



# **ARAISA PD (Atlantic Region)**

**November 22-24, 2017**

**Final Report**

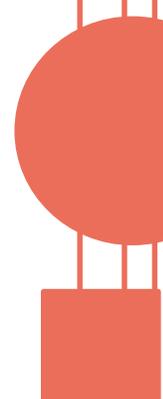
***Connecting Community Connections  
– Regional PD for Community  
Connections and Volunteer  
Management staff***

Funding provided through



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



## Welcome from the ARAISA President

The Professional Development Event ***Connecting Community Connections*** was designed for staff from across the Atlantic region – who are working in Community Connection and Volunteer Management programs, and was developed, coordinated and hosted by ARAISA in conjunction with the Multicultural Association of Fredericton Inc. (MCAF) in November 2017.

In total, 48 participants attended this three-day event, held at the Crowne Plaza Fredericton-Lord Beaverbrook Hotel, in Fredericton, NB on November 22, 23, 24, 2017. Participants came from across the region – Newfoundland and Labrador, New Brunswick, Prince Edward Island, and Nova Scotia.

Workshops were developed to specifically meet the needs of Volunteer Management and Community Connections staff. A variety of workshops were available to choose from; ***Engaging Newcomer Volunteers; Volunteer Training, Orientation, Boundaries, and Liabilities (10 steps to screening); Recruiting, Retaining, and Monitoring: How to Find Great Volunteers and Keep Them!; Benefits and Implementation of Volunteer Software; Engaging the LGBTQI Community***

In addition, Immigration, Refugees, and Citizenship Canada provided an update on volunteer management and community connections policies/programming

The event started on Wednesday evening with the event welcome and a ***Presentation on Immigration Trends – on how International, National and Regional political contexts affect the work we do.*** Presented by Gerry Mills, President, ARAISA.

**The Keynote speaker for the Event was Paula Speevak, President and CEO, Volunteer Canada.** With over 25 years of experience in the charitable and non-profit sector, Paula's roots are in the volunteer centre movement, and she brought extensive knowledge, expertise, and vision and enthusiasm. Her Presentation: ***Tools and Trends for Volunteer Management*** – was an interactive session, in which participants learnt about the latest trends in Volunteer Management, and about essential and the newest tools to help them optimize their volunteer and community engagement. Participants found Paula's session very informative, useful, and inspiring! Paula also delivered the workshop on ***Volunteer Training, Orientation, Boundaries, and Liabilities (10 steps to screening)***, and provided participants with take-away resources/guides.

Networking with colleagues across the region is also an important part of the PD event, so participants had the opportunity to participate in a new session - ***Speed Networking Getting to Know your Colleagues*** – which provided participants an opportunity to meet and get to know colleagues. We were also pleased to extend an invitation to participate in this PD to other regional agencies working with newcomers, and hope to continue to expand on these opportunities in the future.

The Professional Development event ended with a series of ***Regional Roundtables – topics included – Trauma and Mental Health; Youth Programs; Rural and Remote programs; Seniors Programs; and Organic Volunteering.*** The roundtables provided an opportunity for staff from across the region to come together to discuss/share their own ideas and experiences with colleagues - on their challenges and best practices for a variety of areas of their work.

Participants also really enjoyed the evening reception and performance at the at Gallery 78, which included a theatre presentation by “*Querencia*” of the immigrant experience, an opportunity to interact with immigrants from diverse cultural communities while enjoying international desserts.

All sessions were very well received by participants. Participants indicated this type of knowledge exchange between colleagues from across the region is so beneficial to their work. In the evaluation, over 73% indicated that they were very satisfied in the event, and another 27% indicated they were satisfied with the event. Even more importantly, over 80% of participants in every workshop indicated that this information will be useful to their work.



Participants indicated that this type of regional professional development is extremely valuable to their work, and that ARAISA is the best structure to organize and coordinate regional networking and learning opportunities. This type of PD allows regional staff counterparts to share and build on their expertise, strategies and connections.

On behalf of ARAISA, I would like to thank the PD Event Planning Team and the MCAF staff and volunteers for their fantastic work in organizing and hosting this event; Immigration, Refugees, and Citizenship Canada for their contribution and funding; the presenters who contributed their time and valuable knowledge; the volunteers; and the participants who took the time from their busy work schedules to attend and share their knowledge and expertise.

We look forward to continuing to meet the Professional Development needs of the settlement services organizations’ staff from across the Atlantic Region. It has been our pleasure to provide this professional development opportunity.

Gerry Mils, President, ARAISA

**ARAISA Professional Development for (Atlantic Region)  
Connecting Community Connections  
PD designed for staff working in Volunteer Management and Community Connections programs  
November 22-24, 2017  
Report**

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**ARAISA Professional Development (*Atlantic Region*)**  
***Connecting Community Connections***

PD designed for staff working in Volunteer Management and Community Connections programs

**Purpose/rationale:**

As Canada's commitment to immigration continues to grow, whether governments responding to the international plight of Syrian refugees, or to the need and desire to recruit and attract more newcomers to Canada, all levels of governments, municipalities, communities, businesses and employers, and immigrants are now turning to the settlement agencies to provide more and more settlement services and supports.

To respond to the increased arrival of newcomers, the settlement sector is experiencing unprecedented growth in every way – from increased staffing, to expanded facilities through renovations, mobile office work spaces or relocations, increased community interest and engagement, through to increased demand for every type of program and service, and supports.

Thus the need for professional development opportunities for staff becomes more important than ever. Opportunities for staff to gain new knowledge, skills, resources, best practices and expertise plays a critical role in program growth and development, program quality, resourcefulness, and the ability to meet the increasing complex demands of communities and clients. In addition, through regional PD, staff also gain networking and collaboration opportunities with colleagues – which helps to further build capacity and strengthen the delivery of the programs/services across the whole Atlantic region (NS, NB, PE, NL).

Staff working in the areas of Volunteer Management and Community Connection programs/services, have seen growing demands from both, their communities – wanting to support newcomers, and from their clients looking for volunteer opportunities -- all at the same time – which has resulted in a HUGE increase in their volunteer and community connection program work. Today, through the expanded use of social media campaigns, people from every part of our communities, are now more interested than ever, in volunteering to support newcomers. In addition, the type of volunteer experience that people are looking for has also shifted – as many more people are now looking for more short term or organic volunteer experiences. Plus, an increased numbers of newcomers, are also looking for volunteer opportunities as a means to gain experience and confidence in their new communities.

So staff must now recruit, train, coordinate, and manage, not only an increased number of volunteers and clients, but also, find volunteer experiences which will suit both short and long-term volunteers, and contribute to community engagement. All aspects of volunteering, whether from newcomers, or from the community, are now seeing significant demands for more volunteer management, opportunities, and support.

In order to best support staff, community connections and volunteer management staff from across the Atlantic Region were asked to identify what their PD learning needs were, and this PD event was then specifically designed to support those learning needs.

- What:** A 3-day regional Professional Development event for staff working in Volunteer Management and Community Connections programs (Atlantic region)
- Dates:** November 22, 23, 24, 2017
- Venue:** Crowne Plaza Fredericton-Lord Beaverbrook Hotel, in Fredericton, NB
- No. of participants:** 48 total participants (36 employment specialist staff, 12 presenters/guests)

**Atlantic agencies attending:**

- Nova Scotia
  - Immigrant Services Association of Nova Scotia (ISANS) (NS)
  - YMCA Immigrant Services - YMCA of Greater Halifax/Dartmouth (NS)
- Prince Edward Island
  - PEI Association for Newcomers to Canada (ANC) (PE)
- New Brunswick
  - Multicultural Association of the Greater Moncton Area (MAGMA) (Moncton, NB)
  - Multicultural Association of Fredericton (MCAF) (Fredericton, NB),
  - Saint John YMCA - Newcomer Connections, (Saint John, NB)
  - Multicultural Association of Carleton County
  - Saint John Multicultural Newcomers Resource Centre Inc.
- Newfoundland/Labrador
  - Association for New Canadians (ANC) (St. John's, NL)

**PD - Group sessions**

- *Presentation on Immigration Trends: Learn how International, National and Regional political contexts affect the work we do*
- *Keynote Presentation: Tools and Trends for Volunteer Management*
- *Volunteer Training, Orientation, Boundaries, and Liabilities (10 steps to screening)*
- *IRCC update- Update on volunteer management and community connections policies/programming*

**Workshop Sessions**

- *Engaging Newcomer Volunteers*
- *Recruiting, Retaining, and Monitoring: How to Find Great Volunteers and Keep Them!*
- *Benefits and Implementation of Volunteer Software*
- *Engaging the LGBTQI Community*

**Regional Roundtables – Working Groups**

- *Trauma and Mental Health*
- *Youth Programs*
- *Rural and Remote programs*
- *Seniors Programs*
- *Organic Volunteering*

### **Cultural Event/Performance ---- Reception & World Café at Art Gallery 78**

Thursday evening reception with a World Café. A theatre presentation by “*Querencia*” of the immigrant experience, an opportunity to interact with immigrants from diverse cultural communities while enjoying international desserts at the beautiful Gallery 78

#### **Regional Planning/Organizing Committee:**

Joe Byrne, PEI ANC (PE); Denise Scott, ISANS (NS); Sarah Geck, ANC (NL); Olive Ozoemena, Saint John Y Newcomers Connections; Aida Bahtijarevic and Lisa Bamford, MCAF (NB) (and the volunteers and staff who made this event so successful).

## List of PD Event Presentations and Workshops - with Descriptions

### Presentation on Immigration Trends

Participants learnt how International, National and Regional political contexts affects the work they do.

**Gerry Mills**, President of ARAISA

### Keynote Presentation: Tools and Trends for Volunteer Management

In this interactive session, participants learnt about the latest trends in Volunteer Management, and about, the essential and newest tools to help them optimize their volunteer and community engagement.

**Paula Speevak, President and CEO, Volunteer Canada** will address key volunteer management themes/issues. With over 25 years of experience in the charitable and non-profit sector, Paula's roots are in the volunteer centre movement, and she brings extensive knowledge, expertise, and vision.

### Volunteer Training, Orientation, Boundaries, and Liabilities (10 steps to screening)

In this workshop, through presentation, discussion and exercises, participants learnt about the 10 steps of screening for successful Volunteer Management; about setting up effective volunteer training and orientation opportunities; about how to establish boundaries: and how to deal with volunteer liabilities.

**Paula Speevak, President and CEO, Volunteer Canada** will address key volunteer management themes/issues. With over 25 years of experience in the charitable and non-profit sector, Paula's roots are in the volunteer centre movement, and she brings extensive knowledge, expertise, and vision

### Engaging Newcomer Volunteers

Engaging newcomers in building your community through volunteering requires - welcoming organizations, supportive practices and intentional outreach. This session covered best practices, how to tackle the challenges and offered examples of useful resources for engaging newcomer volunteers.

**Denise Scott** Coordinator, Volunteer Programs at ISANS within the Community Integration Services team responsible for recruiting, orientating and managing the 500 plus volunteers.

**Aseel Ali** Coordinator, Volunteer Programs of Volunteer Programs at ISANS. responsible for recruiting, orientating and managing newcomer volunteers

**Guests:** Volunteers

### Recruiting, Retaining, and Monitoring: How to Find Great Volunteers and Keep Them!

In this session, participants learnt about best practices and current processes of Volunteer Greater Fredericton. This session provided participants with information to help in the development or revitalization of current volunteer programming.

**Susanne White** is the current Chair of the Volunteer Greater Fredericton. She has a background in community development and draws upon over 12 years' experience in Human Resources and Employment

### **Benefits and Implementation of Volunteer Software**

This session examined the benefits of the Salesforce platform, including the technical possibilities, as well as some of the issues to be aware of in the implementation process. The session included a demo of some of the specific features relevant to volunteer professionals.

**Steve Weber** one of the founders of cloudStack Services, and leads the Business Development Team. He brings a long history in technology sales and business development to cloudStack Services. Steve is a Salesforce Certified Administrator and Sales Cloud Consultant.

**Kelly Ball**, Volunteer Coordinator, ANC

### **Engaging the LGBTQI Community**

This workshop explored 3 key questions:

- In terms of Program Development, what are the best practices or strategies to best support either volunteers or newcomers who work in the community or people who are a part of the community.
- What do you identify as challenges currently in terms of recruiting volunteers/ or newcomers who are finding it difficult to openly/publicly identify within the LGBTQI community?
- What should we be thinking about in terms of starting these conversations with our volunteers or newcomers who work in our communities? (Lingo, etc.)

General discussion covered what works best/best practices in terms of program development.

#### **Grace Getty**

Professor Emerita of Faculty of Nursing at UNB, has partnered with members of the Gay community and Public Health to establish AIDS NB. Grace continues to work as a counsellor for individuals who are questioning their sexual identity or facing some issues related to being GLBTTI

#### **Brandon Hilts**

working as a School and Youth Settlement Coordinator at the Multicultural Association of the Greater Moncton Area, his passion for equality, diversity and inclusion is more alive than ever.

#### **James McCarthy**

Director of Outreach and Program Sustainability, AIDS NB

### **Presentation from IRCC - *Immigration, Refugees and Citizenship Canada* -**

IRCC Update on volunteer management and community connections policies/programming

**Maryse O'Neill** - Director Integration, Settlement Network Immigration, Refugees and Citizenship Canada / Government of Canada

## **Speed Networking Getting to Know your Colleagues**

This session provided participants an opportunity to meet others attending the PD. Participants were asked to, in less than one minute each, tell another person:

- Who are you?
- What is one interesting or your favourite thing about your job?
- What is one thing you will take away from this PD?

Participants were encouraged to share contact information (business cards if available) before moving on to the next person. At the end, participants were asked to share with the group the most interesting thing they learned during the networking session.

## **Regional Roundtables**

Staff from across the region came together to share their expertise and experiences – to discuss successes, best practices, challenges and recommendations on a variety of volunteer management related topics:

- Trauma and Mental Health
- Youth Programs
- Rural and Remote programs
- Seniors Programs
- Organic Volunteering

## **Cultural Event/Performance ---- Reception & World Café at Art Gallery 78**

Thursday evening reception with a World Café. Participants enjoyed a theatre presentation by "*Querencia*" of the immigrant experience, and an opportunity to interact with immigrants from diverse cultural communities while enjoying international desserts at the beautiful Gallery 78

## ARISA PD for - Roundtable Findings

Roundtable	Best Practices	Challenges/Concerns	Issue or concern to bring forward
<b>Trauma and Mental Health</b>	<ul style="list-style-type: none"> <li>• Saturday sessions on PTSD/social workers from community</li> <li>• Health workers - similar session for youth</li> <li>• Lunch + Learn on self-care for staff/crisis worker facilitated</li> <li>• Free counselling sessions with counsellor for newcomers</li> <li>• Newcomer health = wellness fair/over 20 local agencies/social activities/things that promote health + well-being</li> <li>• Y – 24 hr. line to ask for assistance/for staff mental health line</li> <li>• Help with secondary trauma</li> <li>• Mental Health first aid training</li> <li>• Mindfulness training for staff = clients</li> <li>• Holistic healthcare</li> <li>• Cdn mental health nurse once a month meets with clients + staff</li> </ul>	<ul style="list-style-type: none"> <li>• Concern with compassionate fatigue/burnout</li> <li>• Mental health system is very Western</li> <li>• Secondary trauma for staff + clients</li> <li>• Guidance counsellors/teachers support for mental health – what to look for</li> <li>• Creating youth champions in the schools</li> <li>• Lack of Pd for staff/not funding supports</li> <li>• Lack of supports systems – not always accessible</li> <li>• One on one support/how do you support as staff</li> <li>• Boundaries/where is the line?</li> <li>• Finding right volunteers to be matched with working higher needs clients</li> </ul>	<ul style="list-style-type: none"> <li>• How to tackle healthcare system to make changes in care/process</li> <li>• Support for holistic health</li> <li>• Reflection piece to debrief</li> <li>• Make a look book to identify areas of need</li> <li>• Training/support for school teachers/guidance counsellors</li> <li>• Advocacy for funding/pd for staff</li> <li>• Overall lack of healthcare services to assist with trauma + mental health</li> <li>• Education system to work towards partnerships with agencies which can help</li> <li>• Standardized working together approach to bring Volunteer training (bed bugs, domestic violence, PTSD, etc.)</li> <li>• Follow up sessions with volunteer groups</li> </ul>
<b>Youth Programs</b>	<ul style="list-style-type: none"> <li>• Utilizing resources + partner</li> <li>• Implementing direct support into schools</li> <li>• Including youth</li> <li>• Fun/Interactive/age appropriate</li> <li>• Intention/Meaning</li> <li>• Volunteer opportunities</li> <li>• Leadership building programs</li> </ul>	<ul style="list-style-type: none"> <li>• Keeping them engaged</li> <li>• Age restrictions</li> <li>• Schedule/Logistics</li> <li>• Transportation</li> <li>• Screening process for youth volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation</li> <li>• Funding gaps for youth/young adults</li> <li>• Inconsistency across Atlantic provinces – need standards</li> </ul>

Roundtable	Best Practices	Challenges/Concerns	Issue or concern to bring forward
<b>Rural and Remote programs</b>	<ul style="list-style-type: none"> <li>• Moving to rural areas after 1<sup>st</sup> year</li> <li>• Pre-assessing work experience + level educ. Matching to available work in rural communities</li> <li>• Family size housing</li> <li>• 1-stop worker assessment + connections</li> <li>• Remote language training</li> <li>• Partnerships</li> <li>• Community awareness building + engagement</li> <li>• Diversity + inclusion in schools</li> <li>• Bridging programs for trades</li> <li>• Support/training for volunteers + partners</li> <li>• Subsidy in place for housing</li> <li>• Connecting with farmers</li> <li>• Home visits</li> <li>• “kin” supports</li> <li>• Critical mass</li> <li>• Faith communities</li> <li>• Community asset assessment + matching pre-arrival</li> <li>• Saturday offices</li> </ul>	<ul style="list-style-type: none"> <li>• Settlement services</li> <li>• 1 stop worker</li> <li>• Transportation</li> <li>• Awareness building</li> <li>• Public support</li> <li>• Engaging other organizations</li> <li>• Sharing space</li> <li>• Isolated spouses (i.e. trucking)</li> <li>• Need for critical mass</li> </ul>	See section Challenges/Concerns
<b>Organic Volunteering</b>	<ul style="list-style-type: none"> <li>• Volunteer software/database- better impact</li> <li>• Share information on platform being used</li> <li>• Bring volunteers together to share ideas, connect with each other, share challenges</li> <li>• Facebook page for volunteers/others forms of social media</li> <li>• Volunteer recognition</li> <li>• Volunteer job descriptions on websites</li> <li>• Follow-up/feedback/communications</li> </ul>	<ul style="list-style-type: none"> <li>• Managing the volume of volunteers, follow-up, evaluation</li> <li>• Stay connected to them/stewardships</li> <li>• Application process</li> <li>• Training/communication</li> <li>• Utilization of volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Creative ways of managing volumes of volunteer clients</li> <li>• Standard software program/database</li> <li>• Funding!!!!</li> <li>• Best practices for volunteer recognition</li> <li>• Volunteer descriptions vs traditional thinking</li> </ul>

Roundtable	Best Practices	Challenges/Concerns	Issue or concern to bring forward
<b>Seniors Programs</b>	<ul style="list-style-type: none"> <li>• Identify community resources to see what they want</li> <li>• Volunteer recruitment</li> <li>• 65+ or 55+</li> <li>• Forma committee</li> <li>• Computer skills/literacy</li> <li>• Short workshops</li> <li>• Asset based approach to programming</li> <li>• Fitness (walking, yoga) and cooking = good attendance</li> <li>• Get seniors out of the house</li> <li>• Excellent source of volunteers + experience</li> <li>• Craft+ chat sharing skills</li> <li>• Community gardens + landscaping</li> <li>• Tech Tuesday pairing Seniors/Teens</li> <li>• After school seniors/children- tulip planting</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation for older adults</li> <li>• Low income/fixed budgets – not easy to get around – could also be nutrition based</li> <li>• Discomfort on technology or not accessible</li> <li>• Language barrier</li> <li>• Shifting social programs</li> <li>• Hands on, not only based on language</li> <li>• Culturally appropriate</li> <li>• Adaptability- places, food, service providers</li> <li>• Interpretation- lack of language</li> <li>• resistance</li> </ul>	<ul style="list-style-type: none"> <li>• What to do about literacy? – focus on listening/speaking</li> <li>• How to be social without language</li> <li>• How to connect in language</li> <li>• Managing aging populations needs/discomforts</li> <li>• Settings, where? Who bring newcomers?</li> <li>• Accessibility – bus, money...etc.</li> </ul>

**Other: Suggestions from participant Networking Session**

Staff identified that it would be very beneficial if there were more ways for staff from across the region to stay connected after the PD event ends, and suggested the following:

- Craft and chat
- Need Connections all the time
- Rainbows program
- On-line connection group/discussion forum for settlement sector working with volunteers

## ARISA PD for Volunteer Management and Community Connections staff – PD Evaluation Results

Number of Volunteer Management and Community Connections staff attending		<b>36</b>		
Number of Presenters/guests attending		<b>12</b>		
<b>Total number of Participants</b>		<b>48</b>		
<b>Number of completed Evaluation forms</b>		<b>30</b>		
<b>Rate of Return</b>		<b>83%</b>		
<b>Results are based on the completed question answers on the Evaluation form</b>				
<b>Overall PD Event evaluation</b>		<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Very Satisfied</b>
# completed evaluations for this question	<b>30</b>			
How satisfied were you with the PD Day overall?		<b>0%</b>	<b>27%</b>	<b>73%</b>
How satisfied were you with the facilities?		<b>0%</b>	<b>40%</b>	<b>57%</b>
How satisfied were you with the organization of the PD Day?		<b>0%</b>	<b>17%</b>	<b>77%</b>
How satisfied were you with the PD Day schedule?		<b>0%</b>	<b>37%</b>	<b>64%</b>
How satisfied were you with the content areas?		<b>0%</b>	<b>30%</b>	<b>67%</b>
Did not complete this section of questions		0 participants did not complete these questions		

### Participants evaluated the workshops/presentations they attended

<b>Presentation on Immigration Trends</b>		<b>Yes</b>	<b>No</b>	<b>N/A</b>
# completed evaluations for this workshop	<b>27</b>			
The presentation was relevant and useful		<b>100%</b>		
The information was clearly presented		<b>100%</b>		
The presenter was knowledgeable		<b>100%</b>		
This information will be useful to my work		<b>96%</b>	<b>4%</b>	
<b>Keynote: Tools and Trends for Volunteer Management</b>		<b>Yes</b>	<b>No</b>	<b>N/A</b>
# completed evaluations for this workshop	<b>30</b>			
The presentation was relevant and useful		<b>100%</b>		
The information was clearly presented		<b>100%</b>		
The presenter was knowledgeable		<b>100%</b>		
This information will be useful to my work		<b>100%</b>		
<b>Volunteer Training, Orientation, Boundaries, and Liabilities (10 steps to screening)</b>		<b>Yes</b>	<b>No</b>	<b>N/A</b>
# completed evaluations for this workshop	<b>30</b>			
The presentation was relevant and useful		<b>100%</b>		
The information was clearly presented		<b>97%</b>	<b>3%</b>	
The presenter was knowledgeable		<b>100%</b>		
<b>This information will be useful to my work</b>		<b>100%</b>		
<b>Engaging Newcomer Volunteers</b>		<b>Yes</b>	<b>No</b>	<b>N/A</b>
# completed evaluations for this workshop	<b>12</b>			
The presentation was relevant and useful		<b>100%</b>		
The information was clearly presented		<b>100%</b>		
The presenters were knowledgeable		<b>100%</b>		
This information will be useful to my work		<b>100%</b>		
<b>Recruiting, Retaining, and Monitoring: How to Find Great Volunteers and Keep Them!</b>		<b>Yes</b>	<b>No</b>	<b>N/A</b>
# completed evaluations for this workshop	<b>16</b>			
The presentation was relevant and useful		<b>100%</b>		
The information was clearly presented		<b>100%</b>		
The presenters were knowledgeable		<b>100%</b>		
This information will be useful to my work		<b>100%</b>		
<b>Benefits and Implementation of Volunteer Software</b>		<b>Yes</b>	<b>No</b>	<b>N/A</b>
# completed evaluations for this workshop	<b>16</b>			
The presentation was relevant and useful		<b>81%</b>	<b>9%</b>	
The information was clearly presented		<b>100%</b>		
The presenters were knowledgeable		<b>100%</b>		
This information will be useful to my work		<b>80%</b>	<b>20%</b>	

Engaging the LGBTQI Community		Yes	No	N/A
# completed evaluations for this workshop	12			
The presentation was relevant and useful		100%		
The information was clearly presented		100%		
The presenters were knowledgeable		100%		
This information will be useful to my work		100%		

## Key Evaluation Findings

- Overall Participants were either **very satisfied** (or satisfied) with all aspects of the PD event and none were dissatisfied
- The majority of participants indicated that the session they attended would be useful for their work (**majority of workshops had 100%**, and lowest was 80%)
- Participants indicated the sessions and workshops were well presented, and presenters were knowledgeable
- Participants' **rating for the Keynote were 100%** for all questions
- **4 workshops also received 100% ratings** across all questions - **Tools and Trends for Volunteer Management; Engaging the LGBTQI Community; Recruiting, Retaining, and Monitoring: How to Find Great Volunteers and Keep Them!; Engaging Newcomer Volunteers**

## Comments from the PD Event Evaluation forms:

### What Participants liked most

- Loved the workshops
- Workshop - *Recruiting, Retaining, and Monitoring: How to Find Great Volunteers and Keep Them!*
- All workshops were informative and excellent
- Great facility and hospitality
- Engaging Newcomers presentation; meals good; great entertainment on Thursday night; friendly + well organized; Networking session + Roundtables
- Connecting with new people and the Gallery
- Roundtables
- Connecting with colleagues/peers; sharing program info; learning new info
- Excellent keynote
- Volunteer Canada keynote speaker – Paula Speevak – really enjoyed her presentation and PP
- Workshop on LGBTQI and Volunteer Newcomers session
- Ability to network
- The sessions were excellent! Very informative!
- Thursday – the volunteer day
- Paula Speevak – was interesting, interactive, + knowledgeable!
- The *baba ganoush* was AMAZING!
- Workshop Volunteer software
- Software
- The content was great!

- Salesforce presentation
- Paula Speevak – tools and trends – volunteer management
- Salesforce + Recruiting/Retention/monitoring sessions
- The presentation by Paula
- Having an individual room
- Having Paula, President/CEO of Volunteer Canada and her presentation
- Friday morning networking and Roundtable discussions
- Commend the organizers for a well-structured agenda. Thank you for your efforts
- I liked the information + trends on volunteering and discussion on LGBTQI

#### **What Participants Liked least:**

- Not enough time to discuss the context at our workshop with volunteers
- Like more fruit at breaks + protein for breakfast i.e eggs
- The food
- Not enough time for the roundtables
- Hotel room – wasn't clean
- Change the Gallery to first night – Thursday night made day too long
- The software sales pitch
- No time to wander around the host town
- Disappointed breakfast didn't have protein options no eggs/meat
- Hotel room was noisy- construction
- Breakfast option
- The early start – prefer 9:00 am
- Software session – a bit of a sales-pitch + not relevant
- Too heavy on Recruitment in recruiting, retention and Monitoring – wanted more on monitoring
- IRCC presentation did not really discuss updates on volunteer management = community connections policies/programming
- Time was too short at each table to finish discussions

#### **Roundtable – which part was most useful for you?**

- All sessions were useful, sharing what other organizations are doing
- All – most useful part of conference
- Sharing ideas + creative thinking with more perspectives + ideas- it is motivating
- Trauma + mental health
- Youth and Seniors
- Youth + Rural programs - but time should be longer
- Discussing multiple practices – brought to the conversation, hearing other people's thoughts
- Organic Volunteering + youth programs
- Hearing what other people are doing at their agencies
- Hearing what others do + works/not works
- Organic volunteering management ideas

- Discussion re: rural + remote programs
- Hearing everyone's processes
- Mental Health
- Trauma + Mental Health
- Youth and rural programs
- Folks really value the opportunity to connect with each other, and the one on one or small group exchange
- I found all the roundtables useful. Mental health + seniors
- Rural and remote programs

**Participant – Additional Comments:**

- Overall a great conference
- We need more time to discuss context of our work
- Great networking – would have been nice to do some more earlier in the event i.e kick-off
- Thank you
- More time for roundtables
- Liked Volunteer Training/Engaging Newcomers
- Excellent PD! thanks very much!
- Overall – connecting with fellow community members – was very informative and strongly beneficial. The material presented + brought forward was simply bonus. Well done and thank you to all!
- Thank you!
- Thanks!
- Not enough time for roundtables and networking sessions
- Too many data heavy slides
- Do network the first day + have more time to connect when here
- Speed networking – hard to hear people
- IRCC- thought she was repeating in French but realized she was saying different things so I could only understand half.
- Thank you for the opportunity
- Great job! Thank so much to all the organizers for all their hard work!

## Appendix

**ARAISA PD EVENT "Connecting Community Connections" – November 22, 23, 24, 2017- Schedule**  
**Professional Development for Staff Working in Volunteer Management and Community Connections (Atlantic Region)**

Wednesday, Nov 22		Thursday, November 23		Friday, November, 24	
Travel	7:15-8:15	Breakfast for travelling attendees		7:15-8:15	Breakfast for travelling attendees
	8:00-8:30	Coffee Table for local attendees		8:00 – 8:30	Coffee Table for local attendees
		Sign-in and Pick up Registration kit at Registration Table			
	8:30-8:45	<b>Welcome by ARAISA</b>		8:30-9:30	<b>IRCC Presentation</b>
		8:45-10:15	<b>Keynote:</b> Paula Speevak, President/CEO of Volunteer Canada  <b>Topic: Tools and Trends for Volunteer Management</b>		9:30 – 10:15
	10:15-10:30		Break		10:15-10:30
	10:30-11:55	<i>Group Workshop</i>  <b>Volunteer Training, Orientation, Boundaries, and Liabilities ( 10 steps to screening)</b>		10:30 -11:30	<b>Regional Roundtables</b>  <ul style="list-style-type: none"> <li>• Trauma and Mental Health</li> <li>• Youth Programs</li> <li>• Rural and Remote programs</li> <li>• Senior Programs</li> <li>• Organic Volunteering</li> </ul>
				11:30-12:15	<b>Roundtable Presentations</b>
	12:00-1:00	Lunch		12:15-1:15	Wrap up and Lunch (opt)
	5:00 - 7:00	Dinner	1:00-2:30	Workshop  <b>Engaging Newcomer Volunteers</b>	Workshop  <b>Recruiting, Retaining, and Monitoring: How to Find Great Volunteers and Keep Them!</b>
2:30-2:45			Break		
2:45-4:15			Workshop  <b>Benefits and Implementation of Volunteer Software</b>	Workshop  <b>Engaging the LGBTQI Community</b>	
		5:00-6:30	Dinner (opt)		
	<b>5:40 Immigration Trends -how International, National and Regional contexts affect work</b>	6:30 – 8:00	Opt - <b>Cultural Event /Performance</b> at Gallery 78 across the street from hotel A theatre presentation of the immigrant experience,		

# Connecting Community Connections

## ARAISA Regional PD for Volunteer Management and Community Connection Program staff (Atlantic Region)

### Evaluation Form

(November 2017)

*Thank you for attending the ARAISA PD event. Your feedback is important to us.*

Overall PD Event evaluation	Dissatisfied	Satisfied	Very Satisfied
How satisfied were you with the PD Day overall?			
How satisfied were you with the facilities?			
How satisfied were you with the organization of the PD Day?			
How satisfied were you with the PD Day schedule?			
How satisfied were you with the content areas?			
What did you like most?			

What did you like least?			
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### Wednesday, November 22

	Yes	No	N/A
<b>Wednesday evening Presentation – 6:30 pm</b>			
<b><i>Presentation on Immigration Trends</i></b>			
<b><u>I did not attend the Wednesday evening session</u></b>			
The presentation was relevant and useful			
The information was clearly presented			
The presenter was knowledgeable			
This information will be useful to my work			

### Thursday, November 23

	Yes	No	N/A
<b>Keynote: <i>Tools and Trends for Volunteer Management</i></b> <b>Paula Speevak, President and CEO, Volunteer Canada</b>			
The presentation was relevant and useful			
The information was clearly presented			
The presenter was knowledgeable			
This information will be useful to my work			
<b>10:30-12:00n Workshop: Paula Speevak</b> <b><i>Volunteer Training, Orientation, Boundaries, and Liabilities (10 steps to screening)</i></b>			
The presentation was relevant and useful			
The information was clearly presented			
The presenter was knowledgeable			
This information will be useful to my work			

<b>Workshops 1:00-2:30</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
<b>Indicate which session you attended</b>			
<u>Engaging Newcomer Volunteers</u>			
<u>Recruiting, Retaining, and Monitoring: How to Find Great Volunteers and Keep Them!</u>			
The presentation was relevant and useful			
The information was clearly presented			
The presenter/s was/were knowledgeable			
This information will be useful to my work			
<b>Workshops 2:45 – 4:15</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
<b>Indicate which session you attended</b>			
<u>Benefits and Implementation of Volunteer Software</u>			
<u>Engaging the LGBTQI Community</u>			
The presentation was relevant and useful			
The information was clearly presented			
The presenter/s was/were knowledgeable			
This information will be useful to my work			

<b>Friday, November 24</b>			
<b>IRCC - Update</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
The presentation was relevant and useful			
The information was clearly presented			
This information will be useful to my work			
<b>Speed Networking Getting to Know your Colleagues</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
The session helped me network with regional colleagues			
This information shared will be useful to my work			
<b>Regional Roundtables</b>			
Circle - which Roundtable/s you participated in:			
<ul style="list-style-type: none"> <li>• Trauma and Mental Health</li> <li>• Youth Programs</li> <li>• Rural and Remote programs</li> <li>• Seniors Programs</li> <li>• Organic Volunteering</li> </ul>			
Which part of the roundtable session was the most useful for you?			
Any additional Comments:			