

Consultation Guide

Social Planning Toronto



purpose of consultation

As the City moves into the recovery and rebuild phase, it is crucial that residents who have been most impacted by the pandemic, including those who have been systemically marginalized, are centered in the City's consultation process.

This initiative has been designed to contribute to the meaningful inclusion of voices that are often left out of decision making processes and face barriers to accessing resources.



going online + digital

To ensure everyone's public safety during the pandemic, please conduct your consultations and survey interviews from home using online tools and phone. This time of social isolation can be difficult, so we encourage everyone to take their time, and ask residents how they are doing before starting your consultations.



special note on care

Many people are feeling emotionally and mentally exhausted during this time of global collective trauma - with a public health crisis, racism, economic strife and more. Therefore, residents may be extra sensitive. Please remind yourself and others of this struggle as you work through the consultation.

Make your voices heard in the City's recovery process!

Three ways to lead a consultation

Social Planning Toronto

One-on-One Conversation

Provide one-on-one support to each resident by guiding them through the online survey.

If they are unable to fill the online survey on their own, you may take notes while you ask them the survey questions. Afterwards, you can fill the online survey out on their behalf.

Call them by phone or video chat!

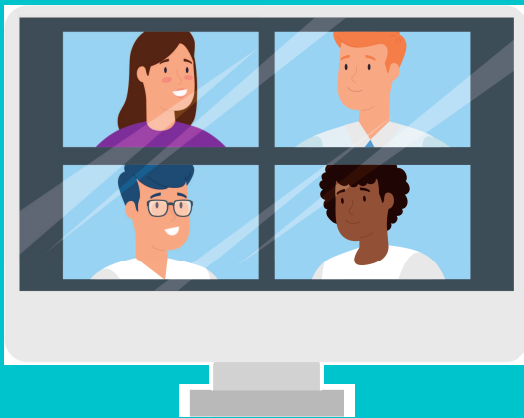


Group Discussion

Conduct focus groups or virtual town halls with multiple people joining the same meeting.

Social Planning Toronto can schedule free Zoom meetings for group discussions. For residents who are unable to use Zoom, a local conference number will be provided so residents can phone in to the discussion.

Use the group discussion form to guide the process. Submit the form when finished!



Share survey by email, social media and phone apps

Promote online participation: encourage residents to complete the on-line survey. Send them the survey link in any way that you like - email, phone, social media, text, etc.

Share this survey link:

<https://www.surveymonkey.com/r/torecovery>

If you receive funding support, make sure to keep track of which participants filled out the survey in the tracking sheet, so they can receive an honorarium.



Consultation Formats

Gathering Survey Input

1. Online Survey Collection

For one-on-one survey collection, residents will be responding to the questions in the [online survey](#). Copy and paste this survey link in your e-mail or social media apps to send the survey out to your contacts: <https://www.surveymonkey.com/r/torecovery>

Check if residents you plan to survey have any accessibility needs. If a resident is unable to fill out the survey on their own, you may fill it out for them. Feel free to take notes while you are talking to them on the phone and fill in the online survey for them afterwards.

In order to receive funding for survey participant honorariums, you will need to submit a **tracking sheet** to SPT on **July 24, 2020, 5pm**. See pg. 5 for more info on the tracking sheet.

2. Group Discussion Form

The online survey has been adapted for a group discussion in this **group discussion form**: <https://www.surveymonkey.com/r/TOrecovery-group>

If you are running a focus group or virtual town hall on Zoom with multiple residents, use the group discussion questions in this [form](#) to guide your conversations and take notes. You will be required to summarize your notes, and submit them through this [group discussion form](#) by **July 24, 2020, 5pm**.

In order to receive funding for group discussion participant honorariums, you will need to submit a **tracking sheet** to SPT on **July 24, 2020, 5pm**. See pg. 5 for more info on the tracking sheet.

3. Demographic Data for Group Discussions

Once you have finished conducting your group discussion, we encourage consultation leaders to share these [follow-up questions](#) with residents, so the City can get an idea of the demographics that participated in the consultation. It is important that a diversity of voices are highlighted in these consultations. As we rebuild our city, the opportunity to receive input from residents who face barriers to participation is crucial. The City needs to hear from communities who are most impacted by COVID-19 to reimagine a city where no one gets left behind.

Share the link to demographic follow-up questions with participants by email: <https://www.surveymonkey.com/r/TOrecovery-demodata>

Additional ways of providing input

4. Sharing stories: Story Form

If there are any interesting stories that residents would like to share that speak of challenges, creative solutions, or resilience in rebuilding the city and supporting community members during COVID-19, you may share these stories using the **story form**:

<https://www.surveymonkey.com/r/storytorecovery>

Feel free to include direct quotes by residents that come up in your discussions or use other creative ways to tell the story. Make sure you ask residents their permission first, before including quotes or personal information about them. To spark these stories, some questions you may ask residents are:

- 1. What challenges have you, your group or your community faced due to COVID-19?*
- 2. How did you, your group or community members try to solve these challenges?*
- 3. What are some lessons learned from this experience?*

However, you will most likely find that these stories will emerge on their own during your discussion, so feel free to take note of them during the discussion and include them in the [story form](#) later.

5. Written Submission/Letter

Residents can submit a letter to the Toronto Office of Recovery and Rebuild.

Email your letter to:

Toronto Office of Recovery and Rebuild

Toronto City Hall
100 Queen Street West
10th Floor East Tower
Toronto, ON, M5H 2N2

RecoveryRebuild@toronto.ca

Please copy/"CC" lnicholson@socialplanningtoronto.org in your email to the TORR so that your feedback will also be included in SPT's data summary to the City.

Tracking Sheet

Consultation leaders will receive a **tracking sheet** from SPT, only if they are approved to receive honorarium support. Whether you conducted one-on-one surveys, group discussions, or a combination of both, consultation leaders who are approved for honorarium support are required to submit a **tracking sheet** once they complete consultations.

The tracking sheet includes the date of the survey or group discussion, as well as the first names and last names of residents who participated. If you are approved to receive honorarium support from SPT, the tracking sheet is required to ensure that you receive payment for participant honorariums to distribute to the residents you consulted with. See below for more information on honorariums.

Please submit the tracking sheet to lnicholson@socialplanningtoronto.org by July 24, 2020, 5pm to ensure you receive payment from Social Planning Toronto for your approved amount of honorarium support.

Social Planning Toronto will not be sharing the information in the tracking sheet – it will be kept for our private records only.

Honorariums

In addition to the honorariums (ranging from \$250-\$500) provided to Consultation Leaders to facilitate, SPT can provide \$20 per person for up to a maximum of 20 participant honorariums. Your tracking sheet should only include the names of residents who are receiving honorariums from you.

Consultation leaders are responsible for safely dispersing honorariums to each resident who participated. Due to public health concerns, we highly encourage consultation leaders to use **email-transfer** to pay residents. For residents who are unable to use the e-transfer option, please ensure you find a safe and sanitary way to pay them (by cash or cheque).

Preparation for Group Discussions

1. If you choose to use Zoom, make sure you are comfortable using it and try to do some tests long before the start of your Zoom meeting, to make sure your internet, sound and video are working before you start your meeting.
2. Make sure you have everything you need to take notes. If you need extra support, assign a note taker for the session to type detailed notes.
3. Use the **questions** in the [group discussion form](#) to facilitate your group dialogue.
4. Create ground rules prior to the session to avoid conflicts or unpleasant situations.
5. Assign interpreters from the audience to explain questions in case anyone needs interpretation in specific languages.
6. The [group discussion form](#) must be sent to Social Planning Toronto in English.

Using Zoom

Zoom is a video-conference and phone conference software that you can use to conduct your focus groups. Anyone with a phone or internet connection can use it. For instructions on how to use zoom, please see Zoom's video tutorials: <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-video-tutorials>

Zoom Support

Consultation leaders who received funding support from Social Planning Toronto will be able to schedule free Zoom meetings for group discussions, including focus groups and virtual town halls. Please contact Leah Nicholson at lnicholson@socialplanningtoronto.org to set up your meetings, providing the date, time and duration of your meeting.

On the day of the meeting, Leah will send you a Zoom link for your meeting, which will include a password, as well as a Toronto phone number that you can give to residents who wish to join by phone only.

Preparation for a Zoom Group Discussion

- Invite residents who have access to the technology, eg. computer, phone or devices with internet data.
- Check whether anyone needs accommodation with internet access, phone, computer or otherwise.
- Prepare residents on how to install and use Zoom before the focus group or virtual town hall. If participants are unable to install Zoom on their smart phones or computers, they can still participate by phone, by calling the local number provided. You can also use Zoom in your web-browser, if you are unable to install the software on your computer.
- Show patience or respect for residents as the technology is new to residents. Show them how to mute their microphone when not speaking or unmute while speaking. Book extra time to allow for people to get connected to the call and deal with technology challenges that may arise.
- Create a structure and agenda for your group discussion based on the group questions provided in the [group discussion form](#). Develop a plan for your discussion that works best for your group. Make sure to prioritize the questions that matter to the group the most.

Running a Group Discussion

1. Safer Space

Create a safer space for everyone to feel as comfortable as possible. Ask residents in advance if they have any accessibility needs that you need to accommodate. Plan a break during your discussion and allow residents to leave and come back if they need to. Refer to the **special note on care** on **pg. 1** of this guide, to remind everyone that this is an especially difficult time for many residents, and to be attentive to residents' needs. As consultation leaders, it is equally important you are attentive to your own needs, especially during hard conversations. Respect those who choose to participate but want to remain silent.

2. Ground Rules

It is up to you to set up ground rules that work best your group. You can also set up these up these rules together. Make sure that everyone has agreed upon the ground rules you have set. There is to be no discrimination, disrespectful, harmful, or derogatory language or comments used during your group discussions.

Examples of other ground rules are:

- only one person should speak at a time
- keep your microphones muted when not talking
- put your hand up to speak
- those who want to ask questions can type them in the chat box
- keep your comments short

If someone is not following these rules, you might need to find a respectful way to address this with them without isolating them. In the most serious case, you may kindly ask them to leave if they are causing harmful disruption.

3. Land Acknowledgement

We encourage starting your group discussion with a land acknowledgement. You may use the City's [land acknowledgement](#) for Toronto or Scarborough, however, we advise consultation leaders to share their own relationship to this land (Turtle Island) and commitment to Indigenous peoples of Canada, as part of the land acknowledgement.

4. Introductions

Before you start the group discussion, make sure everyone has a chance to introduce themselves in whatever way they feel most comfortable (some may choose to share their gender pronouns: she/her/, they/them, he/him, etc.) You can also introduce an icebreaker (fun introduction activity), to start the discussion to help residents warm up to each other.

5. Facilitation

Ensure that everyone gets a chance to speak. If you notice someone is not getting to speak, you may kindly ask them if they would like to share their thoughts. Since you will have limited time, make sure that you keep your agenda and questions moving along. If you notice that residents are uncomfortable answering specific questions, do not push them to answer them – just kindly move on to the next question.

You may also allow participants to send you a question or comment through Zoom's private chat function, this way you address it without needing to identify the person.

6. **Remember the overall purpose of the consultation** – residents deserve a say in how the City of Toronto recovers and rebuilds itself, especially those from systemically and historically marginalized groups, vulnerable populations, and equity-seeking groups!



7. Documentation

Make sure you or the assigned note-taker is taking detailed notes during the discussion. We recommend to type your notes on a computer in a separate saved document, and then transfer your notes to this [group discussion form](#) for the final submission.

8. Thank everyone!

At the end of the discussion, kindly thank residents for their contributions and time.

Webinar

Social Planning Toronto will be offering a free Zoom webinar on how to conduct one on one survey consultations, and group discussions. For those who were unable to attend the live webinar, the webinar link will be available online for the period of the consultations. Everyone is welcome to join the webinar!

Email lnicholson@socialplanningtoronto.org to register.

Webinar on Leading Resident Consultations

Time: Tuesday, July 7, 2020, 6:30 - 8:30pm

Please check our website for a link to the webinar video after July 3, 2020:

https://www.socialplanningtoronto.org/torr_consults

Final Checklist

For One-on-One (Individual) Surveys:

1. **Tracking Sheet** – Sent to lnicholson@socialplanningtoronto.org
2. Completed [Online Surveys](#)

For Group Discussions:

1. **Tracking Sheet** - Sent to lnicholson@socialplanningtoronto.org
2. Submitted Online [Group Discussion Form](#)
3. Distributed Online [Demographic Data Form](#) to participants (optional)

Final Deadline

The deadline to receive all consultation input and materials listed above (including story form and letters) is Friday, July, 24, 2020 at 5:00pm, Eastern Daylight Time (EDT) .

Contact Information

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iahmed@socialplanningtoronto.org

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To book a Zoom meeting for your group discussion, email:

Leah Nicholson: lnicholson@socialplanningtoronto.org

For more info, visit our website:

https://www.socialplanningtoronto.org/torr_consults