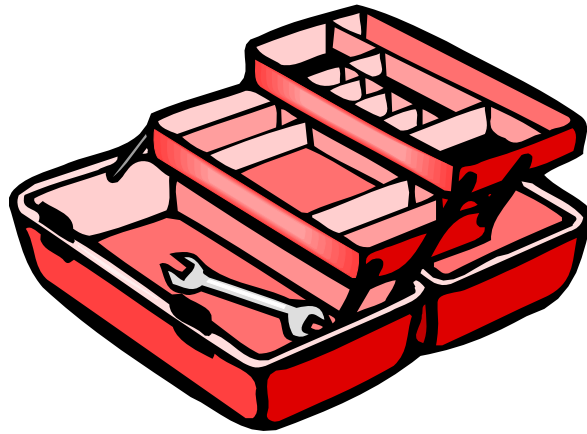


PROVINCIAL ADVISORY COMMITTEE



Participant Toolkit

**Committee Workshop
March 29-31, 2006**

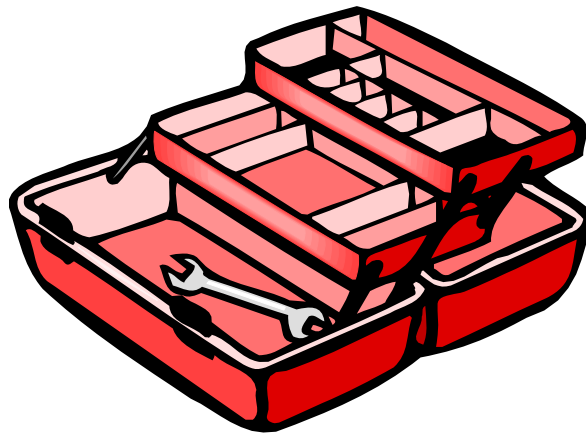
A Better World for Women: Moving Forward 2005 – 2010



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Provincial Advisory Committee



**Committee Workshop
March 29 – 31, 2006
Crowne Plaza Moncton, NB**

Sponsored by:

**Province of New Brunswick
&
Government of Canada's National Crime Prevention
Strategy
&
The Department of Public Safety and Emergency
Preparedness Canada**

A Better World for Women: Moving Forward 2005 – 2010
Provincial Advisory Committee Workshop March 29-31, 2006



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PROVINCIAL ADVISORY COMMITTEE



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AGENDA

Day One: Wednesday, March 29, 2006

TIME	TOPIC
8:30	Introductions
9:00	Provincial Advisory Committee Structure
10:00 - Break	
10:15	The Players
11:15	Communication Process
12:15 - Lunch	
1:00	<i>Women's Issues Branch</i> <ul style="list-style-type: none">▪ The Process of Leaving▪ Booklet – “Ending Abuse in Your Relationship - A Woman's Roadmap to Empowerment”▪ Domestic Violence Court update
1:20	Showcase 1 – Long standing networks on family violence: <ul style="list-style-type: none">▪ <i>La Table de concertation pour la violence conjugale et familiale dans la Péninsule Acadienne</i>▪ <i>C.A.A.R.: Coalition Against Abuse in Relationships</i>
2:20	Showcase 2 – <i>FSACC: Fredericton Sexual Assault Crisis Centre</i>
2:45	Showcase 3 – Violence-Free Tool Kit <ul style="list-style-type: none">▪ <i>Beausejour Family Crisis Resource Centre</i>
3:15 - Break	
3:30	Showcase 4 – Presentations by recipients of funding through the “A Better World for Women Action Fund”: <ul style="list-style-type: none">▪ <i>Domestic Violence Outreach & Urban Core Support Network</i>▪ <i>Le partenariat communautaire Restigouche</i>▪ <i>Comité de la violence familiale d'Edmundston</i>▪ <i>Services à la famille de la Péninsule</i>
4:30	Close of Day <i>Evening Social Event</i>



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Day Two: Thursday, March 30, 2006

TIME	TOPIC
8:30	Re-group
9:00	Skills Development <ul style="list-style-type: none">• <i>Training Resources</i>• <i>Teambuilding</i>
10:00 - Break	
10:15	Exhibitors: <ul style="list-style-type: none">▪ PCPC: Provincial Caring Partnerships Committee▪ Public Legal Education and Information Service of New Brunswick▪ Muriel McQueen Fergusson Centre for Family Violence Research – PRISM Resource: Evaluation Tool▪ Canadian Red Cross, RespectED: Violence and Abuse Prevention Program▪ New Brunswick Multicultural Council Inc.▪ New Brunswick Advisory Council on the Status of Women▪ Support to Single Parents Inc.▪ Salvation Army▪ PEERS Moncton
12:30 - Lunch	
1:30	Skills Development <ul style="list-style-type: none">• <i>Talking to the media</i>
3:00 - Break	
3:15	Susan Aglukark <ul style="list-style-type: none">• <i>Back to Balance</i>
4:30	Close of Day

8:00: An Evening With Susan Aglukark



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Day Three: Friday, March 31, 2006

TIME	TOPIC
9:00	Re-group
9:30	Skills Development <ul style="list-style-type: none">• <i>TIPS on recruiting and retaining committee members</i>
10:30 - Break	
10:45	Next Steps for Networks
11:30	Next Steps for Provincial Advisory Committee
12:00	Close of Workshop



THE STRATEGIC PLANNING PROCESS

Strategic planning is used to define a group's future goals in tangible, practical terms. The objective of the planning process is to achieve a collective understanding of the group's directions, validate common understanding and ensure all individuals within the group are in sync. All group members are encouraged to participate in all activities as their expertise and experience provides valuable input. The process involves four steps which are designed to take the group from the conceptual vision through to the practical action items required to achieve the vision. The process is documented with all input recorded for future reference.

Strategic Planning Steps

	PROCESS	PURPOSE	METHOD
1	Visioning Exercise	<ul style="list-style-type: none">To define the future vision of the group within a specific timeline	<ul style="list-style-type: none">Consolidation of group input in a few succinct statements
2	Gap Analysis	<ul style="list-style-type: none">To define what gaps or barriers there are between the present state and the vision	<ul style="list-style-type: none">Group brainstorming
3	Strategical Analysis	<ul style="list-style-type: none">To identify overall strategies that potentially close the gaps	<ul style="list-style-type: none">Group brainstorming
4	Action Planning	<ul style="list-style-type: none">To identify the actions and resources required to achieve the strategies	<ul style="list-style-type: none">Group input and project planning

J. Phillips 1-866-474-0929 jap@the-wire.com



SWOT Analysis

A SWOT Analysis provides a group or organization with a process to determine strengths, weaknesses, opportunities and threats. A committee might use this process to look at their effectiveness and any potential impacts on achieving their goals. The process involves holding a meeting to brainstorm answers to the following questions.

AREA	DEFINITION	QUESTIONS
Strengths	<ul style="list-style-type: none">• Areas where we excel• Skills that could be used to coach others	<ul style="list-style-type: none">• What are our strengths?• What do we do well?• In what areas do we overachieve?
Weaknesses	<ul style="list-style-type: none">• Areas where we require improvement• Potential vulnerability	<ul style="list-style-type: none">• What are our weaknesses?• What do we do poorly?• What areas do we underachieve?
Opportunities	<ul style="list-style-type: none">• Internal and external events and contacts that provide potential growth for now and in the future	<ul style="list-style-type: none">• What is or will be happening within our organization that supports achieving our goals?• What's in the external community that supports achieving our goals?
Threats	<ul style="list-style-type: none">• Internal and external events and contacts that may cause dysfunction now and in future	<ul style="list-style-type: none">• What is or will be happening within our organization that prevents achieving our goals?• What's in the external community that prevents achieving our goals?

J. Phillips 1-866-474-0929 jap@the-wire.com



PURPOSE AND ROLE OF THE PROVINCIAL ADVISORY COMMITTEE AND ITS REPRESENTATIVES

In *A Better World for Women: Moving Forward 2005-2010* action plan, the Province of New Brunswick committed to establishing an ongoing provincial committee with representation from each regional community-based family violence network throughout the province and from the Women's Issues Branch of the Executive Council Office.

One of the objectives of the Provincial Advisory Committee is to centre itself as the hub of these regional networks in order to fulfill the following goals as outlined in the action plan:

- To strengthen the standing of each network by providing the opportunity to learn from each other and to share tools and resources;
- To assist networks by addressing their training and developmental needs;
- To promote effective ways of staying connected to other networks year-round;
- To organize training events, distribute information and tools, and get feedback as needed;
- To provide an opportunity to showcase new initiatives, tools and resources from communities around the province;
- To provide a channel to disseminate information on family violence prevention initiatives.

The Provincial Advisory Committee will also play a role in the implementation of new services and strategies that support community violence prevention initiatives as outlined in the action plan including sexual assault services, outreach programs and treatment programs for children exposed to violence and their mothers. That role will include supporting the regional networks in their discussions and preferred ways of advancing these initiatives.

ROLES AND RESPONSIBILITIES OF REPRESENTATIVES

For the committee to achieve the objectives as set out above, it is important that representatives fully embrace the following roles and responsibilities:



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WOMEN'S ISSUES BRANCH

- Organize, coordinate and facilitate meetings of the Provincial Advisory Committee, up to three times per year;
- Share information on provincial strategies/initiatives;
- Provide support, as needed, to representatives to facilitate necessary discussions around their respective networking tables;
- Provide administrative support to the Provincial Advisory Committee (i.e. translation, resource materials, etc.);
- Support regional networks both within and outside of the meetings, as required.

REGIONAL NETWORK REPRESENTATIVES

- Actively participate by being prepared for meetings and contributing to the meeting content;
- Gather and bring forward information from your respective networks to adequately represent their needs, interests and concerns;
- Ensure that at least one representative can attend all meetings, for the entire meeting. (If this is not possible, it might be in the best interest of your network to send another representative in your place);
- Provide support to other members both within and outside of meetings;
- Fully brief your co-representative if s/he was unable to attend a meeting, as soon as possible after the meeting;
- Fully brief your regional network on the developments at meetings, as soon as possible after a meeting;
- From time to time the regional networks will need to make important decisions for their communities on particular issues (e.g. hiring a coordinator, implementation of new services and strategies). It is important that the representatives recognize that they are the voice of their networks and therefore, of their communities, and it is their responsibility to ensure that decisions brought forward are decisions of the entire network and not individual agencies/organizations.



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(Name of Regional Network on Family Violence)

* **SAMPLE** * **Community Coordinator Responsibilities** *

As outlined in signed agreement with Women's Issues Branch:

- Administrative support (lead meetings, prepare agenda, expand membership, reporting)
- Organizational development, as directed by the network (i.e. facilitate strategic planning)
- Exploring sustainability (i.e. identify diversified funding sources & eligibility requirements)
- Complete needs assessment (expand on preliminary assessment)
- Build directory of available services and resources
- Further develop service delivery maps and assess links & gaps
- Attend Provincial Advisory Committee meetings, as requested

The (regional network) defines "organizational development" of the network as follows:

- Meet with committee executive to review the mandate and infrastructure
- Determine what subcommittees exist and whether representation is adequate
- Create a membership binder to focus existing members and to orient potential and new members (include organizational chart, strategic plan, etc.)
- Recruit new members to fill gaps identified
- Help the committee develop a budget based on the goals and projects determined by the committee and outlined in the needs assessments and strategic plan
- Assess the current communication system and make recommendations to the committee
- Develop a central filing system for existing committee materials
- Prepare a media kit for use by the committee
- Assist committee in developing public relations kit, including display & materials for events
- Coordinate a community forum with direction and assistance from the steering committee, from which the aim will be to form a regional committee/network.
- * *The Community Coordinator reports directly to (regional network on family violence).* *

Deliverables:

- Organization's strategic plan
- Regional network report due at end of term
- Directory of services

Terms of employment:

15 hours/week; Rate of pay (*including* employers contributions, vacation pay, and administration fees) totals \$20/hour

I have read and agreed to the above

(Name), (regional network) Coordinator

Date

(Name), (regional network) Chairperson

Date



SAMPLE PERFORMANCE EVALUATION
Community Coordinator

Part A: Specific Objectives

Please review the following objectives and comment on the achievement of those objectives. Choose one rating for each applicable objective: Exceeds Expectation (EE), Meets Expectation (ME) or Does Not Meet Expectation (DN)

Objectives/Standards	Deliverable	Achievement	Rating
As outlined in signed agreement with Women's Issues Branch:			
Attendance at Provincial committee conference and meetings as required	Written reports on the status of the network for each provincial meeting		
Identify diversified funding sources, & eligibility requirements to explore sustainability	Funding report		
Complete a needs assessment (expand on preliminary assessment)	Needs Assessment Document		
Build a directory of available services and resources	Service and Resource Directory		
Develop service delivery maps and access links & gaps	Service and Resource Directory		
Facilitate strategic planning sessions as required	Committee Strategic Plan		
Prepare a final report on accomplishments and deliverables	Final report		
Assist with the evaluation of preferred location and service delivery model for implementation of services	Service delivery models report		



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Objectives/Standards	Deliverable	Achievement	Rating
As outlined by regional network:			
Review the mandate and infrastructure with community committee executive	Committee Organizational Chart		
Determine existing subcommittees and assess representation for sufficiency	Criteria Checklist		
Create a membership binder to focus existing members and to orient potential and new members (include organizational chart, strategic plan, etc.)	Orientation manual		
Recruit new members to fill identified gaps	Full committee complement		
Assist in committee budget development based on the goals and projects determined by the committee and outlined in the needs assessments and strategic plan	Committee budget		
Assess the current communication system and make recommendations to the committee	Recommendation report to committee		
Develop a central filing system for existing committee materials	Corresponding paperbased and electronic filing system		
Etc.			



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Part B: General Summary Assessment of Performance

Please provide overall comments on performance. You are encouraged to seek feedback from committee members, peers and community contacts to ensure a full and balanced assessment of performance. Choose one rating for each applicable function: Exceeds Expectation (EE), Meets Expectation (ME) or Does Not Meet Expectation (DN)

Function	Rating	Comments
Strategic planning		
Recruitment		
Meeting facilitation		
Media and PR		
Administration		
Community liaison		

General Comments

Evaluator	Coordinator

Signatures

Coordinator Signature

Date

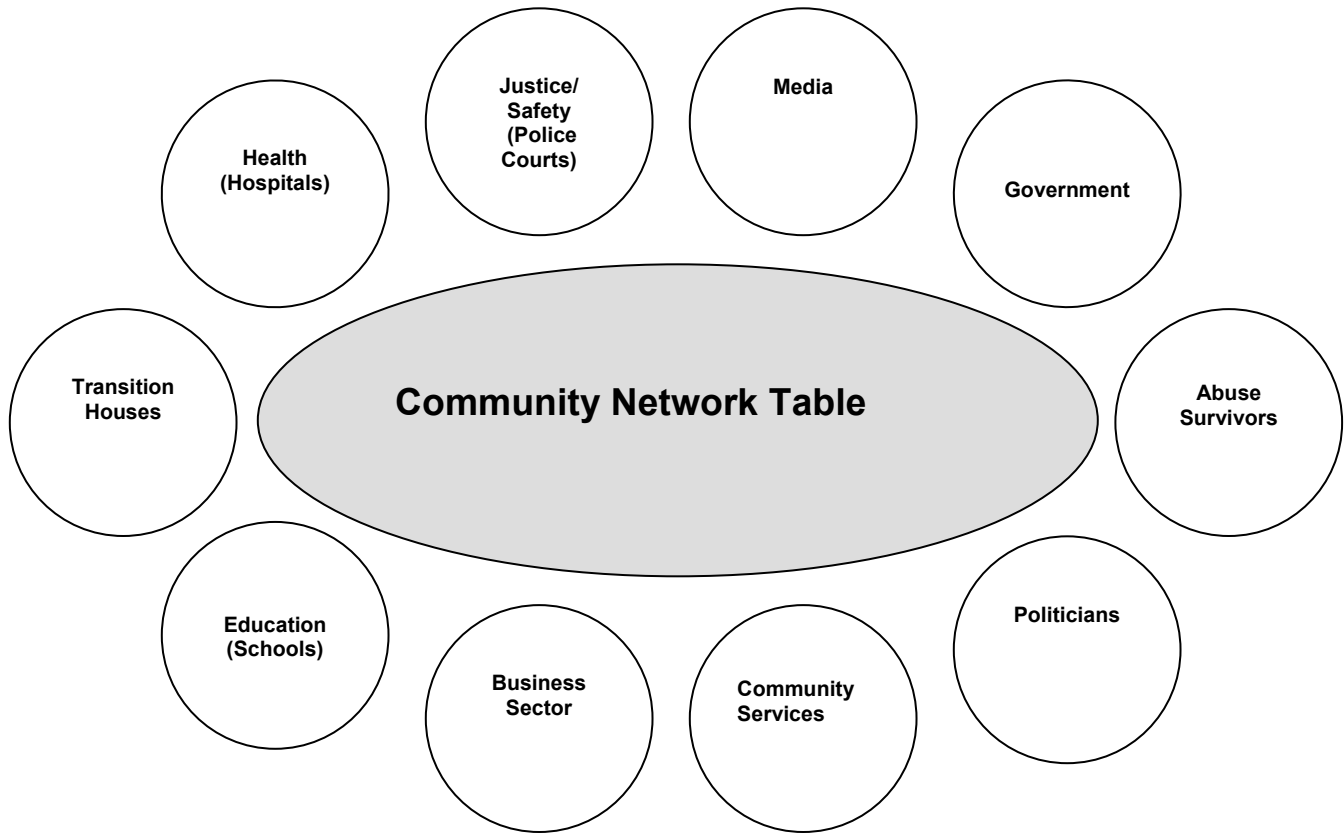
Evaluator Signature

Date

Evaluator position



Who's At Your Network Table?



New committees often start with a few members of the community who share a vision and sense of belonging to the community. Domestic violence, however, is a complex issue and many agencies and individuals are directly involved in addressing the issues including prevention, crisis services and responding to the needs of women in their journey out of violence. Studies have also shown that the most effective strategies to end domestic violence and to provide support to women and their children, and the perpetrators, value diversity and involve community-wide collaboration and co-operation.

Have you identified the services and resources needed and available in your community to support women at each stage in her journey out of violence?

The "Process of Leaving: Stages of Awareness and Action" provincial diagram is a good reference guide.

✓ Check Here	<i>Do you have people who represent these groups or issues?</i>
	Abused Women
	Persons with disabilities
	Aboriginal persons
	Youth
	Seniors
	Gays/lesbians
	Immigrant women
	Intimate partner abuse
	Child abuse
	Elder abuse
	Other familial abuse



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Network Checklist – Who might contribute to your committee?

- Transition House
- Family Violence Resource Centres
- Family & Community Services
- Access & Assessment
- Adult Protection
- Child Protection
- NB Housing (FCS)
- Social Assistance agencies / Income Assistance (HRD / FCS)
- Social Workers (Geriatric, Early Childhood, Child, Youth, etc.)
- Sexual Assault Crisis Workers
- Advisory Council on the Status of Women
- Seniors Groups
- Staff at seniors' centers
- Teachers/Principals
- Daycare / Childcare Workers
- Parents' groups
- Members of the Faith Community
- Guidance counsellors
- University and college professors
- Crown Prosecutors
- Defense lawyers
- Domestic Legal Aid Services
- Family Support Order Services
- Legal Aid NB
- Private Mediators
- Police
- Municipal Police
- RCMP
- Restorative Justice practitioners
- Probation officers
- Victim services (government based & police based)
- Family counselling services
- Treatment programs for abusers
- Nurses, especially emergency room staff
- Hospital administrators
- Doctors
- Practitioners of alternative medicine
- Addictions services
- Youth treatment program
- Mental Health services
- Extra-Mural program staff
- VON Healthy Baby & Me
- Canadian Red Cross
- St. John Ambulance
- Literacy groups
- Advocacy groups for people with disabilities
- Al-Anon / Alateen
- Family Resource Centres
- Food banks
- John Howard Society
- Emergency/Homelessness shelters
- Business groups/Employers
- Elizabeth Fry Society
- Halfway Houses
- Making Waves
- Multicultural Associations
- Native organizations / Native Friendship Centre
- Public Legal Education and Information Service of New Brunswick
- Salvation Army
- YWCA/YMCA

Source: Adapted from the Interdisciplinary Project on Domestic Violence, "How do we get there from here? – A Reference and Planning Workbook" (Canada, 1993) ISBN 0-9693838-3-5



What's Your Service Area?



COMMUNICATION PROCESS

How will your group stay in communication?

COMMUNICATION NEED	SUGGESTIONS	PROTOCOLS

NOTES



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RE: Provincial Advisory Committee / How can you get involved?

Dear

In November 2005, a Provincial Advisory Committee was formed under the auspices of the Province of New Brunswick's ***A Better World for Women: Moving Forward 2005-2010*** action plan. The Provincial Advisory Committee is comprised of 28 representatives from 14 different community-based violence prevention networks (2 from each network) around the province. The meetings are organized and facilitated by representatives from the Executive Council Office/Women's Issues Branch, and will be held up to three times each year.

One of the objectives of this provincial network is to centre itself as the "hub" of existing community networks in order to fulfill the following goals as outlined in ***A Better World for Women:***

- ❑ To assist networks/committees by addressing their **training and developmental needs**;
- ❑ To promote effective **ways of staying connected** to other networks/committees year-round;
- ❑ To provide an opportunity to **showcase new initiatives, tools and resources** from communities around the province.
- ❑ To provide a channel to **disseminate information** on family violence prevention initiatives (i.e. new services).

So, how can you get involved? You can join the family violence prevention network in your community. Representatives of each community network will disseminate information distributed at the Provincial Advisory Committee to their networks after each provincial meeting. You are also welcome to be added to the Provincial Advisory Committee distribution list. This will keep you aware of what is happening at the committee table, as well as what information is being disseminated from the Women's Issues Branch on family violence prevention initiatives.

Would you like further information on your local committee or our distribution list? Please contact me, (local rep), at (contact info). I would be happy to answer your questions.

Regards,

(community network PAC representative)



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SHOWCASE NOTES

Women's Issues Branch

New Brunswick's provincial initiatives

Showcase 1

A long standing network – looking at purpose, vision, structure, challenges and wins

A network start up – challenges and the importance of planning



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Showcase 2

Fredericton Sexual Assault Crisis Centre

Showcase 3

Violence-Free Tool Kit - an example of a community initiative expanding to serve the province

Showcase 4

Present Opportunities – A Better World for Women Action Fund



Table de concertation pour contrer la violence familiale et conjugale dans la Péninsule acadienne

Who are you?	<i>Table de concertation pour contrer la violence familiale et conjugale dans la Péninsule acadienne</i>
What region do you cover?	<i>Acadian Peninsula</i>
How long has your committee been in existence?	<i>A lot of work was done toward setting up a round table as of 1998. The round table officially came into existence in 1990.</i>
Describe your committee (structure, model)?	<i>The Table de concertation has 27 active members who meet two or three times a year. It coordinates two committees, Action and Prevention, which meet as required. There is also an administrative office, which has four members plus the coordinator, which meets about once a month.</i>
What are your committee's objectives?	<ul style="list-style-type: none">▪ Bring the various stakeholders together to consolidate efforts to combat marital and family violence;▪ Promote exchanges between organizations, complementarity of resources, and cooperation between initiatives that may involve several partners;▪ Identify the needs of victims and/or witnesses of marital and family violence in the Acadian Peninsula;▪ Identify needs in relation to services offered;▪ Work toward setting up projects (education, awareness, and prevention) to meet targeted needs.
What is your mission?	<i>Work together to fight the problem of marital and family violence while promoting healthy relationships for the people of the Acadian Peninsula.</i>
What successes have your committee had? What is working well for you?	The round table has numerous achievements to its credit, including: <ul style="list-style-type: none">▪ Pilot project on non-violence in a school in the area;▪ Training for police officers;▪ Making silhouettes for the <i>Silent Witness</i> program;▪ Kit - <i>Reconnaître la violence</i> (recognize violence) for professionals.
What obstacles have you encountered? How did you overcome them?	<i>The Table de concertation has overcome some challenges just like the other committees, including the lack of financial resources and a shortage of human resources for overall coordination. To keep things going, the partners must join forces to sustain a viable and functional committee.</i>
If you had to set up your network today, what would you do differently as a committee?	<i>Setting up a working capital fund for the Table de concertation would have greatly facilitated the process.</i>



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<p>Who are you?</p>	<p>Coalition Against Abuse in Relationships CAAR/CCAR is a non-profit organization representing many service providers (justice, education, health and social services), volunteers, business and retired people. Its members come from various government and non-government agencies from the Greater Moncton area. These members work directly or indirectly with victims and/or perpetrators of violence.</p>
<p>What is your service area?</p>	<p>Our service area covers most of South Eastern New-Brunswick. The radius around the Greater Moncton area includes Petitcodiac, Cap Pél��, Richibucto and Hillsborough.</p>
<p>When did your committee begin?</p>	<p>Originally established in 1990, the people who first met wanted a venue to share ideas, information, and gain knowledge of what was happening in our community. This activity put us in the position of being able to identify assets and gaps - both in services to people in our community, and in social and political commitment to issues.</p>
<p>What does your committee look like (i.e. structure/model)?</p>	<p>Interested individuals and professionals from other agencies and organizations have "plugged away" - writing, speaking, sharing, developing resources. These people have created the model: a group of people devoted to the idea that small, continuous, innovative, constructive efforts lead to important changes! CAAR/CCAR is action oriented, a dream of many people to create resources for the community and continues to evolve and grow strong.</p>
<p>What is your committee's purpose?</p>	<p>CAAR/CCAR believes that everyone has the right to live without physical, sexual and psychological abuse. We work to improve awareness of and access to services to the victims and/or perpetrators of abuse through public education and lobbying activities.</p>
<p>What is your VISION?</p>	<p>Our main goal is to see that every man, women and child has the right to live free from violence of any kind.</p>
<p>What successes has your committee achieved? What works well for you?</p>	<p>The committee has created and distributed 4 successful tools.</p> <ol style="list-style-type: none"> 1. <u>Love without Violence</u>. A resource kit for developing healthy relationships between teens. 2. <u>It's Up to Me</u>. A training kit for educators working with middle school age children in developing healthy relationships. 3. <u>Women's Help Card/Au secours</u> - a regularly updated pocket size emergency services reference, including agencies and phone numbers for victims and perpetrators of family violence. 4. <u>Services for people in abusive relationships: A Practitioner's guide</u>. - a regularly updated guide of services available in the Greater Moncton area for front live workers.
<p>What challenges have you faced? How did you address them?</p>	<p>One of the most frustrating challenges is the lack of funding and when this is available the next step is the time and energy needed to complete the process and meet the objectives of the funding source. Doing what needs to get done the best way possible. It helps when the tasks can be shared with others.</p>
<p>If you were to establish this network over again, what would you do differently, as a committee?</p>	<p>Such a group is a work in progress. When the players are flexible, share a vision and are committed, all that seems to be needed is to make sure everyone is allowed to explore new horizons and bring different projects to the table. Discussion ensues, ideas are debated and objectives set. We have chosen to keep it simple and manageable. The member like it that way; we therefore would probable not change anything.</p>



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Fredericton Sexual Assault Crisis Centre

The Fredericton Sexual Assault Crisis Centre (FSACC) is a grassroots, not for profit community organization whose primary goal is reflected in a commitment to work towards the eradication of sexual violence.

As the only sexual assault centre in the province, FSACC has over thirty years of experience offering intervention services to survivors of sexual violence, their families and concerned others. Using its three decades of developing and delivering preventative educational programming, FSACC has also distributed materials related to preventing sexual assault and the promotion of healthy relationships across Canada.

Successful Programs

► **Dating Violence Program**

Delivered in local high schools, this program raises awareness of violence in relationships and develops skills for healthy relationships.

► **Volunteer Crisis Intervention Program**

An intensive 40 hour training program delivered to women who provide crisis intervention to survivors of sexual assault

► **Sexual Assault Counselling Program**

Individual counselling for female survivors of sexual assault.

► **Self-Protection Program**

Women and girls are trained in awareness of sexual violence, self-esteem, assertiveness, self-defence techniques and activism.

► **Aware & Supportive Communities**

A community initiated and directed program that assists communities in identifying and addressing sexual assault service needs.

► **Public Education Program**

Speaking engagements and workshops to increase awareness about sexual violence.

Community Resources

(Available in French & English)

◇ *The Empowerment Project: A train the trainer tool kit for delivering self-protection and assertiveness workshops to women and girls.* A powerful, flexible, activity-based, and diverse tool kit that trains facilitators to support women and girls as they learn about sexual assault, tools to set and assert their own boundaries, and how to become activists working to end violence against women.

http://www.aware-nb-averti.org/fsacc_empowerment.htm

◇ *A Community Handbook Increasing Awareness about Sexual Violence and Support for Survivors through Community-Directed Action.* Developed from the work of AWARE & SUPPORTIVE COMMUNITIES, this resource is intended to help with community action efforts. The handbook contains a model of an *aware and supportive community*, tips for building a community action group, tools for assessing a community and creating action plans, and evaluating efforts <http://www.aware-nb-averti.org/handbook.htm>

◇ IN DEVELOPMENT: *Preventing Sexual Aggression in Males: Developing a Train-the-Trainer Tool Kit:* This project is aimed at addressing risk factors that may place males at risk of becoming involved in sexual assault as aggressors. This tool kit will provide communities with a diverse and flexible resource to include males in sexual assault prevention efforts.

Contact Us

Fredericton Sexual Assault Crisis Centre, Inc.

P.O. Box 174 Fredericton, N.B. E3B 4Y9

◇ 24 Hour Crisis Line 454-0437 ◇ Business Line 454-0460 ◇ Fax Line 457-2780

E-Mail: fsacc@nbnet.nb.ca Website: www.aware-nb-averti.org

A Better World for Women: Moving Forward 2005 – 2010
Provincial Advisory Committee Workshop March 29-31, 2006



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Crisis Intervention Model (Past Sexual Assault)

Prepare for a call

Binder, paper, pen by the phone.



Promptly answer the call from the answering service
Use *67 to return the call



Check on caller's safety

Ensure they are in a safe place
If needed, use grounding techniques to calm and comfort them



Allow them to ventilate

Let them explain why they called, how they feels. Let them direct the call.
Listen with empathy. Respond, reflect, and paraphrase
Tell them you believe them and that it wasn't their fault



Let the caller define the problem

Find out what they need
Help them problem solve and explore options



Answer their questions

Be honest in your responses. Do not try to protect them.



Encourage them to make decisions

Do not voice your personal opinion (even if asked)
Provide support and encouragement for their decision



Assess their resources

Encourage them to seek support from trusted others



Offer appropriate referrals

Counselling, pregnancy, support groups, financial assistance, suicide
Let them know they can call FSACC crisis line anytime

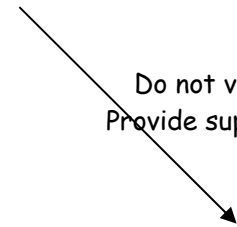


End the call Fill out a call sheet as soon as possible

Establish a trusting relationship by listening, accepting and supporting



A crisis call may not always reach the problem solving stage. The caller may not be able to handle decision-making at this point. Venting, sorting out what happened and receiving support may be all they need at this time.

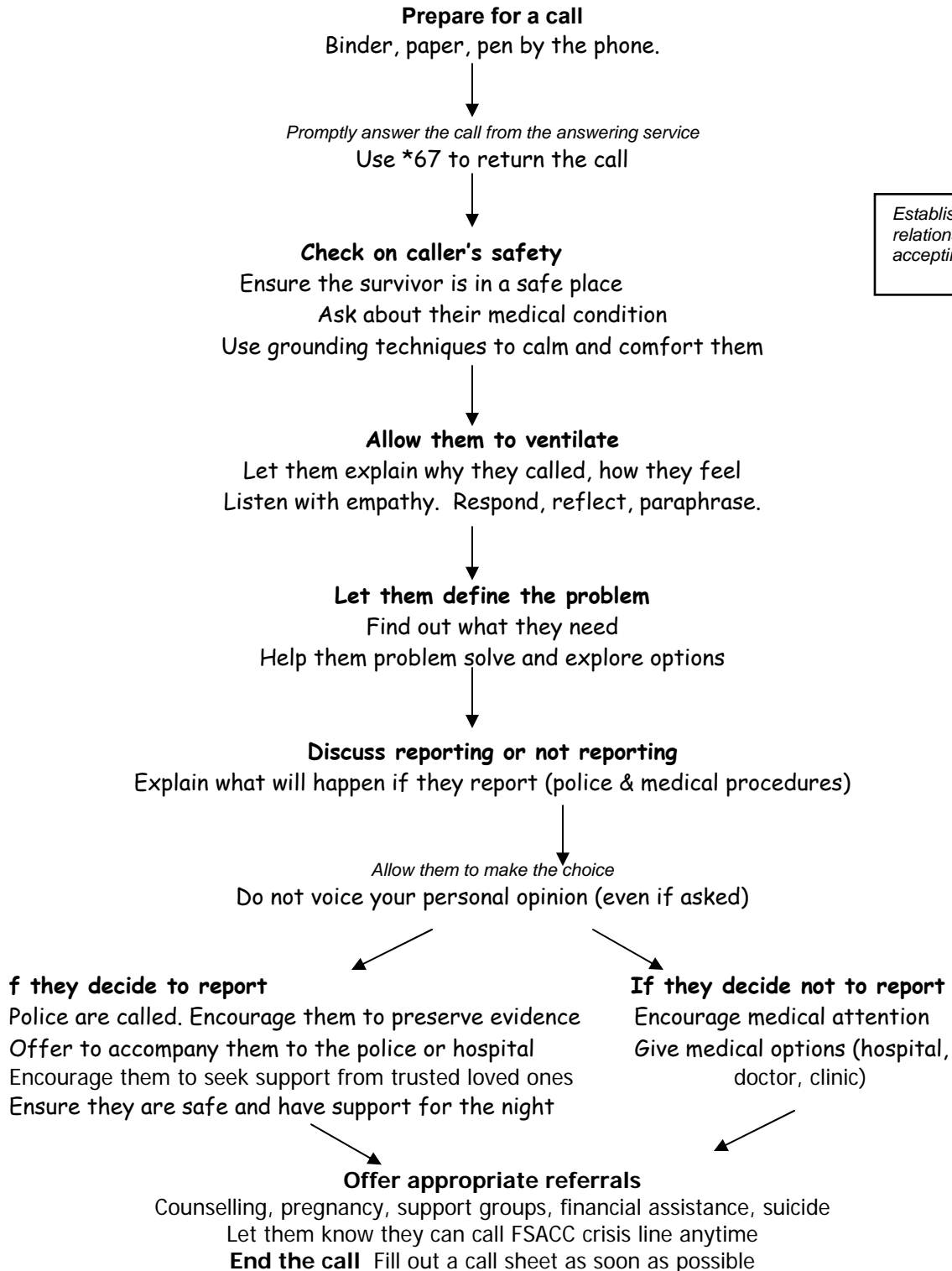




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Crisis Intervention Model (Recent Sexual Assault)





An Aware & Supportive Community Provides Sexual Assault Survivors

- **Access to a 24 Hour Crisis Line**
- **Education/Awareness/Prevention Programs – Sexual Assault Centres**
- **Hospital Services Including support for the victim and follow up services or referrals**
- **Sexual Assault Teams - Police and Hospital-based**
- **Counselling & Advocacy Services through Sexual Assault Centres or specially trained professionals and volunteers**
- **Support Groups**
- **Transition Houses and Secondary Housing (Including a variety of counselling services)**
- **On-going training for service providers - including police and medical personnel.**

Any community that coordinates their efforts to address sexual assault will be more successful than a community whose systems and individuals work in isolation to address sexual assault. There can be different levels of working together that are appropriate for the specific need, issue, or task, or the capacity of the relevant organizations. Collaboration is an end goal. Ideally, collaboration creates a safety net with no holes for survivors to fall through. It is an in-depth working relationship where each discipline has a defined role and responsibility and there is mutual understanding of each others' roles and responsibilities. This collaboration can create a community wide protocol for responding to sexual assault. There is no one way of creating a collaborative response to sexual assault and individual community differences must be taken into account.

Coordination, cooperation and collaboration – the benefits

- ▶ a **supportive network** of services for survivors
- ▶ service providers increase **knowledge about services** offered in community
- ▶ **more referrals** among agencies
- ▶ common **understanding about the justice and medical system** and how better to inform and support survivors through them.
- ▶ a networking **system for sharing information**
- ▶ a foundation for the **on-going education and training** of service providers
- ▶ a **community working together** to address sexual violence
- ▶ addressing the need for **collegial support, feedback, resource and information sharing**
- ▶ the development of **community protocols** for working with survivors (eases survivors entry into helping network and increases the quality of service)
- ▶ the groundwork is established for **wider community support** for survivors and social action.



Services Specific to Agencies

In an *Aware & Supportive* Community

<p style="text-align: center;">Sexual Assault Crisis Centres</p> <ul style="list-style-type: none">▪ sustainable funding for services and awareness▪ toll free 24 hour crisis line▪ short term counselling; Individual and group therapy for survivors▪ collaboration and communication with community service providers▪ services to those in rural areas (outreach services)▪ ability to present wide range of options▪ expand services to survivors when needed▪ advocacy services	
<p style="text-align: center;">Hospitals</p> <ul style="list-style-type: none">▪ trained hospital emergency sexual assault team▪ consistent policies/protocols▪ training in responding to sexual assault for all nurses and doctors▪ help to families with multi-disciplinary approach▪ staff are sensitized to appropriate referrals for counselling and related issues▪ means to follow up with survivors following hospital care▪ outreach of services to rural areas▪ staff provide counselling on STI's	<p style="text-align: center;">Government Agencies</p> <ul style="list-style-type: none">▪ coordination and communication among services▪ adequate funding and staff members so procedures follow policies▪ services reach rural areas▪ services accessible to all survivors▪ government funding for awareness campaigns▪ ensuring financial assistance to women needing to leave abusive situations▪ ability to present wide range of options to survivor▪ treatment programs for offenders
<p style="text-align: center;">Police Departments</p> <ul style="list-style-type: none">▪ efficiency in both legal and emotional support▪ sensitized to sexual assault issues▪ specialized sexual assault investigation team▪ collaboration with other agencies▪ efficient communication with social services▪ extending services to rural areas▪ knowledgeable about services for follow up care	<p style="text-align: center;">Counselling Services (where sexual assault centres are not available to provide counselling)</p> <ul style="list-style-type: none">▪ services are woman-centred and client directed▪ use a holistic approach▪ recognize the social context in which sexual assault occurs▪ use a developmental, life-span perspective understanding how trauma affects different ages and the age that the trauma happens
<p style="text-align: center;">Transition Houses & Second Stage Facilities</p> <ul style="list-style-type: none">▪ safe, relaxed environment with 24 hour staffing▪ services reaching those in rural areas (outreach services); expand services to survivors when needed▪ knowledgeable about community counselling services and counsellors	<p style="text-align: center;">Professionals</p> <ul style="list-style-type: none">▪ agencies dealing with sexual assault have an accurate list of professionals specializing in counselling for sexual assault survivors▪ ensuring that all survivors can be referred to a sexual assault professional, including geographically and economically disadvantaged women▪ services for offenders▪ in-service training available▪ training on sexual assault in professional schools



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Executive Council Office
Women's Issues Branch



A BETTER WORLD FOR WOMEN ACTION FUND

Application For Funding

A Better World for Women: Moving Forward 2005-2010 represents the commitment made by the Government of New Brunswick to address the problem of violence against women. The action plan is based on a partnership between government and community and consists of building on existing initiatives and developing new ones over the course of the next five years. The Women's Issues Branch of the Executive Council Office is responsible for the coordination and implementation of *A Better World for Women: Moving Forward 2005-2010*.

The *Better World For Women Action Fund* provides one-time grants to assist communities on initiatives to support abused women and address violence prevention. Funds are limited. Maximum funding will not exceed \$5,000 and may be less depending on the demand, thus the need for establishing partnerships with others is encouraged.

Please complete the entire form. This information is required to properly assess your project and to make funding decisions.



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Executive Council Office
Women's Issues Branch



A BETTER WORLD FOR WOMEN ACTION FUND

APPLICANT INFORMATION

Project Title:

Organization Name: (Indicate the name of the sponsoring organization and your full address.)

Project Contact Person:

Name: _____

Position: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

Organization Information: Please tell us about your organization by providing a brief summary including the scope of your organization, who benefits from your services, what information, skills and experience your organization brings to the project, and what is your relationship with the community, etc.



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PROJECT INFORMATION

Project Description: Briefly describe the main project idea, the overall purpose and why you chose to use this approach. (Maximum 500 words)

Proposed Time Frame: Please indicate the duration of the project.

Start Date:

End Date:

Project Length:

Goals: What is/are the overall goal(s) of the project? (e.g. to increase public awareness of the dynamics of family violence)

Objectives: Please describe the objectives of your project. (Project objectives stem from the project goal(s) but are more specific.)



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Tell Us How You Will Accomplish Your Goals and Objectives: Please describe the Proposed Work Plan delineating the proposed activities that the project will undertake to achieve the desired objectives, and the outputs (goods, services, products) that you expect to produce or deliver.

Partnership Arrangements: Identify any partnerships that you will establish that will allow you to accomplish your goals and objectives and their contributions.

Evaluation: Please describe what method(s) you will use to assess whether the objectives you identified are achieved.

Resources Required: Please provide a detailed budget for the project including in-kind and other financial contributions.

Letters of Support: Please provide two letters of support from partners or stakeholders.

Please submit your proposal to:

Executive Council Office
Women's Issues Branch
P.O. Box 6000
Fredericton, NB E3B 5H1
Fax: 453-7977
Email: Lise.Bellefleur@qnb.ca

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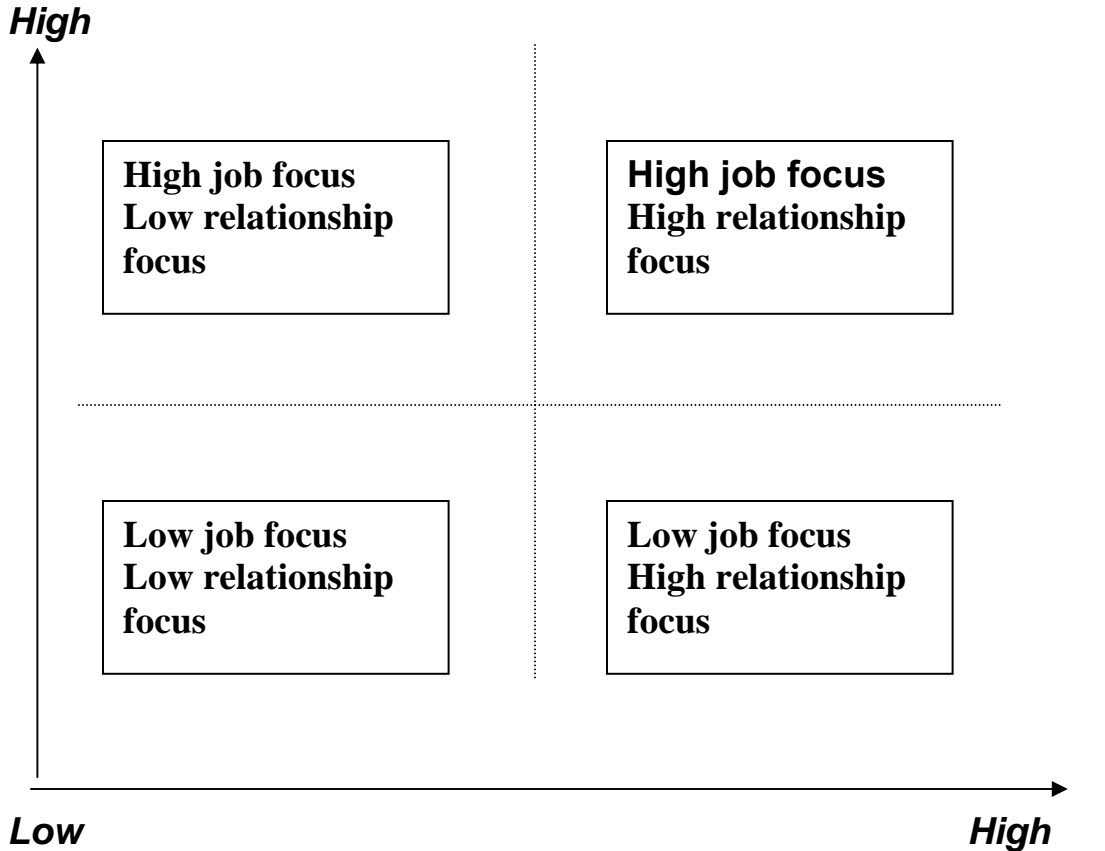


TRAINING RESOURCE LIST

RESOURCE	DESCRIPTION	CONTACT
Canadian Centre for professional Development	On line e-learning training for variety of business and management skills designed specifically for non-profit organizations	www.xrunway.com
Altruvest Canada	Not-for- profit organization that provides business tools and training for charities including governance, HR, fundraising	www.altruvest.org www.boardmatch.org
Tony Buzan	Mind Mapping - technique for brainstorming, gathering and remembering information on individual and group level	Book – The Mind Map Book, Tony Buzan ISBN 0-563-36373-8
Strategic Planning	Textbook on organizational strategic planning and implementation	Book - Strategic Formulation and Implementation, Arthur A. Thompson jr. and A.J. Strickland ISBN 0-256-09718-6
Calgary Centre for Non-profit Management	Not-for- profit organization that provides board governance information, business tools, charity networks and training for charities	www.thecentre.ab.ca
YMCA Canada	Be H.I.P.P. - free 2 hour e-learning program – how to influence public policy and policy makers. Also available to download in paper manual	www.ymca.ca/behipp/hipp.html
Resource Library	Information on starting a non profit organization	www.managementhelp.org
Non-profit organizational support	Network group	www.mentoringcanada.ca
Community Development Resources		Books: <ul style="list-style-type: none"> ▪ 1993, Interdisciplinary Project on Domestic Violence, “How Do We Get there from Here?” ▪ Provincial Caring partnerships Committee, “A Community Development Handbook: Promoting Public Awareness of Family Violence Through Community Partnerships”, http://www.violencepreventionnb.org ▪ Frank, F. & Smith, A., 1999, “The Community Development Handbook – A Tool for Building Community Capacity”



EFFECTIVE TEAMWORK



TASK AND PROCESS = TEAM RESULTS
(Job Focus) (Relationship)

NOTES

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TEAM DEVELOPMENT

<p>FORMING</p> <ul style="list-style-type: none">• Honeymoon stage• Polite enthusiasm• Checking each other out <p><i>"Getting to know you..."</i></p>	<p>STORMING</p> <ul style="list-style-type: none">• Judgements, evaluations• Expressing differences• Covert /overt aggression <p><i>"You say tomato, I say..."</i></p>
<p>PERFORMING</p> <ul style="list-style-type: none">• Synergy• Effective collaboration• Effectiveness & efficiency <p><i>"Love and marriage..."</i></p>	<p>NORMING</p> <ul style="list-style-type: none">• Acknowledge differences• Set standards / guidelines• Agreements <p><i>"You put your right foot..."</i></p>

NOTES

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Tips for Effective Teamwork

FORMING STAGE

- Provide a greeting time for people to connect
- Ask for and welcome opinions, questions and ideas
- Issue an agenda before meetings so that people know what to expect
- Introduce new members to everyone
- Define roles and responsibilities clearly and check for understanding
- Align / agree on a common goal
- State goals clearly and check for understanding
- Confirm any timelines

STORMING STAGE

- Ask how can we work this out? (open-ended, problem solving probes)
- Listen to learn
- Learn how to understand other personalities
- Learn how to control own emotions
- Respect others needs
- Feel free to express yourself responsibly
- Agree to disagree but find a solution to work together
- Lay all cards on table (no hidden agenda)

NORMING STAGE

- Agree on standards and how to implement them
- Be willing to compromise personal ideal to achieve the best result for all
- Set/agree on guidelines / rules
- Reconfirm overall goal
- Listen to all ideas - everyone's input is of value

PERFORMING STAGE

- Check to make sure norms are being met (process check)
- Think before speaking
- Don't take things personally
- Be flexible
- Check in what's working, what to improve

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Group Decision Making Process

- Step One** **Identify the situation.**
Has something gone wrong? If yes, then do we know why? If yes, then continue. If No, then the team needs to problem solve before it can make a decision.
- Step Two** **Define the decision.**
What should the decision do?
What are we trying to select?
- Step Three** **Set criteria.**
What must any acceptable option achieve?
What limits or conditions must be met or eliminated?
What are the minimums and maximums?
What other criteria does the option have to meet? Both required and desired.
- Step Four** **Generate options.**
Brainstorm a list of suggestions.
- Step Five** **Evaluate options.**
Compare to mandatory and desirable criteria.
- Step Six** **Choose the best alternative.**
Select an option based on meeting the most objectives using a decision making matrix.

SAMPLE DECISION MAKING MATRIX – Buying a house

CRITERIA (in order of importance)	OPTION A	OPTION B	OPTION C	OPTION D
Within our price range	✓	✓	✓	✓
Close to schools	✓		✓	✓
Three bedrooms	✓	✓	✓	
Large backyard		✓	✓	
Public transportation		✓		✓

Option B and C both meet four out of five of the criteria however Option C meets the most criteria in order of importance.

- Step Seven** **Implement the decision.**
Develop an action plan.

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Conducting Effective Meetings

The word "meeting" is defined in the dictionary as (an act or process of coming together; an assembly for a common purpose." Without an organized process, a meeting can become a time consuming discussion among a group of people with no result. This feels unproductive and far from satisfying for team members.

Four Key Roles

There are four roles that people need to take responsibility for at meetings. These roles help to ensure productivity.

- The Recorder - Keeps track of vital, accurate information and minutes to distribute to the team post meeting.
- The Leader - Establishes the objectives of the meeting and is responsible for the overall direction of the meeting
- The Facilitator - Manages how people work together in the meeting. Helps to solve problems and conflicts. Keeps track of timelines.
- The Participant - Generate ideas, analyze information, make decisions and implement action plans. Bring a variety of skills, abilities and personalities

A Meeting Structure

A successful and productive meeting requires basic structure. Without a structure, people come together with different ideas about what is going to happen and how it is going to happen. The first thing that is needed is an agenda that clearly states, who is to attend, meeting objectives, what will be discussed, what people need to bring, and a timeline.

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SAMPLE MEETING AGENDA

MEETING AGENDA			
Meeting Objectives:			
<ol style="list-style-type: none"> 1. To connect new project team members 2. To review project plan 3. To discuss accountabilities 4. To determine next steps 			
Date: March 15 Location: Board room Time: 9 a.m. Bring: Project plan		Team Members: Fred Hazel Clarence Bert	
Required Preparation: Review plan, identify questions/ concerns Meeting called by: Tom, Project Manager Contact: 564-11234 tom@home.com			
Agenda Item	Process	Time	Who
1. Introductions	Ice breaker exercise	10 mins	Facilitator
2. Project plan	Presentation, group discussion	30 mins	Project Manager

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MEETING MINUTES

The next important tool is formatted minutes. This is the responsibility of the Recorder.

Key points for Recorders

- Ask for clarification, don't guess or assume.
- Write only key words and phrases.
- Use words that were expressed, not your interpretation.
- Write or print legibly
- Circle or underline key points
- Don't eliminate ideas or phrases just because you don't agree
- If it is a long meeting, review notes periodically

SAMPLE MINUTES

MEETING MINUTES			
Meeting Objectives:			
<ol style="list-style-type: none"> 1. To connect new project team members 2. To review project plan 3. To discuss accountabilities 4. To determine next steps 			
Leader: Tom Facilitator: Hazel Recorder: Fred Meeting called by: Tom Date : March 15 Time: From 9 to 11 a.m.		Team Members Attended: Tom Fred Hazel Clarence Absentees: Bert	
Agenda Item	Comments/Actions	By when	Who
1. Introductions	List of team members and contact info	Friday	Tom -Project Manager
2. Project plan	Changes to plan	Friday	Tom -Project Manager
3. Next Steps	Action plan	Monday	Hazel
	Meeting minutes	Friday	Fred



Action Planning

An action plan contains the detailed steps required to complete a task or project. Action plans assist us in staying focused during task or project completion. They can be used as a checklist to ensure that all appropriate actions have been taken. To develop comprehensive action plans, we need to consider the following;

Desired Outcomes – the actual results expected once the task or project is completed

Barriers – any barriers, considerations, concerns to be taken into account when undertaking the task/project

Dependencies – anything that might impact the success of the task/project completion and /or we are dependent upon for success

Activities – detailed steps required to complete the task/project

Resources – any resources that may be needed to complete the activity

Responsibilities – the individual who is accountable for completing the activity

Time lines – the date the activity, task and/or project is to be completed by.

Sample Action Plan

Task / Project : Network Meeting – March 15				
Barriers : Geographical location of participants, short timeframe				
Dependencies : Provincial funding, agreed attendance by participants, translation				
Activity	Required Resources	By Who	By When	Comments/Status
Book central meeting location	Conference centre list	Coordinator	Jan 15	Confirmation # 24342
Book facilitator	References	Coordinator	Jan 15	Done
Arrange travel & accommodation	List of approved hotels	Coordinator	Feb 28	Max \$125/night
Send out agenda	Participant list	Manager	Feb 15	
Confirm attendance	Participant list	Coordinator	Jan 31	



Exhibitors List

Provincial Caring Partnerships Committee

Public Legal Education and Information Service of New Brunswick

Muriel McQueen Fergusson Centre for Family Violence Research – PRISM
Resource: Evaluation Tool

Canadian Red Cross, RespectED: Violence and Abuse Prevention Program

New Brunswick Multicultural Council Inc.

New Brunswick Advisory Council on the Status of Women

Support to Single Parents Inc.

Salvation Army

PEERS Moncton



Be Prepared

- Prepare key message(s) and speaking notes
- Be concise and to the point
- Remember that reporters are not your friends or enemies – they are doing a job.
- “Get in and Get Out”
- Ask for clarification or correct an error when necessary
- Be aware of stereotypes and misconceptions about how the public perceives you/your organization

Things to Avoid

- Never talk off the record
- Never lie
- Never say “No Comment”
- Don’t speculate
- Don’t guess
- Don’t give personal opinions

Never Assume

- That reporters know everything
- That the public understands the issue

What Do You Need to Know?

- ✓ The issue
- ✓ The line of questioning
- ✓ The focus
- ✓ The motivation

Media Relations and Communications Planning

Why communicate?

- To get your message out
- Explain programs and activities
 - Achieve public support
- Educate the public on important issues

What does the media want?

- New story
- New angle on old story/issue
 - Human interest story
- Clarification of an issue
- “Local” hook to broader story

How to Avoid being Misquoted?

- Clear and simple message
- Non-technical vocabulary
 - Keep it short
 - Correct mistakes

Building Relationships with the Media

- Start a media file
- Always return media calls promptly
- Develop a communications plan and be proactive
 - Learn to read between the lines



Media Call Sheet

Date	
Reporter/ Phone Number	
Media Outlet	
Deadline	
Issue	
Questions/ Focus	
Prompt	
Others to be Interviewed	

- Speaking Notes

Interview done by: _____



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TIPS ON RECRUITING AND RETAINING COMMITTEE MEMBERS

Active members in organizations and agencies are crucial to the organization achieving its goals and objectives. Recruiting new members inject new life and energy into organizations and are necessary to ensure the continuation of the organization's work. Retention of existing members is also crucial to maintaining the human capital of the organization and ensuring the survival of the organization. Therefore, it is important that organizations put some of its energies and time into recruiting and retaining its committee members.

RECRUITING COMMITTEE MEMBERS

- Create a clear message of what it is that your organization does (mission/goals) and identify some of the specific projects that you are working on or will be working on in the future.
- Present some of your past achievements and success stories.
- Articulate how committee members will contribute to the organization's mission.
- Create clear job descriptions. The job description does not need to be complex, rather it might only contain the tasks that the committee member will be asked to undertake and any training associated with that. Also include the time commitment required and any special skills needed for the position.
- Create a recruitment strategy. The strategy might include any special target groups, where to look for new committee members, places to distribute the information, how to advertise, and target number of committee members.

RETAINING COMMITTEE MEMBERS

- Get your new committee members involved as soon as possible. Make them feel part of the team by introducing them to the other members and providing information about the organization and future projects of the organization.
- Articulate the importance of the volunteer's contribution to the organization's goals and mission. Thank people for work done.
- Structure well organized and interesting meetings so committee members won't feel that they are a waste of time.
- Make the work meaningful and the committee members glad they came and participated.
- Find out what motivates each committee member (e.g. Making a contribution to their community; opportunity to learn new skills) and manage those expectations in a way that keeps the committee members motivated and involved.
- Formulate a strategy for succession planning which allows for the successful transition of key positions.



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