

# Safer Supply Project Toolkit

## Breakout Room Discussion Notes



### Breakout Room #1: Retention

*Describe issues your CAT has with retention. How could retention be improved?*

- Issues:
  - Seeing high turnover in coordinators
  - Easier to have more peers engage when meetings are in person
  - Challenge to find a meeting time to accommodate majority of CAT members
- Retention:
  - Implementing a questionnaire
  - Set time and date for CAT meetings
  - Prioritizing in person meetings
  - Facilitate debriefs --> leaving 15 to 20 minutes at the end of the agenda to review key points and action items
  - Clear meeting minutes
- Virtual /Hybrid received feedback that there was no connection, communication was not always kind/safe. Attendance dropped when meetings went to in person.
- Turnover of CAT leaders/paid staff – lack of consistency/clarity of vision.
- The decreased capacity of partner agencies has decreased numbers of participants at the CAT. It is most challenging to get engagement from partners between meetings. The work of the CAT is done by a very small number of people (that includes ais staff).
- Small CAT sizes with minimal funding doesn't allow for peers to be paid
- Certificate training was a positive way to retain PWLLE
- Communities having multiple
- Consistency in meeting times and days very much helps. (Burnaby and Comox Valley)
- Early meetings are difficult especially if needing to pick people up and bring to meetings – even 10 am and later made a big difference
- CAT Coordinator checks in with people who have missed a few meetings.
- When peers join the team, the Peer Coordinator sits down with peers to learn about their interests. They will bring peer voice to the table if a peer doesn't want to attend the meetings.
- Having the opportunity to be part of the solution is so great (peer)
- Giving an update on what organizations are doing, helpful to help get
- Possibly other forms of gaining different perspectives (as per the last bullet)
- Technology or access to computers can be a barrier to participation
- A difference in values, when it's important to hear voices and difference of opinion while also maintaining a safe space. Values clashes.
- Retention has been difficult, but having a TOR and MOU has been helpful; time limitations preventing people from engaging
  - One-on-one check-ins would be helpful
- Inconsistent attendance; difficult to find a time that works for everyone. Support is still there, but it sounds like people have multiple priorities and the CAT does not seem to be as high as some of their other priorities.
- Having a 'core group' that does a lot of work, and additional people who are interested in specific topics (i.e., IOAD); concerned about burn-out and overburdening 'core group'.
- There are also people who are providing 'behind the scenes' support who are not attending meetings, but committed and contributing nonetheless

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- Having a consistent core group of peers, but capacity is a big issue; organizations grow and there are new projects; there are also multiple groups/committees/networks within the community that overlap and it can be hard to prioritize
- Creating packages/toolkits has been helpful
- More of CAI or knowledge led engagements – sharing these packages are vital
- Funding dispersal – How to ensure we aren't forcing people to pick between paid and unpaid work
- Siloed groups – how to make that happen?
- Onboarding material
  - working on welcoming kit currently
- Extend meeting by 30 mins for members to debrief – begin 30 minutes earlier for coffee and connection
- Meetings for social connection
- Only few have been involved in CAT
- Sara got a job out of CAT and has helped her get her shit together. Feels really supported. People check-in on you.
- The hybrid model works better for folks.
- Some people prefer in person. Making it more accessible
- Having transportation --> The days get away on them. Ways to get the access to transportation. A place to keep their space. Being away from your belongings is a really big stress.
- How do we improve a hybrid model? I think there needs to be in-person
- The acceptance. Bringing people together. They have a voice
- Bring in good food!
- Keep people informed about what's happening, with signatures of who's attended
- Show gratitude for people who are participating, 5 minutes even at the end of meeting showing credit and gratitude
- One thank you goes a long way
- Showing people what has been accomplished
  - Like the showers
- Side thought, supporting businesses who support individuals using substances
- Engaging police and bylaw officers → coming to meetings

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### Breakout Room #2: Recruitment

*Describe issues your CAT has with recruitment. How could recruitment be improved?*

- Growth has been organic lately – word of mouth has brought interested people.
- Currently at the place of evaluation, reflection of where we have come from and where we go from here.
- One page flyer to orient new members.
- Capacity and funding is a barrier. Support from organizations is needed (time).
- Get the word out that there are CATs for people to join up with (reach out to MSTH for example), not just service agencies in the community.
- Social media, community speaking engagements
- Engaging leadership within community a consistent problem
- Politicalization of community action team?
- World café style meetings with community leadership (hire facilitator and food – come with messaging but have dialogue, rather than speaking at, speak as a group, questions asked at groups and collaborate on problem solving)
- So many tables and working groups all trying to accomplish the same thing. Break down CATS into smaller groups – more small meetings ie. steering, peer, leadership, etc.
- Funding impact causing fear – silencing of criticisms,
- Email with surveys, dates, etc., (Calendars!)
- Hybrid events (in person and online) - hard to hear people as we move to in person
- Special invites – come speak for a small portion
- Very health authority based – alongside Peer based orgs and frontline workers
- Limit expectations of attendance
- Monthly newsletters that recap, and allow for sharing
- Follow up with people who are expected to be there – one on one engagements – are you okay? Are you doing okay?
- Internal criticism amongst groups, Limit openness – due to misinterpretation
- Good group of people, varying attendance,
- Peer recruitment is tricky, the focus is to be peer-led and peer-focused, that happens through outreach
- Team hasn't had an in-person meeting since COVID but hoping that in-person attendance will help improve engagement
- Also interested to try the surveys offered in this webinar
- Through the OPS in White Rock
- Depends on who we are wanting to engage with. Word of mouth, getting them involved in event
- Happened from the get-go with George and Shauna (shared values in first responder) --> Kale was a huge advocate RCMP. Ed Wolf
- Social media needs improvement
- Janet Welsh
- Make a website for CAT- Tides of Change.
- Postering in libraries --> Surrey Libraries/ White Rock Libraries
- Paid ads through Facebook/ Youtube
- People are fearful about being involved with this
- A lot of seniors are worried about what's going on
- Pamphlet for the community? Like coffee news

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- Telling people who are fearful it's their group of people suffering! Maybe a way of breaking through the fear
  - They are only seeing people living on the street, but the crisis is in the home
  - They are being hidden, they want it hidden
- Talking to seniors, and it's their grandchildren
- Want to get seniors involved
  - Seniors have money, talent and power
  - Seniors resource centre
  - Maybe they know they're affected but isolate because of the stigma
  - Langley senior resource centre, have we worked with them?
  - Also the adult day centre?
  - We could do it in person or paper, or Zoom
  - People know the contextual history