# We Are Recording!

Personal information in this initiative is collected under s.26(c) and 26(d)(ii) of the Freedom of Information and Protection of Privacy Act. The information is being collected in order to facilitate learning as part of the CAT Network. This session is being recorded and will be shared with other session registrants. We ask that you refrain from identifying patients, specific team members or offering any other personal information. If you have further questions, please contact the BCPSQC at substanceuse@bcpsqc.ca.
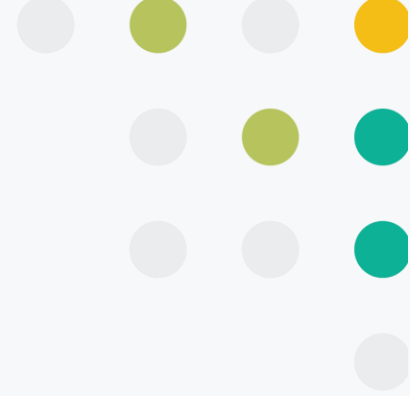
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Welcome

BCPSQC Team

Anthony (he/him)

Kate (she/her)

Katie (she/her)

The Red Vests...Facilitation Support and more...

Who/What is "The Council"?

Drawing Change

Hello! We're Drawing Change.
We're a team of graphic recorders, graphic facilitators, and illustrators who use visuals to help you create connection and belonging through better meetings.

We work with clients across sectors to solve complex problems and distill big ideas – and we prioritize social impact work. Our clients make the world a better place – and we amplify their work by transforming complex information and meetings into something joyful. Together, we're drawing change.

www.drawingchange hello@drawingchange.com

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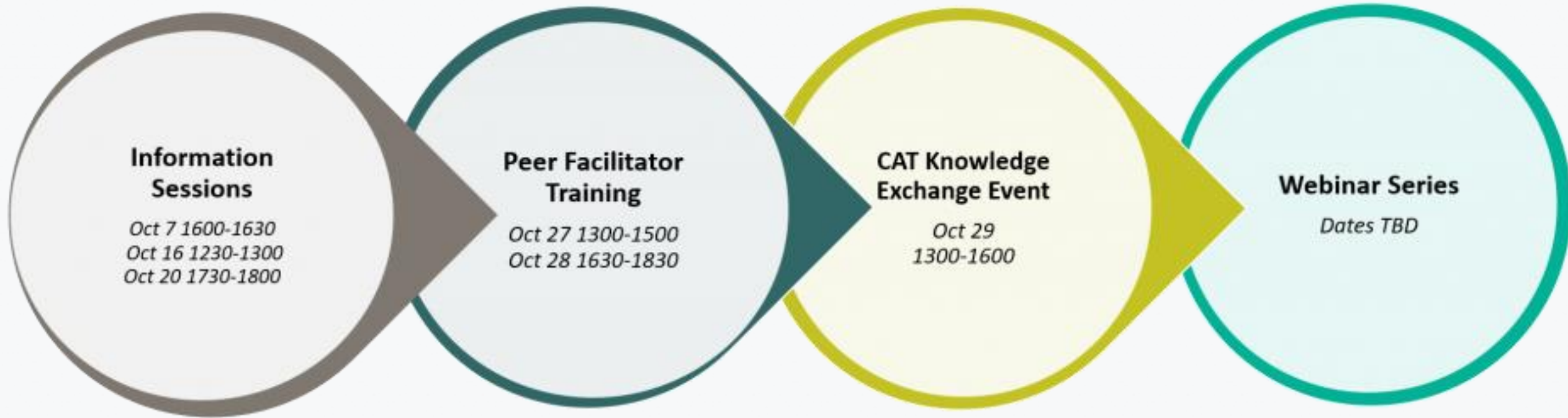# Polls? Who are you?

What is the Virtual Knowledge Exchange?

Information Sessions

Oct 7 1600-1630
Oct 16 1230-1300
Oct 20 1730-1800

Peer Facilitator Training

Oct 27 1300-1500
Oct 28 1630-1830

CAT Knowledge Exchange Event

Oct 29
1300-1600

Webinar Series

Dates TBD

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Thank you to the CAT Advisory Group!

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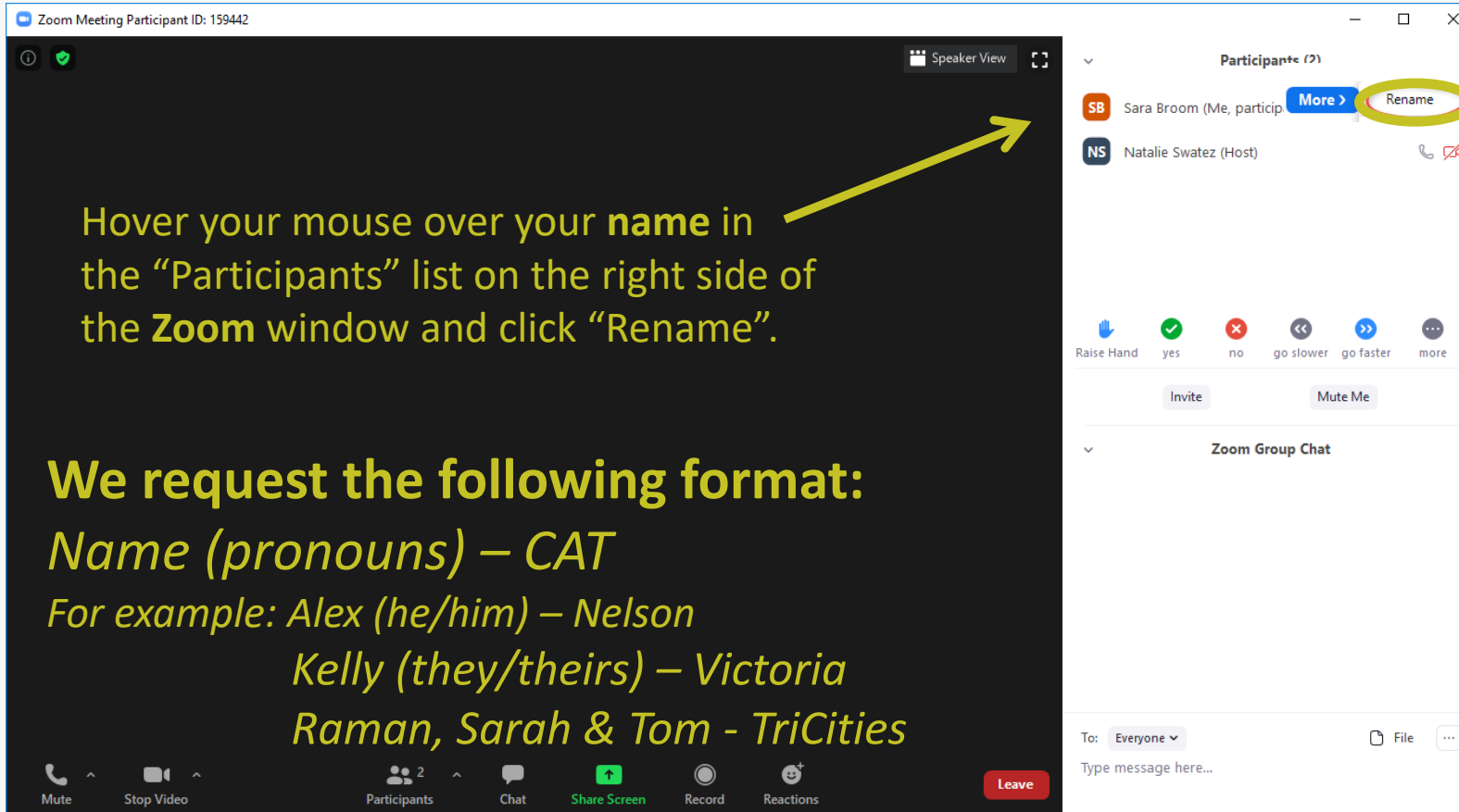& QUALITY COUNCIL
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Change Your Name on Zoom

Hover your mouse over your **name** in the "Participants" list on the right side of the **Zoom** window and click "Rename".

We request the following format:

Name (pronouns) – CAT

For example: Alex (he/him) – Nelson

             Kelly (they/theirs) – Victoria

             Raman, Sarah & Tom - TriCities

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Chat **Box!**

Say hello and
ask questions!

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Using Zoom – Break-out rooms

- We will be using break out rooms today!
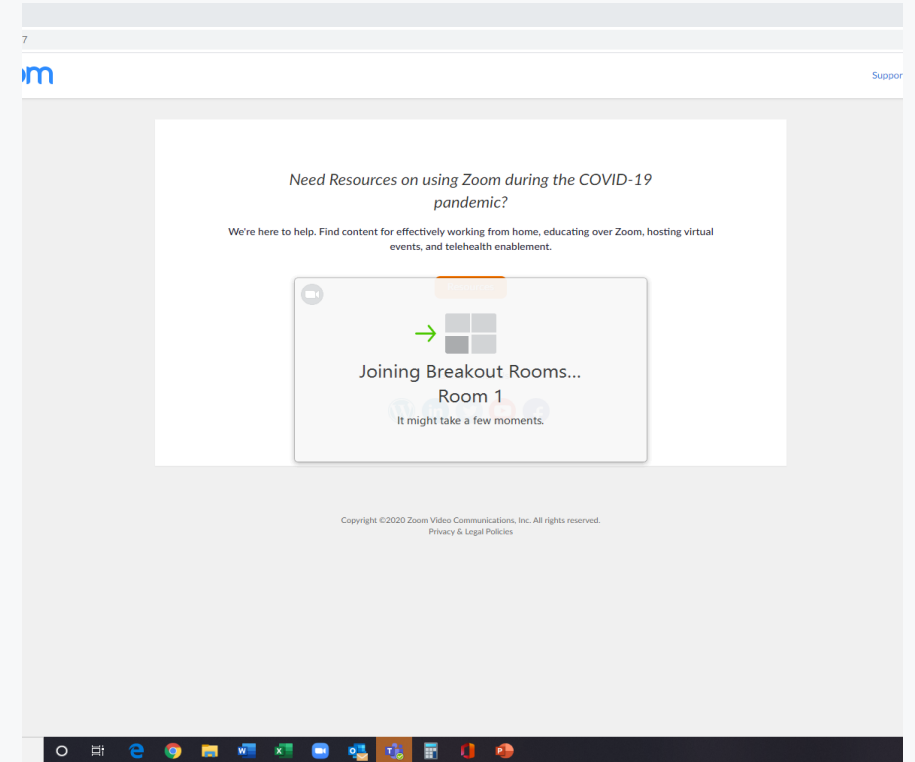
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Breakout Rooms – Ask for Help
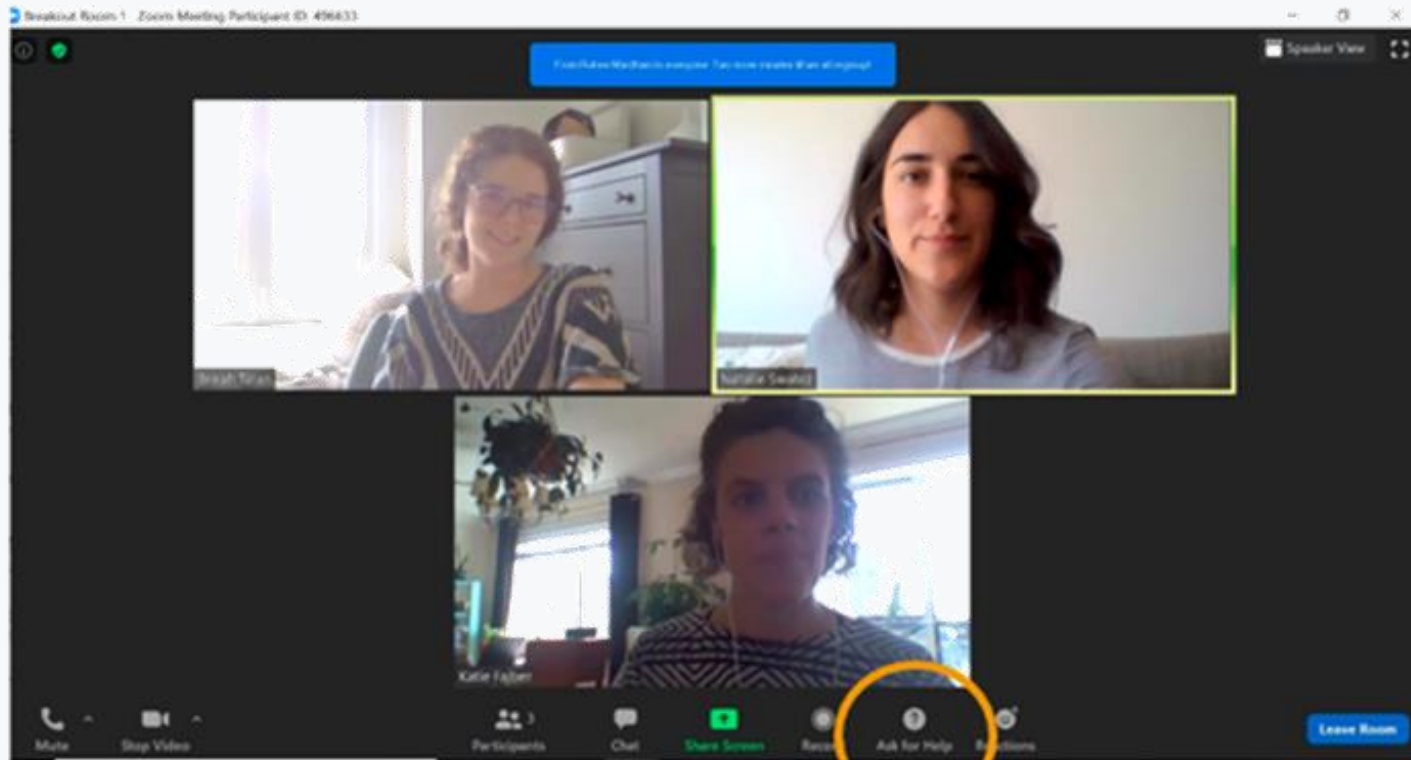
Ask for Help: Click on 'this function to have Zoom send an alert to the meeting host who will come to join your breakout room.

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Breakout Rooms – Leave Room
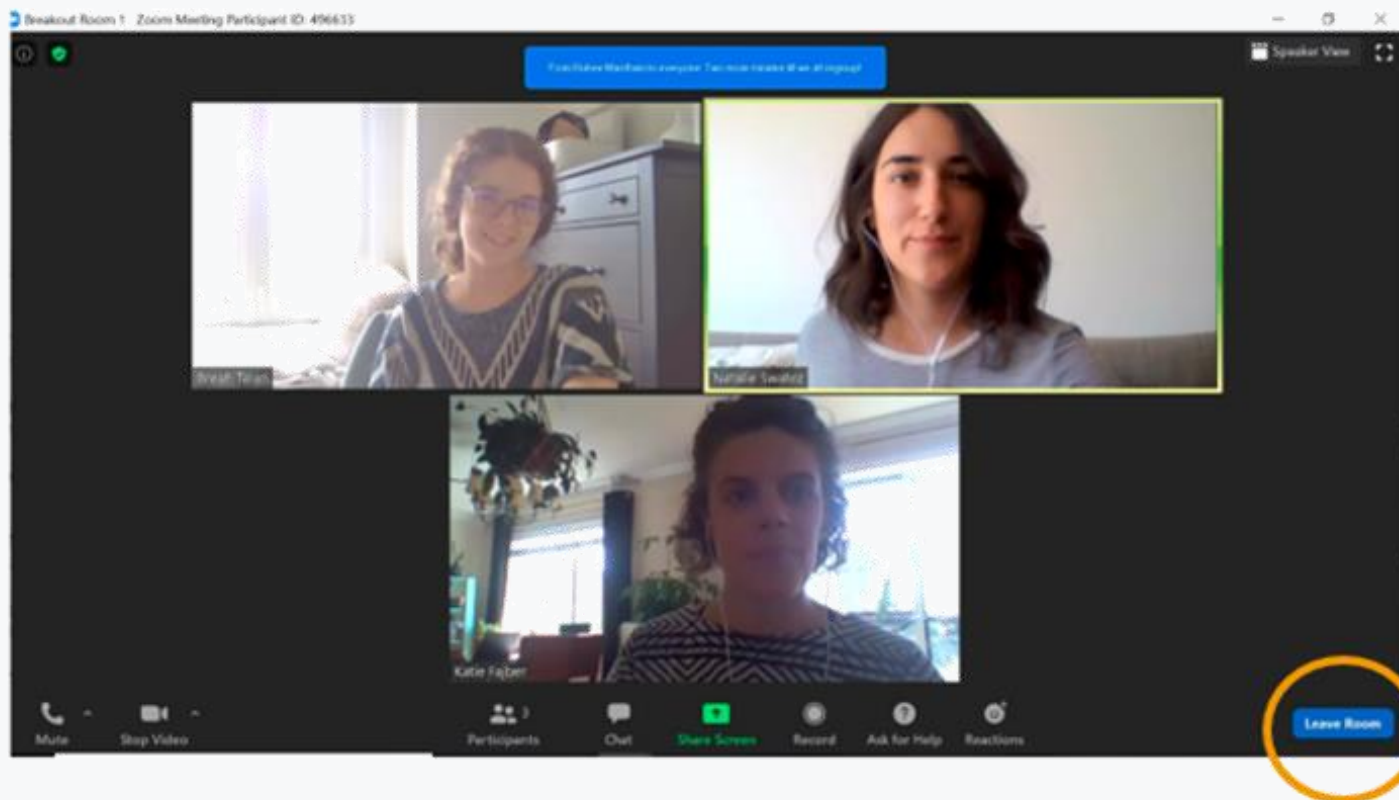
Leave Room: Click here to leave your breakout room and come back to the main room at any time.

Need support? Leave Breakout Room, message "Support" or go to http://bit.ly/SUPPORT1029

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Let's Practice....

1. You will randomly be placed in a breakout room with some others.

2. You have 2 minutes.

3. Say hi! (Make sure you are unmuted)

4. Find the "Ask for help" button – click it!

5. Once you have found it, Find the "Leave breakout room " button

6. Click the button to join us back in the main room!

7. Let's go!

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Debrief....

If you had trouble with this, please send a message in the chat function to "Support" and one of our tech helpers will connect with you to walk you through it!

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Things could get weird…

But just go with it…!

We are learning together

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Today's Objectives

By the end of this session, you will have:

Created and strengthened connections with other peers in CATs.

Explored and practiced some features of Zoom to engage in online webinars.

Identified opportunities to apply Liberating Structures in future CAT work.

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1300 Start

Welcome

    Safety & self care

    Zoom orientation

    Plan for the day

Impromptu Networking

Opening Remarks from the Overdose Emergency Response Center

Panel Discussion on Meaningful Peer Engagement

1440 Movement Break

Wise Crowds

Using Liberating Structures

Moving Forward

    Debrief

    Mad Tea

1600 End

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Creating Community

Take care of yourself, take care of each other.

- All teach, all learn

- Shared here, stays here. Learned here leaves here.

- Each person has voice and opportunity to participate in a meaningful way

- Each person has responsibility to give space for others to share and listen actively

What else do we need to feel safe to speak up?

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Safety Supports

Look after yourself!
- **Take a break!**
- **Stretch, get water/food when you need**
- **Connect with others after the session**
- **Share as much as you feel comfortable**
- **Share your preferred name and pronouns**

Safety Supports
- **Leave the Breakout Room**
- **Message a Support!**
- **Go to our Support Zoom! Bit.ly/SUPPORT1028**

SAFETY
FIRST
FOR YOUR
OWN SAFETY
TALK SAFETY

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Safety Supports

Harm Reduction Apps
- **Lifeguard**
- **Brave/ Be Safe**

You don't have to use alone anymore - we are here

Reduce your risk of overdose. Download the **Be Safe Community** app to anonymously connect to support; anytime, anywhere.

www.BeSafe.Community
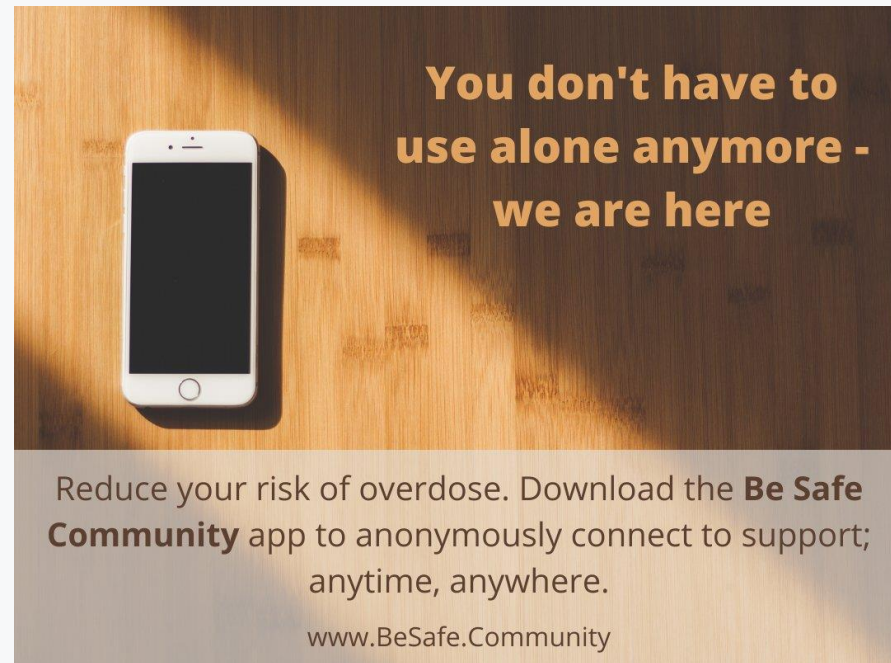
Use a Buddy
- **Use a buddy in person**
- **Virtual Safe Consumption (message *Support)**
- **Virtual buddy (your network)**

LIFEGUARD DIGITAL HEALTH
Powered by evan

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Safety & Support Zoom – bit.ly/SUPPORT1028

Safety Supports

- **Elders**
- **Peer Support Workers**
- **Virtual Safety**

Chill out Space – Leave Breakout Room

- **Common unstructured space to connect**
- **Unmuted, conversations**
- **Request to access a counsellor or virtual buddy**
- **Request a private break out room**
- **Remember to come back to the main room when you feel ready!**

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Aggie

(she/her)

Shlomish

(he/him)

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We are learning as we go…

Thank you to you!

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TIPS FOR EFFECTIVE COMMUNICATION

Effective partnerships start with getting to know each other and working together to leverage experiences and abilities. These tips help create a comfortable environment with shared understanding and communication which is open, honest and respectful.

SHARE THE FLOOR
everyone needs time to speak and be heard

KEEP FOCUSED
avoid side conversations and stay on topic

TAKE CARE OF YOURSELF
do what you need to do to stay focused and involved

EMBRACE THE DIFFERENCES
we all bring different ideas and opinions

RESPECT CONFIDENTIALITY
what is shared, stays private

AVOID "HEALTH CARE SPEAK"
remember, not everyone is a health care provider

BE PRESENT
give your full attention to the work that you and the others are doing

KNOW YOUR STUFF
do your homework so you can actively contribute

RESPECT PEOPLE'S TIME
if you can't make it, let them know
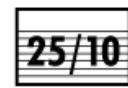
PatientVoicesBC
PatientVoicesBC.ca

Patient Voices Network

PVN is supported through the:
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Introducing Liberating Structures

So how do they work?

Liberating Structures induce small changes in the ways we meet, plan, decide and relate to each other.

These microstructures are set up to make sure all participants have a voice and are given the opportunity to safely share their thoughts.

This allows us to account for all perspectives and create supported solutions.

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Questions?

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Impromptu Networking

Rapidly share challenges and expectations, building new connections

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Impromptu Networking - Steps

1. Groups of 3 into breakout rooms

2. Each person has 1 minute to answer questions posed (3min).
   - 15 second timer to warn you that you'll be coming back to the main room.
   - Get settled, practice muting/unmuting yourself, say hello
   - Jump straight to questions

3. Repeat process 3 times.
   - If you feel uncomfortable "Leave Room"
   - If you feel unsure "Ask for Help"

   This is to practice getting comfortable on Zoom and to make some new connections!

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"Who are you?"

"Where are you joining us from?"

"What is one thing about today you're nervous or excited about?"

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What happened?

What did you notice when you spoke to people?

As you connected with others, what happened?

What did you notice about how this was set up?

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Why start this way?

Encourages dialogue

Attracts deeper engagement around your questions

Invites stories to deepen as they are repeated

Gets you energized and engaged quickly

Allows everyone to participate simultaneously/near simultaneously

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Questions?

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Need support?

Leave Breakout Room, message "Support" or go to http://bit.ly/SUPPORT1029

Panel

Break Time

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Michelle Stoney
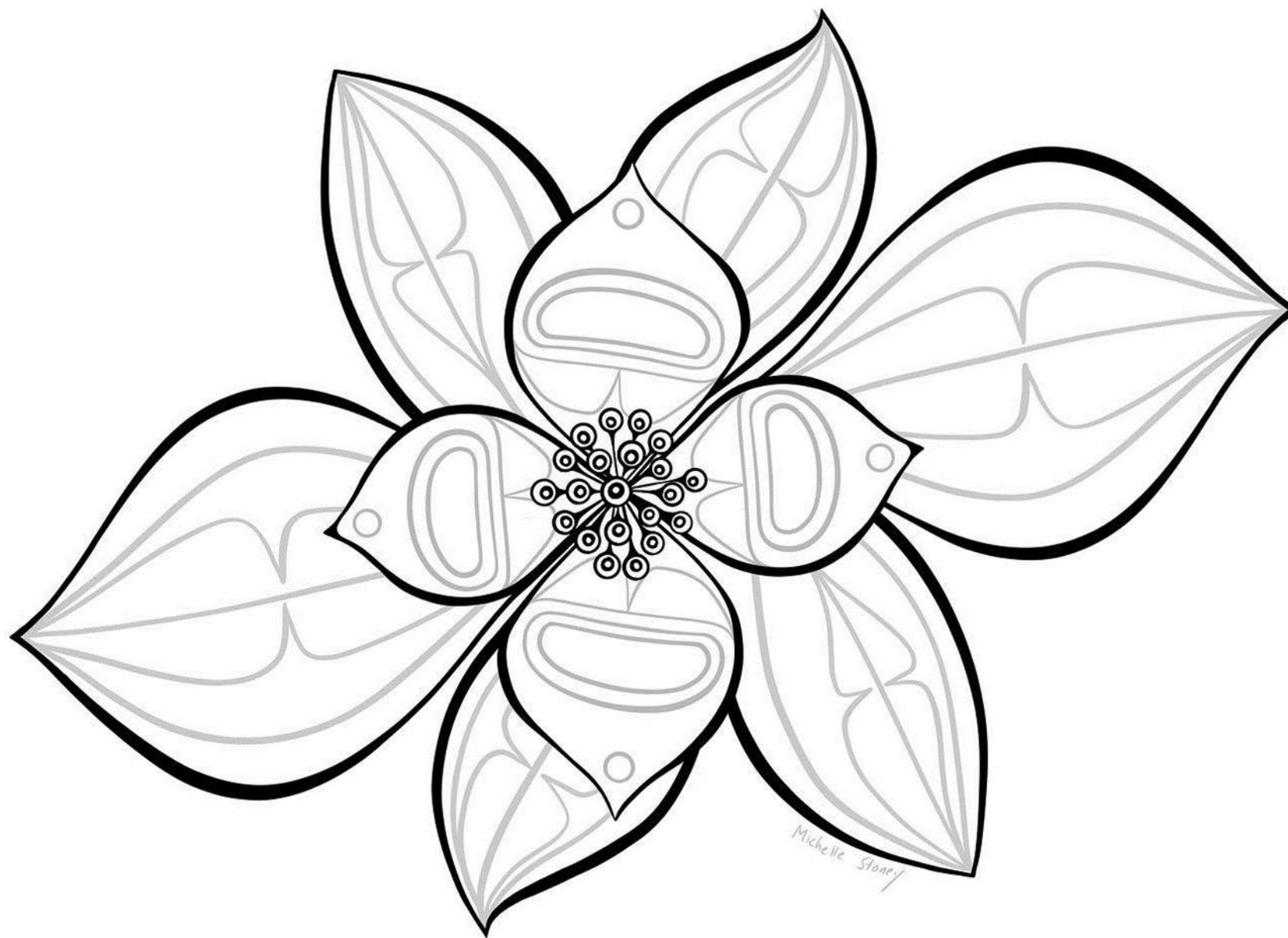
Polls

If today was the ocean, how would you feel?

Where are you calling in from today?

How big is your CAT?

Best Hallowe'en candy?

Does your CAT meet online?

How familiar are you with Zoom?

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Wise Crowds

Tap the wisdom of the whole group in rapid cycles

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Wise Crowds make it possible to instantly engage a small or large group of people in helping one another.

You can set up a Wise Crowds with one small group of four or five people or with many small groups simultaneously or, during a larger gathering, with a group as big as one hundred or more people.

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Wise Crowd - **Instructions**

1. Move into break-out rooms. Quickly identify a "volunteer" who has a challenge they need help with.
   - **Volunteer poses a question/problem they'd like help addressing**
   - **The group works together to come up with solutions.**

2. Nominate a timekeeper from the group – today we have guests to help you out!

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Wise Crowd – Sample Questions

- What can I do to support more meaningful peer engagement in the Community Action Teams?

- How can I make sure our virtual meetings are occurring in a safe space?

- How can I take advantage of virtual meetings and the online world?

Wise Crowd - **Steps**

1. Each group gets 15 minutes broken down as follows:
   a) A volunteer presents the challenge and request for help. **2 min.**
   b) The rest of the group asks the volunteer clarifying questions. **3 min.**
   c) The volunteer turns their back to the group OR turns off their camera, and gets ready to take notes
   d) The group can ask questions to each other, and offer advice, and recommendations, working as a team, while the volunteer has their back turned/camera off. **8 min.**
   e) The volunteer can then return to the group/turn around/turn camera back on, and shares feedback to the rest of the group around what was useful and what he or she takes away. **2 min.**

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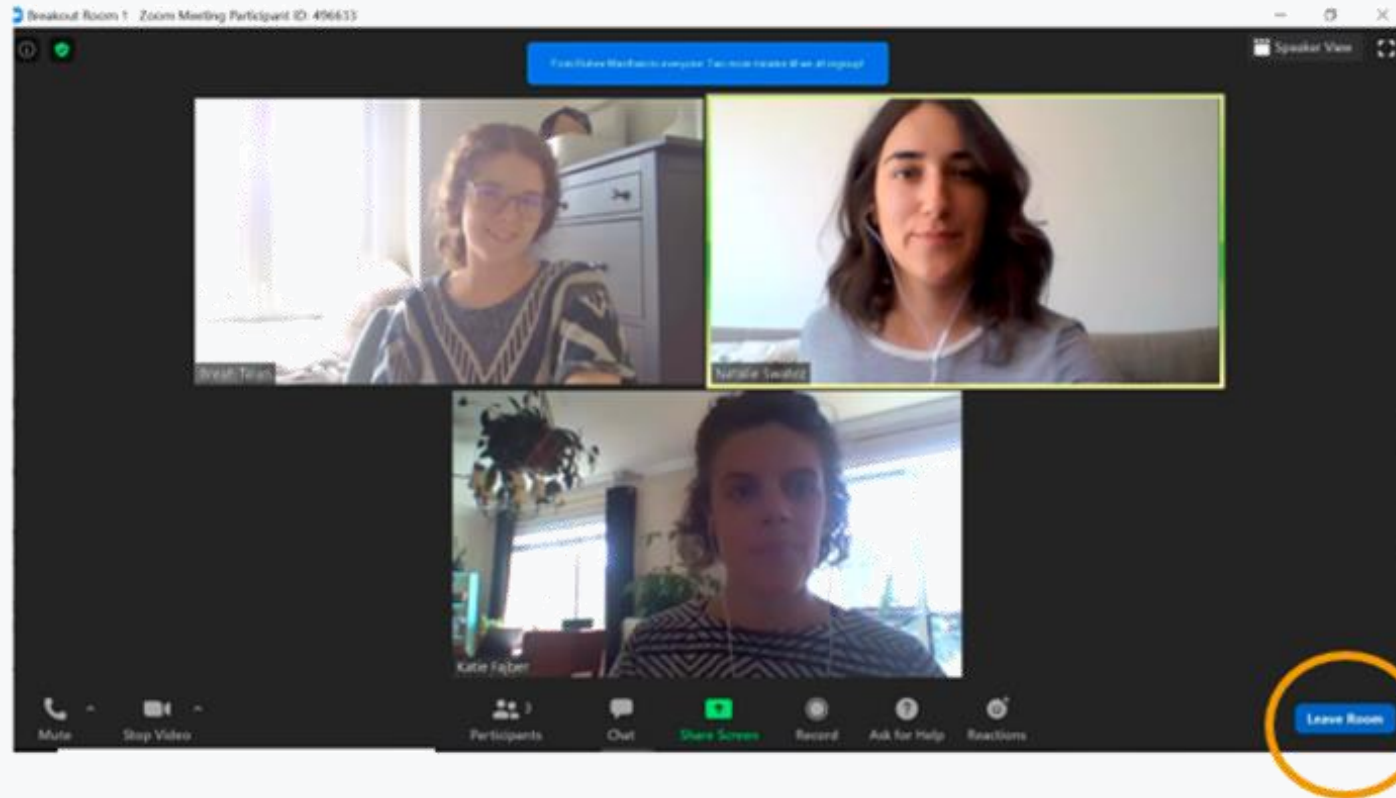
Breakout Rooms – Leave Room

Leave Room: Click here to leave your breakout room and come back to the main room at any time.

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Wise Crowds - Reflection

What did it feel like to be listened to if you were sharing your challenge?

How did it feel to share your ideas in an open space?

What did you like about this structure?

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Wise Crowd – Why?

- Generate collaborative results with group buy-in

- Refine skills in giving, receiving, and asking for help

- Tap the intelligence of a whole group without time-consuming presentations

- Liberate the wisdom and creativity of everyone

- Practice listening without defending

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Liberating Structures help engage people by:

✓ Allowing others to ask for help

✓ Strengthening relationships and building trust

✓ Developing shared understanding of what is important, and

✓ Allowing past successes and real-world solutions to be identified and adapted.

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How can we use Liberating Structures in our work?

- Thoughtfully adapt to online as required

- Work with the agenda to identify good opportunities to use the tools

- Pick a structure, practice, and *just give it a try!*

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Spiral Journaling

Self reflecting, solo liberating structure that gives space for a check-in or after a discussion as a debrief

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Spiral Journaling - Steps

1. *Slowly* and *silently,* draw a spiral in the center of a piece of paper.

2. Divide paper into three sections. Choose any section to start in.

3. Answer each of the three questions posed in its own section (90 seconds/question).

   - It is suggested that you pose a guiding question/statement, and then pose questions that facilitate reflection on thoughts, feelings, actions, and/or next steps related to it.

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Spiral Journaling – Guiding Question

"When it comes to the Community Action Teams, what are your thoughts, feelings and possible actions about these tools?"

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Spiral Journaling – Why?

Promotes silent self-reflection and exploration of a shared experience or event.

Allows individual reflections on an event or meeting to be captured in-the-moment for future review.

Helps people "shut out the noise" and explore what is most important to them at a specific moment in time.

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Spiral Journaling – Examples

- Allow participants of an event to reflect upon their experience or learnings through the lens of thoughts, emotions, and next steps.

- Fosters a deeper reflection time either before or after addressing an emotionally-charged topic or discussion

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Mad Tea

Rearrange the Context for Taking Action

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Mad Tea - Steps

1. Ask group members to find the chat box and ensure they are sending messages to *Everyone*.

2. Facilitator poses a question to the group. Participants type their response *but to not submit/hit enter until asked by facilitator*

3. Once instructed, all participants submit their answers at the same time.

4. Participants take a few minutes to read all participant answers

5. Repeat as desired (we recommend at least 3 questions).

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Let's Practice…

1. Find the chat box and ensure you are sending a message to *Everyone*.

2. Think about what your favourite thing is to eat for breakfast.

3. Type your response, *but do not submit/hit enter yet!*

4. Once instructed, all participants submit their answers at the same time. 3….2……1…..!

5. Participants take a few minutes to read all participant answers

6. Repeat as desired (we are going to do 3 questions!).

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Mad Tea Questions
... Debrief and Moving Forwards

- The most valuable thing I learned today was BLANK

- Thinking about the CAT Knowledge Exchange later this week, I am excited to BLANK

- One place I think I will use these skills and tools is BLANK.

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Mad Tea – Why?

Engages all voices simultaneously and safely

Reflections, insights and imagination are enhanced

Short intervals and pressure to respond quickly forces only essential information to emerge, all without overthinking

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Mad Tea – Things to consider

- Keep it fast paced!

- If using zoom, you must record the session if you plan to export the responses for later use – you cannot copy and paste.

- Take pictures of people's responses

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Additional Resources

www.liberatingstructures.com

ATTIC Resources

https://bcpsqc.ca/resources/attic/

Liberating Structures App – Search for Liberating Structures on the App store, Google Play, etc. and Slack Channel

Future CAT Webinars!

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What next?

- We would love to keep practicing with you!

- We will be having a few more learning labs and webinars, offered in December, January & February – please come back and practice with us!

- We are sending out some resource kits for your CAT!

- We are also sending out a follow-up email and survey to learn more about what you would like to learn about engaging online!

- You will get links to the future meetings/trainings through your email

- Got questions? substanceuse@bcpsqc.ca

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Closing Remarks

Thank you for joining us!

Stay in touch:
substanceuse@bcpsqc.ca