



kind

2018 Service Survey

Executive Summary and Recommendations

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Introduction

Recently, the Board of Kind Space moved to revise our current organizational values, and mission statement to better reflect the organization and the services we provide. These values include building communities of care, sustainable growth, creativity, and transparency. To ensure our organization is meeting these commitments, and is constantly improving services, periodic reviews of programming must be undertaken. This survey is meant to inform the board, staff, and volunteers on various areas of improvement and specific steps we can take to better provide accessible resources, events, social, and educational programming to celebrate and support people of all sexual orientations, gender identities and expressions.

You can also check out the result of our community consultation on pride on our website [\[click here\]](#)

Results

The survey had 63 responses from both volunteers and service users. We collected demographics to see if there are key trends based on disability, race, gender identity etc, that can help us better serve individuals. Key trends in results collected informed decisions on recommendations. Some examples are:

- Approximately 82-88% of respondents said Kind Space was meeting core commitments of accessibility, accountability, and self determination. However community participation was at 78%.
- Those who identified with a disability were more likely than those who do not identify as having a disability stated that Kind Space was not meeting their commitment to accessibility.
- Respondents over age 26 reported that they wished for more services that catered specifically to their age group.
- That there was a greater demand for accountability and transparency in board decisions.
- Volunteer training and orientation needs a broad overhaul.
- An overwhelming majority of respondents were “White (e.g. British, Scottish, Caucasian)”. Kind Space must actively reach out to persons of colour, to understand specific needs.

Recommendations

All recommendations were based off your feedback, and subsequently voted on and adopted by the board to better improve organization operations. The progress on all recommendations will be publicly released next year.

Communities of Care

Recommendation	Link to Strategic Plan	Justification
<p>Conduct an accessibility audit on our space and services, and act on recommendations given.</p>		<p>Several respondents identified physical accessibility issues with the space, in order to mitigate future issues and increase physical and mental accessibility of our services it is recommended that an audit be done by a consultant (paid by honorarium) to conduct an audit of the space, and provide feasible solutions.</p> <p>Complete by: December 2018</p>
<p>Overhaul existing volunteer training, providing both online and in person options.</p> <p>In training updates for volunteer facilitators include module on participant inclusion in groups and other events.</p>	<ul style="list-style-type: none"> ● Improve training on intersecting oppressions and social justice such as ableism, racism, transmisogyny, biphobia, sexism, xenophobia, etc. for staff and volunteers. ● Implement decolonization initiatives ● Implement anti-racist initiatives 	<p>This will allow for continuous intake of volunteers, provide continuing education for our volunteers and acquaint them with new and existing policies, and better prepare them to volunteer in our spaces by having tools to address conflicts, and foster inclusive communities of care.</p> <p>Complete by: September 2018</p>

Sustainable Growth

Recommendation	Link to Strategic Plan	Justification
Review, and replace existing disciplinary policy that better reflects a model of community accountability.	<ul style="list-style-type: none"> ● Review and update existing policies ● Implement harm reduction policies ● Update and implement human resource and volunteer policies. 	<p>The current policy is 10 years old and is not compliant with current legislation, and organisational structure. Therefore it must be updated</p> <p>Complete by: June 2018</p>
Update volunteer policies and agreements.	<ul style="list-style-type: none"> ● Incorporate a more structured approach to emotional, healing, and restorative practices into the organization 	<p>Have it reflect new training and organization policies.</p> <p>Complete by: September 2018</p>
Strategize and build partnerships with other organizations and businesses to better build community participation - such as employment, volunteer opportunities, and event participation. This includes seeking opportunities to collaborate on new and existing programming, and building a resource directory	<ul style="list-style-type: none"> ● Maintain and build new relationships with members of LGBT2SQIA+ communities and community organizations in Ottawa in an effort to share/exchange resources ● Establish a community-generated online resource directory 	<p>Survey participants overwhelmingly stated that those who Kind Space services did not increase community participation, which is crucial to celebrating and supporting LGBT2SQIA+ individuals.</p> <p>Complete by: December 2018</p>

Creativity

Recommendation	Link to Strategic Plan	Justification
Hold more events specifically aimed towards middle aged and senior LGBTQ persons, persons of colour, trans masculin folks, and food centered events (examples: healing dinners, cooking classes)	<ul style="list-style-type: none"> • Provide skills training specific to our communities such as food prep • Host more healing meals 	<p>An overwhelming amount of respondents highlighted a need to hold programming specific to these groups and criteria.</p> <p>Complete by: December 2018</p>
Increase promotion of Kind Space services, by enhancing current organization communications plans.	<ul style="list-style-type: none"> • Increase visibility and promotion through non-traditional communication mediums <p>Attend more social justice, and allied community events</p>	<p>This can be done through social media, posters, zines, media coverage etc.</p> <p>(ongoing)</p> <p>Complete work by: December 2018</p>

Transparency

Recommendation	Link to Strategic Plan	Justification
Hold service surveys annually, with descriptions on recommendations on how previous service surveys are implemented.		<p>This will assist us in better preparing future strategic plans, create tangible goals that the board can be held accountable to.</p> <p>Ongoing commitment</p>
Create accessible financial statements to easily explain organizational funding.	Increase the accessibility of current financial information.	<p>This will update of the financial section of our website, and format our June AGM report</p> <p>Complete by: June 2018</p>
For future service surveys, it is recommended that two separate forms be made for collection of volunteer and participant participation.		<p>This will boost collection of volunteer data and ensure better quality of results</p> <p>Ongoing commitment</p>

Conclusions and Considerations

Participation is very much appreciated. All responses, both positive and negative help us do our jobs better and make us a better organization. There were also projects currently underway that participants highlighted as important. These include:

- The procurement of funds outside current sources to ensure organizational sustainability.
- Applying for funds to increase staff and enhance current services and decrease response times.
- The redevelopment of our disciplinary policy.
- Ongoing collection of program feedback to continually improve programming.
- Provision of transit vouchers to and from events (contingent on rollout of single use presto cards by OC Transpo).

Key Links

[2017 - 2019 Strategic Plan](#)

[Kind in Pride Consultations](#)

For any questions or concerns about this report please contact: aaron@kindspace.ca