exploring ideas together, and we look forward to weaving some of these suggestions into future conversations and opportunities for shared learning.

- *Supported Decision-making*
- *Support Circles & Microboards*
- *Valued Social Roles*
- *Storytelling*
- *Keeping the Art of Independent Facilitation Alive*
 - *Information sharing & strategy sessions*
 - *Self-employment, invoicing, rates, insurance, etc.*
 - *Accessing and affording Independent Facilitation*
 - *Leading edge practices and safeguards*
- *Future planning*
- *Individualized Funding*
- *Neighbourhood and Community Involvement & Leisure Identities*
- *Building capacity for self and family advocacy*
- *Navigating and brokering support options*
- *Technology*
- *Support for siblings*
- *Housing and creating a home of one's own*
- *Conflict resolution and having difficult conversations*
- *Deep listening*

Thank you for being part of the Network!

- OIFN truly values the thoughtful feedback provided and time and effort contributed by survey and interview participants.
- As a Community of Practice, we rely on the voices of the network to nurture a learning community that is organic and dynamic in its actions and vision.
- If any of the ideas in this report inspire you to take action, please reach out to Bill Rollo, OIFN Community of Practice Coordinator, at broлло@oifn.ca.
- We are always interested in connecting with passionate friends and allies and welcoming more voices, talents, and gifts to the planning and implementation of OIFN's vision.

Thank you!