

# Regional Planning Table Teleconference Minutes

July 9, 2019



## 1. Participation at the Meeting

### **Present:**

Erin Flemming, Family Services Ottawa  
Karen Luyendyk, community member  
Simone Thibault, Centretown Community Health Centre  
Patricia Vincent, community member  
Jane Fjeld, Youth Services Bureau  
Darlene Rose, Champlain LHIN  
Natalie Duchesne, Connect2knowledge, consultant  
Lynne Tyler, Catalyst Research and Communications, facilitator.

**Regrets:** Katelyn Lepinskie, Royal Ottawa Mental Health Group; Mel Thompson, community member; Laurie Rektor, Family Services Ottawa; Tammy DeGiovanni, CHEO; Brook Lyn Davies, community member; Kaeden Seburn, community member; Leyla Shahid, community member; Fae Johnstone, community member; Avery Velez, community member; Chris Clapp, Seaway Valley Community Health Centre; Devon MacFarlane, Rainbow Health Ontario.

## 2. Reaching out to RPT Community Members

Concern was expressed that many of the community members of the RPT were unable to be present at the meeting, and yet it was important to move ahead with the system planning work that Connect2knowledge has been asked to undertake. Natalie offered to contact the absent community members directly to share the results of today's discussion and check in with them about their thoughts on the workplan to ensure any concerns or suggestions they might have are incorporated in the thinking going forward.

## 3. Update on System Planning

Natalie presented the proposed workplan for the system planning project, which had been circulated in advance. She highlighted that this is an ambitious workplan and it will be important to be careful of scope creep, so that the resources for the project stay focused on the tasks agreed upon. The Connect2knowledge team will work independently and keep the RPT updated, with an emphasis on communicating frequently using shorter documents, many of which would be appropriate for sharing with the community.

Much of the discussion was in presenting and verifying the information in the material circulated. Additional points and elaborations beyond this are summarized below.

- 1) Systems mapping report: The validation process has been concluded and any corrections or elaborations received have been incorporated. Overall, the information gathered was quite accurate.

**Decision:** The report be closed, translated and distributed.

**Action:** Erin will see to the translation and follow-up.

- 2) Resource list: Connect2knowledge will hire someone from the trans/gender diverse community to prepare the resource list based on the listings from the systems mapping report. This would likely be a person somewhat removed from the RPT. The resource listing may include some businesses (e.g. hair dressers) if the community indicates this is helpful, but the primary focus remains on health services.

Once the resource list is approved by the RPT, it would be distributed to agencies to share and post on their websites. 211 was also interested in receiving the resource list; their practice is to check with each service provider before adding them to their inventory, to ensure they were comfortable being listed with 211. In the email to providers, Natalie will also include a point that encourages them to contact RHO and put themselves on their listing.

- 3) Design workshops: YSB and Centretown CHC could possibly provide space for the workshops, and YSB also offered to suggest potential participants.
- 4) Seaway Valley CHC: Connect2knowledge will meet with them to determine what types of outputs would be useful to them. In general, the intention is to have an external person conduct a series of interviews (starting with a list Seaway would provide and using the snowball technique to build from that) to help formalize the pathways for trans+ people in that area of our region.
- 5) Western Champlain: There are very few services at this time and the needs of rural areas can be quite distinct, so the approach will be to meet with the known contacts, establish connections and set out what might be appropriate next steps.
- 6) Translation: RPT has a budget for translation but it is not clear what the volume of material is that will need to be translated, and what the priorities are. Natalie will be asking francophone community members and service providers what they want translated. There may be some options to explore to access to no-cost translation (to be discussed at a future meeting).
- 7) The second part of the workplan addresses the RPT structure and relationship-building. Natalie will come to the RPT at different points during the project with reflections about structure. At the August meeting, it would be helpful to identify what those points are and put that in the RPT schedule.
- 8) Fishbowl exercise: Under step 3 in Relationship-building, there is a reference to a fishbowl exercise. Natalie elaborated on some of the details of the exercise, which is highly informative in that it provides an environment in which members of the trans+ community can say things they would typically never say directly to a provider.

RPT members were very interested in this technique and asked if it might be possible to have two fishbowl exercises. Natalie indicated that resources might be a constraint, and Jane mentioned that YSB may be able to contribute, as the information would be extremely helpful to them.

9) It will be important to be transparent and responsible about the fact that, as of now, the RPT has no funding after March 31, 2020. As pathways of communication are built between providers and the community, the RPT may be less necessary. However, it is still important to ensure a smooth transition past March 2020, whatever the presence of the RPT.

10) Is it possible to know some of the feedback from the community that is specific to an individual agency? Providers would find this very useful. Natalie will ask permission from community members and, of course, identities would not be shared.

#### 4. Table Membership

Karen had a suggestion for a potential new member, and offered to circulate information after the meeting for consideration.

#### 5. Next Meeting

The next meeting will be in-person, on August 12, 2019. Suggested items for discussion include:

- Translation: receive an update on the budget and review the needs (including minutes and the materials for the system planning project) and options.
- Schedule of meetings with Connect2knowledge over the coming months.

#### **ACTION:**

1. Natalie will
  - check in with community members unable to attend this meeting to get their feedback on the workplan,
  - finalize the system mapping report, and
  - continue with the workplan, informed by the comments and discussion.
2. Erin will see to the translation and follow-up of the final systems mapping report.
3. Karen will circulate information on a possible new member.