

# Wellbeing Waterloo Region

**Collaborative Data Analysis: Making Sense of our Data**

**Wednesday, August 2, 2017**

**9:00 a.m. – 3:00 p.m.**

## **Agenda**

**Region of Waterloo Operations Center - 100 Maple Grove Road – Classroom**

### **Objectives for the day:**

- To collectively make sense of community engagement data, identifying key themes and common issues
- To develop a shared understanding of emerging insights and potential opportunities for creating greater wellbeing in Waterloo Region

9:00	<b>Welcome and Introductions</b>
9:10	<b>Summary of community engagement data</b> <ul style="list-style-type: none"> <li>• Overview of engagement efforts</li> <li>• What we can see so far and where we need to go deeper</li> <li>• Introduction to Emergent Learning</li> <li>• Overview of our process for the day</li> </ul>
9:30	<b>Data Analysis World Café</b>
10:45	Rotation to a different table
11:45	Rotation to a different table
12:30	<b>Lunch</b> – Working lunch, continuing to process themes
1:00	<b>Key Insights</b>
1:45	<b>Hypotheses and Opportunities</b>
2:30	<b>Collective Sense-making</b>
2:50	<b>Wrap up and Next Steps</b>

# Wellbeing Waterloo Region

## Data Sense making workshop

### Session Notes

**Present:** Margaret Parkin, Van Vilaysinh, Jessica Deming, Simon Coulombe, Sospeter Gatobu, Shannon Weber, Shannon MacIntyre, Nancy Bird, Trudy Beaulne, Christiane Sadeler, Kim Krueger-Kischak, David Siladi, Erin Vandahl, Stephanie Ellis Clark, Ellie Rankin, Sharon Livingston, Linda Terry, Tara Bedard, Tracey Elop, Brooke Lambert, Jane Henning, Brian Bailey, Lynda Kohler, Jennifer Fillingham, Stephanie Watson, Suzi Taka, Nichole Cichello, Margaret Gloade, Amanda Franceschini, Katie Cook, Usman Akhtar, Grace Scheele, Lorie Fioze.

Openly: Tanya Darisi, Dean Marino

### Introductory comments

Lorie Fioze provided an update on the engagement activities completed to date. Lorie acknowledged the assistance provided by community partners throughout the last several months. Examples of this support included facilitating focus group, conducting key informant interviews, staffing displays, distributing Canadian Index for Wellbeing surveys, sending out invitations through newsletters etc. The summary of engagement activities is provided in Appendix 1. Lorie also thanked Eve Nadler for her assistance with the community engagement process over the past 9 months.

Openly has been contracted to conduct the data analysis process of all the qualitative input gathered throughout the Wellbeing Waterloo Region engagement process that took place from June 2016 – June 29, 2017. Tanya Darisi from Openly (a social impact strategy and analytics company with a mission to ignite and nurture social good) helped design and facilitate the data sense making session.

The overall goal for the day was to make sense of the data we have obtain through all the qualitative methods of the engagement process for Wellbeing Waterloo Region. Specific objectives were:

- To collectively make sense of community engagement data, identifying key themes and common issues
- To develop a shared understanding of emerging insights and potential opportunities for creating greater wellbeing in Waterloo Region

### Background on Data Analysis process

Tanya provided an overview of the data analysis process that Openly conducted on behalf of Wellbeing Waterloo Region. This included the following key points:

- They used the domains from the Canadian Index of Wellbeing to code the data.
- Characterized responses in one of four categories:
  - What is great about Waterloo Region?
  - What is not so great?
  - What more is needed?
  - What are ideas for community members to take action?
- Coded close to 6000 rows of data from all the community engagement events
- For today, removed all comments related to improving programs & services (awareness, accessibility)

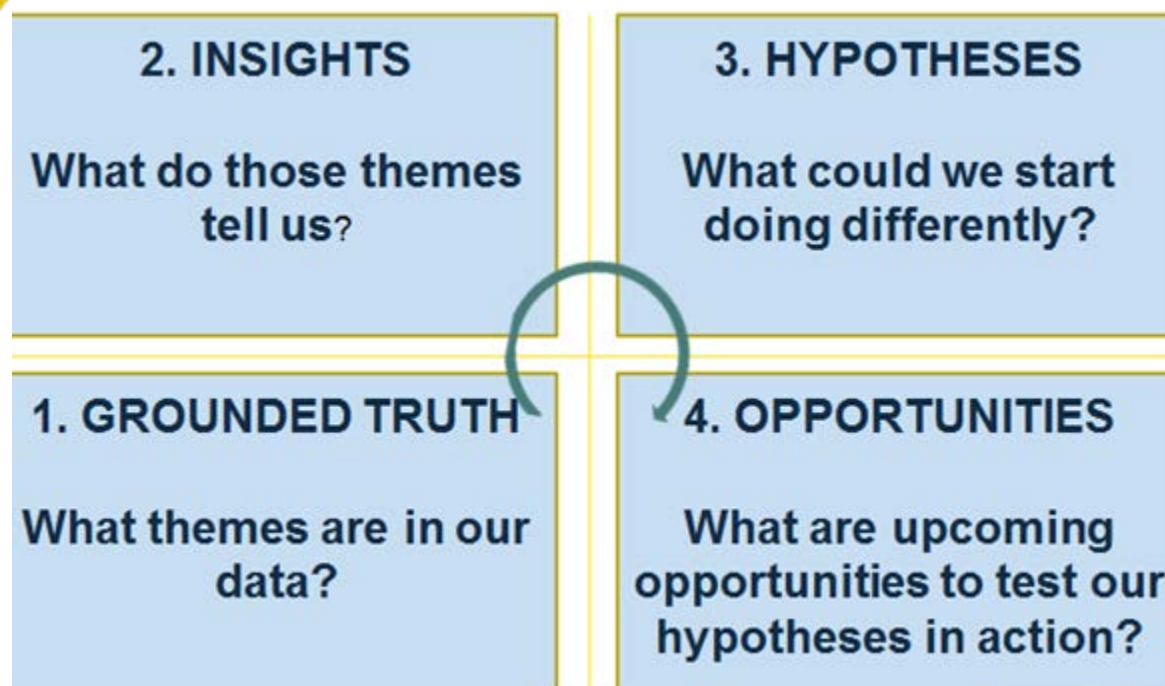
What they heard through the input gathered was that

- Community Vitality, Standard of Living, Healthy Populations
  - Belonging, equity, inclusion
  - Transit, housing, mental health
  - Rural, youth and seniors
  - Say hi
- Every issue is a priority to someone

### **Overall process for the day**

Tanya provided the background for the emergent learning process that we would be using in the session (diagram1).

**Diagram 1: Emergent learning framing questions**



Using the World Café format, four groups of about ten attendees analyzed data that were in response to four categories that were used to analyse the data:

- What is great about Waterloo Region?
- What is not so great?
- What more is needed?
- What are ideas for community members to take action?

In the first round, group members were prompted to pair the data (actual participant responses) that related to each other and also were encouraged to compare “red bricks” with “yellow bricks” or two pieces of data that did not appear to be related to each other. Once the groups paired off their data they grouped the information and identified themes for each grouping.

Groups then rotated tables and one group member stayed back to explain what the previous group had worked on. The group reviewed the previous table’s work and revised and/or expanded on the groupings. These groupings are found in the tables found on the following pages. After breaking for lunch, group members shuffled once again and were prompted to form insights from the data. These insights were recorded and are also found on subsequent pages.

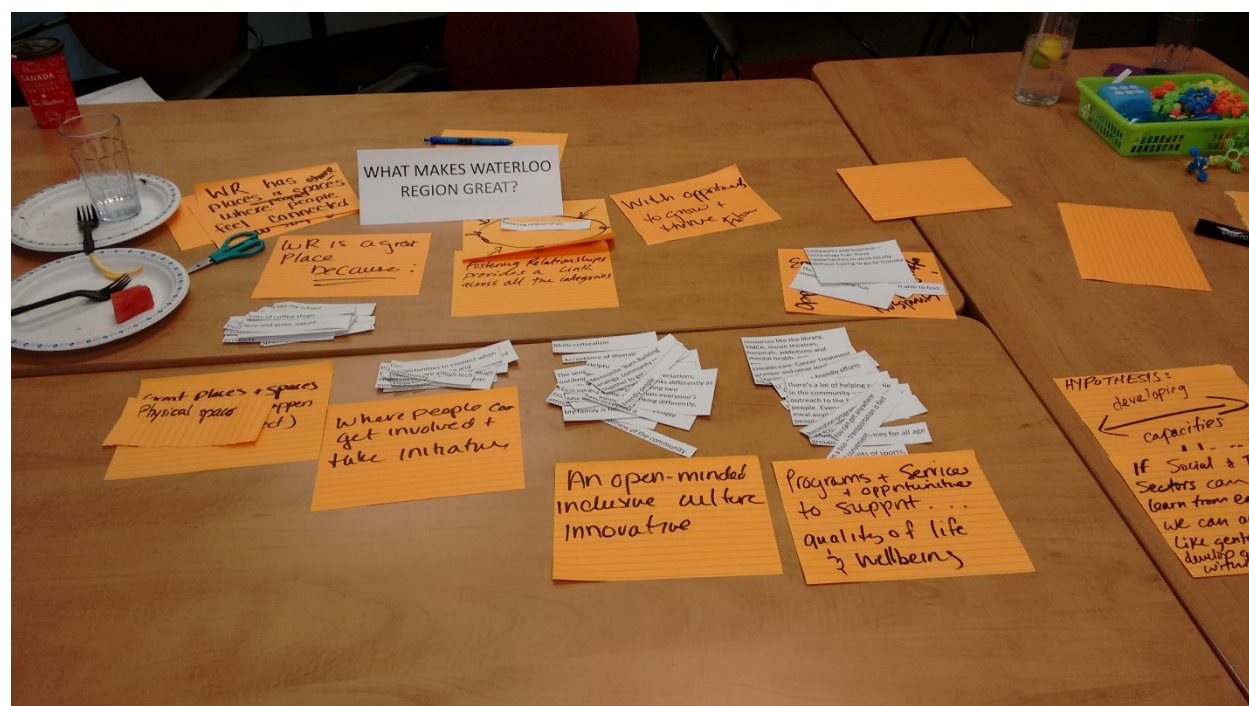
The following pages provide the results from each of the table discussions.

### TABLE 1 QUESTION: WHAT MAKES WATERLOO REGION GREAT?

Participants' explanation of themes (paraphrased after table work):

"Waterloo is a great place because it has great spaces and places for things to happen. It's a place where people can get involved and take initiatives. It has an open minded and inclusive culture (it appreciates diversity) and there are programs and services to support well being; places to develop employment opportunities and professional development."

**Participants' Themes (physical presentation):**





## Participants' Themes of the Data (physical presentation):

Figure 1: **WHAT MAKES WATERLOO REGION GREAT**

<b>Theme: “An open-minded inclusive culture...innovative”</b>
Fostering relationships
Safe to live here
Friendly and open (small town attitude in a big city)
Acceptance of diversity
Multi-culturalism
Friendliness of the community
Meeting people, the community feel
The blend of old and new – keeping the old facades of the buildings, LRT like the old trolleys
Attitude of helping each other
The sense of community. Being outdoors and connecting with people you know and don't. People care about each other here.
My family is here
Co-operation
Helpful
Family atmosphere
Mix of rural and urban
Green bin recycling and the grassroots way that people have accepted it
Interesting conversations, community thinks differently as a result of having two universities, ups everyone's game in thinking differently, innovation
Friendly people
Mennonite “Barn Building” analogy, community comes together to get jobs done

<b>Theme: “Programs and services and opportunities to support...quality of life and wellbeing”</b>
Range of services – food bank, meals on wheels
Housing support
Accessibility of arts and activities
Facilities and services for all age groups
Community Agencies: responsiveness to public needs
There's a lot of helping people in the community – a lot of outreach to the homeless people. Everyday there is a meal available from homeless people.
Recreation programs
Lots of sports
You can get anywhere on a bus – transportation is fast and convenient
Health care: Cancer Treatment centre and other medical facilities
Community access bike program
Like the bike-friendly efforts
Resources like the library, YMCA, movie theatres, hospitals, addictions and mental health, police, entertainment, bingo halls, legions, schools, prisons, parks and

recreation, community college, and the animal
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<b>Theme: “Employment, professional development.”</b>
I have always been able to find work here
Education system
The tech and intellectual/cultural hub
Companies and business – technology hub. Have opportunities to work locally without having to go to Toronto

<b>Theme: “Waterloo Region is a great place because”</b>
Outdoor activities: community gardening – sense of ownership in the community
People getting out of their house or their isolation to engage in public events/community events
Opportunities to volunteer
Making friends
Connecting with others through community, and public events
Volunteer opportunities for seniors (gets people out, good for mental health)
Opportunities to connect when children are young
High tech community

<b>Theme: “Great places and spaces for things to happen (people connect) – Where people can get involved and take initiative.”</b>
Colleges and Universities
Community Gardens
Trails and parks
The library
Nature, walking trail
Community trails
Restaurants and stores there is everything for everyone – food vendors in core diverse
Lots of coffee shops
Green space in the cities
Thrift stores
Little libraries
Shopping and stores
Great community centre
Lots of theatres
Opportunities – in music, arts
Nice and quiet, nature
Events and activities, Oktoberfest, Blues Festival, etc.
Splash pads
I like my school
Farmers’ Market

Markets-diverse foods available, easy to find seasonal produce, locally produced products
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Festivals
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*There were several themes/hypotheses without categories:*

“Fostering Relationships provides a link across all the categories”

“Hypotheses: developing capacities (shared learning). If social and tech and education sectors can learn from each other we can address issues like gentrification and develop greater capacity within each across the board.”

“WR has places and spaces where people feel connected.”

“With opportunities to grow and thrive”



## TABLE 2 QUESTION: WHAT IS NOT SO GREAT ABOUT WATERLOO REGION?

Participants' explanation of themes (paraphrased after table work):

"Our themes are not about pessimism but about realism. "

"Our Main themes are:

1. People are disconnected from the community though social norms and culture that drive disconnect: stereotypes (myths, assumptions about groups) effects how people are treated (discrimination, harassment) which results in outcomes (mental illness, health issues, etc.)
2. Not enough affordable housing creates housing instability. It relates back to Maslow's Hierarchy of needs. Access to affordable housing is a piece we don't have in the community
3. Infrastructure and physical disconnect the geographical divide as well as the rural/urban divide.
4. Lack access to services and income. All the things that are lacking. Inequitable lack of resources"

"Disconnection results in disengagement (ignorance, outrage, etc.)"

### Participants' Themes of the Data (physical presentation):

#### WHAT IS NOT SO GREAT ABOUT WATERLOO REGION:

Theme: "Social norms and culture drive the disconnectedness (inequality, stigma, lack of belonging)"		
"1. Stereotype"	"2. Treatment"	"3. Outcome"
More risk adverse parenting – children are not given the opportunities to grow achieve on their own – sense of independence	Having to deal with discrimination	Being treated like a second class citizen
The difficulty of Millennial generation being super concerned with just themselves. Want children to give back to the community. Worried about the sense of entitlement in the next generation.	Harassment and hate in the pockets – reactions to diversity	Feeling like you don't belong
A lot of the traditions are great, but sometimes they get in the way of welcoming people from a	Stigma/discrimination in our community	"Good Enough" feels like an inequity when you are at the receiving end. People see the gaps. And

diversity and equity perspective.		a gap can feel like an erosion of basic rights.
Lack of true, genuine understanding/empathy from some service providers – judgement, attitude	Bullying – negative impacts on your life; become violent, negative, mean, etc.	Doctors take an oath to treat everyone equally but they don't, People are stigmatized e.g. drug addicts come in and are automatically asked, "what did you take?"
Myths, values, ignorance of people not in poverty	When it comes to the emergency shelters, judgements are cast on the people, and there seems to be different rules for different people. People who are known drug users get the worst treatment.	Mental illness
Lack of safe, inclusive spaces	Hatred/judgement/oppression	
Deadbeat landlords – not well kept – needs supportive landlords	Stigma	
	Stigma around poverty, mental health, and addictions	

<b>Theme: "There is a lack of and inequitable access to income and resources"</b>		
Too much food wasted – Directing wasted food towards more useful avenues	Not enough resources to allow many youth to become educated	Children not getting access to services. E.g. Class trip skating. What if a child doesn't go because he doesn't have skates. Does he call in sock so his friends don't know? Has to be a way for all to play. This breaks my heart.
More vets than human doctors in rural areas	Waitlist for limited resources – making sure we are meeting individuals' needs when they need it.	There is too long a wait list for some services such as pain clinics
Lack of jobs and employment	Disparities between sports – type and gender and seeing that as I move into over 50 that there are lots of programs for kids and families but not for older	Fed up wit the number of ice rinks would rather have diversity – field hockey

	adults. Need it for children and for older population, we want to stay active	
Gaps in funded medications for seniors	Growing gap between rich and poor	There's still a shortage of general practitioners in the area
The role that the arts play is undervalued in this community		Lack of support – native culture: elders
No grocery store in small communities		

**Theme: “Not enough affordable housing creates housing instability – without a roof over your head negatively impacts all other aspects of your life. Re: Maslow’s Hierarchy of Needs”**

Shelters downtown
Housing in downtown Kitchener has become completely unaffordable
Housing – now it is not affordable, lots of pressure now – people coming here to buy and work outside. Impacts ability to purchase a home
Sense of well being is impacted by life on street
No half-way house for women
Even if minimum wage goes up, price of house and rent is raised
Affordable housing – hard for single parents, low income, etc.
Affordability of housing and rental housing becoming a bigger issue

**Theme: “When people are disconnected, they are more disengaged. People feel disengaged.”**

Social media makes it too easy for people to be outraged in 140 characters. No interaction or dialogue. No connecting
Technology is distracting and wonderful. But it is isolating and overstimulating us. It is becoming a problem at a very young age
Apathy – people don’t get involved. Seems to be the same people who get involved and volunteer
Ignorance from ourselves of not knowing in the community. Getting out and knowing the entire region will help us understand how great we are

**Theme: “Root Causes – Fear/protection want to be a good parent”**

**Theme: “Root causes People want to connect”**

**Theme: “Impact of Change – don’t understand control”**

- Resiliency
- physical vs virtual
- judgement
- stereotypes
- change for good

Respect and equity Value
Being treated like a second class citizen
Region is becoming less community; focused and more bureaucratic; lost their focus/unapproachable

<b>Theme: “Distances and Infrastructure create a physical divide that disconnects”</b>
When does the region engage with people with special needs particularly mobility issues? It's not apparent that they engage this community when developing transit routes, bus stops and the terminal. Some worry about the LRT and how assessable it will actually be
Sometimes we miss out -regional planning principles beautiful boulevards but don't work for rural areas.
With the larger growth in smaller rural areas, this sense of community that currently exists may be lost
Geographical, perceived boundaries, access (lack of transportation, especially to the rural areas)
It is mostly a car dependent city – It is not very environmentally friendly
Not owning a car – have to take a bus can take a long time
Community is very spread out
Traffic. The one issue I hear my neighbours and other people I meet in my journey around the city, is how much traffic there is and how fast people drive...Traffic is like the silent disease that causes stress and gradually leads to frustration
In urban areas often NIMBY attitude in comparison
Time and distance is an issue in rural but strong commitment to deal with issues

Other themes mentioned (but left without associated categories):

“People are disconnected from the community. By lack of and equitable access to resources. By the way they are treated (inequitably) Sigma, lack of belonging. By lack of housing and income, etc...”

“Loss”

“Fragmented. Isolation. Barriers. Lack of convenience”

“Not just material “wealth” but also social “wealth”

### TABLE 3 QUESTION: WHAT MORE IS NEEDED?

Participants' explanation of themes (paraphrased after table work):

"We tried to organise it so in the middle was the most general statement (i.e. "We can achieve a community where everyone matters and thrives if we commit to understanding and inclusion") then we radiate out to things that are more specific and prescriptive One central theme: commit to understanding and inclusion; then radiating outwards: inclusion by places, by services, by opportunities, by infrastructure, etc."

"We also had barriers: literacy, lack of community cohesion, lack of transportation."

### Participants' Themes of the Data (physical presentation):

*Note: Every attempt was made to maintain the original spatial relationship an original order of statements applied to the Central Theme and surrounding themes using table cells.*

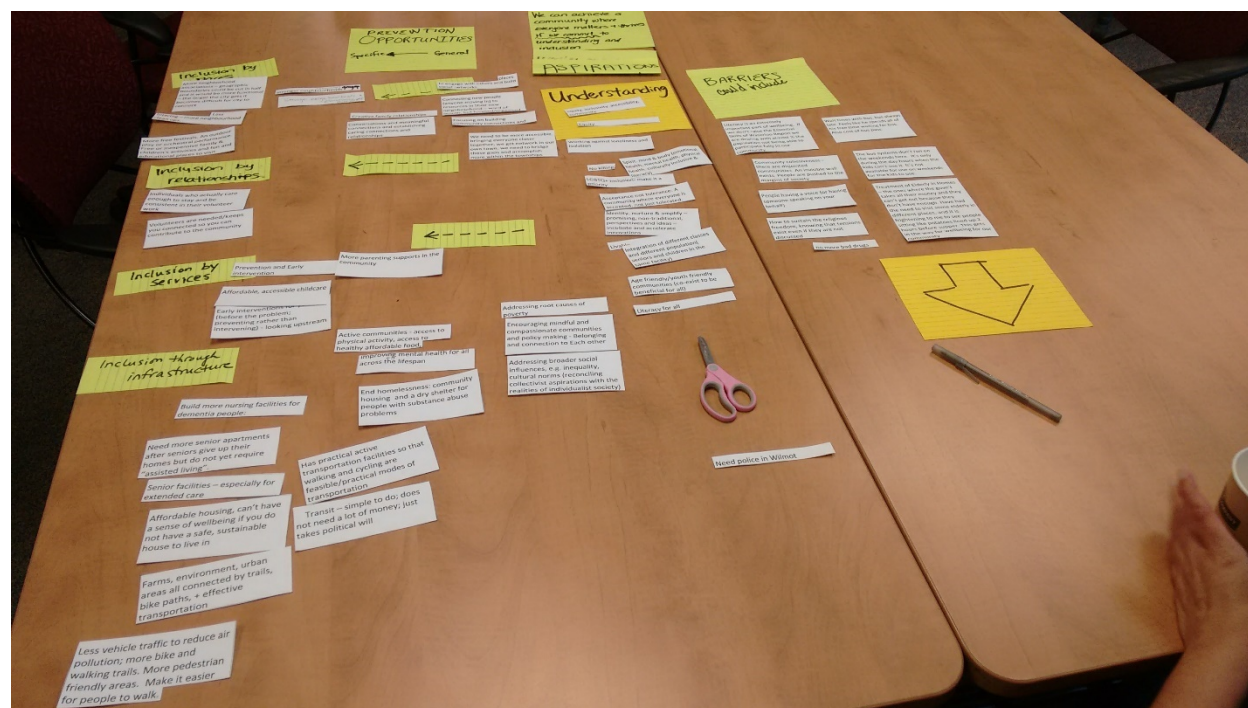


Figure 2: Spatial Organization of "What more is needed"

**Participants' Themes of the Data (physical presentation):**

<b>Central or General Theme: "We can achieve a community where everyone matters and thrives if we commit to understanding and inclusion"</b>
<b>"Understanding" (placed under the general theme above)</b>
<b>"ASPIRATIONS" (placed under "Understanding")</b>
Equity, inclusivity, accessibility, community
Equity
Working against loneliness and isolation
No killing
Spirit, mind and body (emotional health, mental health, physical health, culturally inclusive and literacy)
LGBTQ + inclusion – make it a priority
Acceptance not tolerance: A community where everyone is accepted, not just tolerated
Identity, nurture & amplify – promising, non-traditional perspectives and ideas – incubate and accelerate innovations
Literacy for all
Integration of different classes and different population (seniors and children in the same facility)
Age friendly/youth friendly communities (co-exist to be beneficial for all)
Livable + accessible community



<b>“Prevention Opportunities Specific ← General” (placed on the left side of the Central Theme)</b> <b>Theme: Inclusion by Places</b>			
More neighbourhood associations – geographic boundaries could be cut in half and it would be more functional – the larger the city gets it becomes difficult for city to connect	Stronger neighbourhoods (the word “Geography” was added by the participants)		Connecting new people (anyone moving in) to resources in their new neighbourhood – word of mouth, but focused/organized
Less littering – more neighbourhood clean ups.	Stronger neighbourhoods (Community focus not orgs) (this was hand-written by the participants)		Places to engage with others and build social networks
More free festivals. An outdoor play or orchestral performance. Free or inexpensive family & children’s activities and fun and educational places to visit.			We need to be more accessible, bringing everyone closer together, we get network in our own town, we need to bridge those gaps and accomplish more within townships
			Focusing on building community connections

Theme: Inclusion by Relationships			
Individuals who actually care enough to stay and be consistent in their volunteer work		Creative Family relationships	
Volunteers are needed/keeps you connected so you can contribute to the community		Conversations and meaningful connections and establishing caring connections and relationships	
Inclusion by Services			
Prevention and Early intervention	More parenting supports in the community		
Affordable, accessible childcare			
Early interventions for youth (before the problem; preventing rather than intervening) – looking upstream			
Inclusion by Infrastructure			
Build more nursing facilities for dementia people:	Active communities – access to physical activity, access to healthy affordable food,		Addressing the root causes of poverty

Need more senior apartments after seniors give up their homes but do not yet require “assisted living.”	Improving(ed) mental health for all across the lifespan		Encouraging mindful and compassionate communities and policy making – Belonging and connection to Each other
Senior facilities – especially for extended care	End Homelessness: community housing and a dry shelter for people with substance abuse problems		Addressing broader social influences, e.g. inequality, cultural norms (reconciling collectivist aspirations with the realities of individualist society)
Affordable housing, can’t have a sense of wellbeing if you do not have a safe, sustainable house to live in	Has practical active transportation facilities so that walking and cycling are feasible/practical modes of transportation		
Farms, environment, urban areas all connected by trails, bike paths + effective transportation	Transit – simple to do; does not need a lot of money; just takes political will		
Less vehicle traffic to reduce air pollution; more bike and walking trails. More pedestrian friendly areas. Make it easier for people to walk.			

<b>Theme: Barriers Could Include (on the right side of the Central Theme)</b>	
Literacy is an extremely important part of wellbeing. If we don't raise the Essential Skills of Waterloo Region we are dealing with almost ½ the population not being able to participate fully in our community.	Wait times with bus, bus always late. Feels like he spends all of his free time waiting for bus. Also cost of bus pass
Community cohesiveness there are disjointed communities. The invisible wall exists. People are pushed to the margins of society.	The bus systems don't run on the weekends here. It's only during the day hours when the kids can't use it. It's not available for use on weekends for the kids to use.
People having a voice (or having someone speaking on your behalf)	Treatment of Elderly in Homes – the ones where the gov'n't takes all their money and they can't get out because they don't have enough. Have had the need to visit some elderly in different places, and it is frightening to me to see people sitting like potatoes lined up 2 hours before supper. This gets in the way for wellbeing for our community.
How to sustain the religious freedom, knowing that tensions exist even if they are not discussed	
No more bad drugs	

## TABLE 4 QUESTION: WHAT CAN WE DO TO MAKE A DIFFERENCE?

Participants' explanation of themes (paraphrased after table work):

"We need to create initiatives towards developing strong neighbourhoods – a sense of belonging and connection..."

"Regarding infrastructure and policies (environment) and closing the gap: Equality/equity and how to create the conditions for it."

### Participants' Themes of the Data (physical presentation):

<b>Theme: "Develop strong neighbourhoods:</b> - Reduce social isolation - Create a sense of belonging and connection - Helping each other"	
More community gatherings, opportunities for engagement, connections, and shared interest	Encourage peer supports
Make neighbourhood safer	Connect and invest and participate in my neighbourhood
More paid intern jobs for teens	Accept everybody the way they are – no wrong kind of person
Become increasingly involved in my own neighbourhood	Neighbours feeling empowered to create their own change
Deal with more community based problems such as gangs	Having real relationships with neighbours
Support local artists and musicians	Invite a new neighbour to a BBQ
Have a porch party	Make more of an effort to visit and meet people and spaces I don't know yet
Reach out to the refugee family next door	Playing with my mum and dad
Engage seniors with youth (added by participants)	Say hello
More inclusive with other cultures	Smile
More support for new comers	Greet people when they come up to you!
	Talk to my neighbours about what they like/dislike about living here
Continue to develop community. Focus on building strong neighbourhoods where people volunteer and can contribute to others.	Not to be silent if I hear racists or intolerant remarks
More festivals	Kindness and compassion
Cleaner power sources	Everybody should be kind
Pick up garbage	Be kind to strangers and others
Like having intervention at community centres with police and civilians to deal	

with the conflicts	
Create places to learn	
Cycle more	
Public facilities	

<b>Theme: “Closing the gap (poverty):</b> - Accessibility (upstream?) - Equity - <b>Creating the conditions for engagement and connection and health”</b>	
More transportation in rural areas	
More buses/shuttles at late night times on weekends	
Cut bus rates for seniors so they can use more	
Better mental health services	
More work on mental health (not just drugs)	
Address waitlists/wait times for mental health supports	
Newcomers – more grants for business (start up/capital)	
More recreational programs. Free programs. More swimming pools and trails.	
Better access to recreation when on ODSP	
Less expensive child care	
Affordable housing is the key issue	
Let parents be parents, not have to work 3 jobs just to survive, with no time for family	
Do a living wage pilot project in Waterloo Region	
More community programming – sustainability workshops (community farming)	
Basic health and dental care for everyone; right now, some people lose those benefits by starting work. Where is the incentive to work in that?	
Improve accessibility (especially to food banks and shelters)	
Help for people with mental health issues (not proper treatment, long wait list, need help now)	
Shelters for men with children	
Better shelter services	



Theme: “Support livable communities: A) Built and natural environment (Infrastructure, Physical) B) Enable grassroots leadership (community development)”	
Sidewalk conditions	
More green space	
Create places to play	
Improve dog parks (off leash)	
Add more parks	
Parks with child friendly and adult friendly spaces (beer park) like in Europe, Montreal	
Pedestrian friendly roads	
I'd like to see a trail from New Hamburg to Kitchener	
Community gardens	
Improve traffic	
Make the city more pedestrian friendly	
More bike lanes	
Popsicles	
More night lights around the city, many streets are too dark at night and I feel scared.	
Communication (About what is going on) (added by participants)	
I think that the city of waterloo region should have more programs that could turn kids of today into leaders of the future.	

### Comments/questions after all four tables had presented their themes:

“Some of the things that make the region great *for some* are also the things that are lacking for others – it’s great for some (or most) but not for all”

“In these data we see many reoccurring comments and statements that come up over and over: How do we move from just looking/talking about these statements towards real to action?”

“We can talk about these problems but also have to talk about the broader problems. Actions need to happen within the broader social context. “

“Our goal should be to move the bar. The issues can’t be eliminated, but we want to be back here in 5 years because we have moved the bar in the right direction, not because nothing’s changed or things have gotten worse.” (Participant uses statistics on violence against women as an example)

“We need to consider the people who are doing *really well*...We need to ask: what can we do with people who do really well help those people who are not doing really well...Also, there are people who *appear* to be doing really well from an outside perspective, but are actually not, but we don’t have the level of community connection to identify/address them...We should be working towards not just a surface level of inclusion but deeper level of inclusion.”

"It's really easy to have these meetings and treat them as an end to themselves. If we can pick one or two things and run with them we can make a real difference, rather than just talk shop. Where I come from we have a saying: when you eat hot food you start at the edges and work your way in, not the middle or you'll get burned."

"It's hard to change individual units without changing broader society – there are signs of change – has to be collective and in a fashion where we are bringing our resources together – extending beyond just our agencies and into the greater community."

### Established Insights (After World Café)

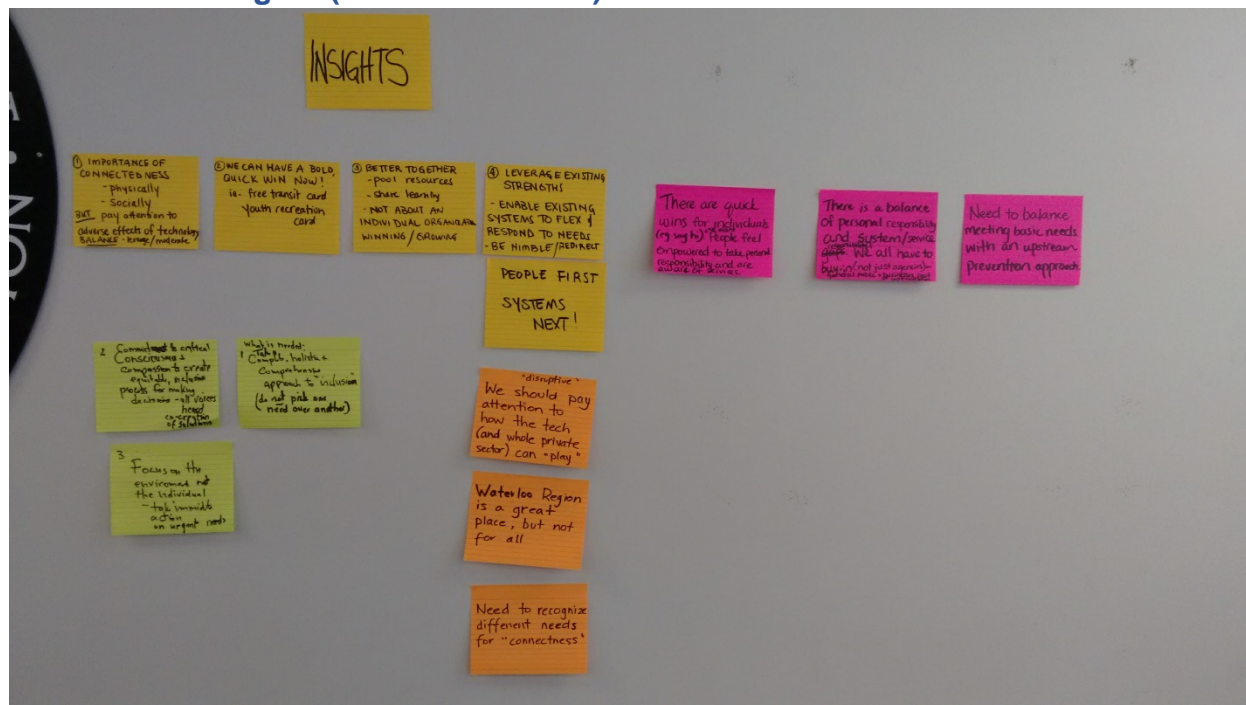


Figure 3: Posted insights arranged by participants: Table 1: Orange, Table 2: Goldenrod, Table 3: Green, Table 4: Pink

After the presentation of their themes, participants were asked to move on to insights. These were then posted onto a wall and discussed as a group. Insights were based around the four framing questions.

## FRAMING QUESTION TABLE 1: WHAT WOULD IT TAKE TO LEVERAGE OUR STRENGTHS SO THAT ALL FAMILIES AND INDIVIDUALS IN WATERLOO REGION COULD EXPERIENCE GREATER WELLBEING?

### Participants' explanation on insights (paraphrased):

"We looked at all of the strengths, so our perspective is quite different from what everyone else in the room is doing..."

"Waterloo is a great place but not for all. We had a lot of conversation around the word *disruptive* – we need to pay attention to how tech/private sector can play a role/participate in creating connectivity. "

"Need to recognize that there are different needs for different people – the superficial level of connectedness versus the deeper levels of connectedness. We need to recognize the difference - both levels are important"

### Participants' Posted Insights (physical presentation):

1. "Disruptive. We should pay attention to how the tech (and whole private sector) can 'play'"
2. "Waterloo Region is a great place, but not for all"
3. "Need to recognize different needs for "connectedness.""

### Participants Questions/Comments about the insights (paraphrased):

"When you give people phones, it should say "relationships first, tech later" not how to install some app. How to use tech for good in creating new connections. Tech is a double edge sword – can disconnect but it can also be a venue for connecting people. "

## FRAMING QUESTION TABLE 2: HOW CAN WE BETTER ADDRESS WHAT'S NOT SO GREAT ABOUT OUR REGION SO THAT ALL FAMILIES AND INDIVIDUALS COULD EXPERIENCE GREATER WELLBEING?

### Participants' explanation on insights (paraphrased):

Comments/Clarification: "We can't have competing needs. People first (and their context/environment) systems next"

"Goal 1 tends to be to maintain the system. It creates the *successful operation, but the patient's dead* syndrome. We are not always accomplishing the goal beyond that. "

### Participants' Posted Insights (physical presentation):

1. "Importance of connectedness – physically – socially BUT pay attention to adverse effects of technology: balance – leverage/moderate"

2. “We can have a bold quick win now! (i.e. free transit card or youth recreation card)”
3. “Better together – pool resources – share learning – not about an individual organization winning or growing. PEOPLE FIRST SYSTEMS NEXT!”
4. “Leverage existing strengths – enable existing systems to flex and respond to needs – be nimble or redirect.”

**Participants Questions/Comments about the insights (paraphrased):**

“Question: Regarding connectedness: what do you mean by physically?”

“Response: We are being literal. Things like place making and transit.”

“We talked about lack of funds/money – “people first, systems next”

**FRAMING QUESTION TABLE 3: HOW CAN WE RESPOND TO WHAT IS NEEDED SO THAT ALL FAMILIES AND INDIVIDUALS IN WATERLOO REGION COULD EXPERIENCE GREATER WELLBEING?**

**Participants’ explanation on insights (paraphrased):**

There was little to no elaboration about the posted insights from the participants.

**Participants’ Posted Insights (physical presentation):**

1. “Take a complete, holistic and comprehensive approach to inclusion (do not pick one need over the other)”
2. “Commit to critical consciousness and compassion to create equitable, inclusive process for making decisions – all voices (dialogue) heard. Co-creation of Solutions”
3. “Focus on addressing the environment not just fixing the individuals – take immediate action on urgent needs.”

**Participants Questions/Comments about the insights (paraphrased):**

“Q: Don’t understand the first point: At some point there are emerging priorities.”

“A: We need to be aware that this is a holistic approach, you can fix one piece, you can’t do it all. However, you must keep eye on whole picture.”

“Q: What do you mean by voices?”

“A: This hangs on “if we commit” - commitment. Critical consciousness is the starting point.”

“Rebuttal: We try to be inclusive but as we choose a priority and move forward want to see the public become more involved and identify the action items and take more of a leadership role in seeing those actions through.”

Reply: “Yeah, critical consciousness across the population.”

“Rebuttal: There needs to be intentional processes to co-create and co-design systems – with marginalized people – we need more cross sector dialogue for dialogue sake and more support of resources to enable that.”

#### **FRAMING QUESTION TABLE 4: HOW CAN WE BETTER SUPPORT ACTION SO THAT ALL FAMILIES AND INDIVIDUALS IN WATERLOO REGION COULD EXPERIENCE GREATER WELLBEING?**

##### **Participants’ explanation on insights (paraphrased):**

There was little to no elaboration about the posted insights from the participants.

##### **Participants’ Posted Insights (physical presentation):**

1. “There are quick wins for individuals (e.g. say hi). We want people to feel empowered to take personal responsibility and are aware of the services”
2. “There is a balance of personal responsibility and system/service responsibility (built environment, policy). We all have to buy in (not just agencies) – (both) the general public and businesses (should be) part of the implementation.”
3. “Need to balance meeting basic needs with an upstream prevention approach”

##### **Participants Questions/Comments about the insights (paraphrased):**

No questions or comments.

## Closing comments/Wrap up:

### **Question from Tanya: How do you feel right now (after finishing all the tasks/process)?**

“Overwhelmed, what are the next actions?”

“I’m apprehensive, I’m trying to be realistic, trying to solve the worlds problems. Wellbeing is so broad. I’m worried about not addressing causation - do we have enough to have cause and effect? I’m worried we might have no impact. We don’t actually know if we actually have impact especially on things that are outside our control.”

“Validation of all the priorities and the work done and talked about over the years. But we keep repeating the same things - why can’t we work with those to find the missing piece that will mitigate against people taking action? Have we actually pinned down to the greatest barrier that mitigates against action? It’s not purely political but it is political, not purely economic but is its economic - we need something better so at least we are, or feel like, a part of a whole that is respected and affirmed.”

“I’m hearing more and more: “let’s get on with this...” Hopefully we see more change agents and early adopters. This is an organic process. Let’s get together again in 5 years and see...Let’s not have another Groundhog Day.”

“The first priority should be defining how we work together – in a more integrated fashion. “

### **Question from Tanya: What did we do today?**

#### **Paraphrased responses from participants:**

“Today was a process of trying to understand”

“We negotiated”

“We learned about the process”

“We categorised”

#### **General Comments:**

“The data was very representative”

“We had trouble with certain comments over others”

“Getting the “red brick” and “yellow brick” to fit was not always easy but often worth it”

“This was a process of both clarity and uncertainty”



“There were things we wanted to throw out, this was about trying to accept comments we didn’t see as ‘legitimate.’”

### Established Themes by Table Question (Final World Café Results)

#### **Question from Tanya: What did you find inspiring today:**

“The willingness to collaborate”

“There are many folks deeply involved, rolling up their sleeves and committed”

“Some of these challenges remind me of rodents of unusual size (Princess Bride reference), I think that’s why we’re here, to tackle them”

“The word compassion, really resonates with my personal beliefs and didn’t expect to find that while talking about systems – pleasantly surprised.”

“Inspired and energized by meeting new people, bringing our own minds and priorities to the table”

“Emerging themes that I didn’t expect, and that disparate services did not get in the way of finding inspiration”

“When it comes to change, we need to hang onto the notion that this is just a seed and without the seed you don’t have growth”

## Appendix 1: Engagement Activities - Summary

### (June 6, 2016 – July 28, 2017)

Focused outreach	Group / Organization	Method
People living in poverty	<ul style="list-style-type: none"> <li>EISAC</li> <li>Cambridge Neighbourhood Organizations</li> <li>HHUG</li> <li>PAG</li> <li>House of Friendship</li> </ul>	<ul style="list-style-type: none"> <li>Agency led focus group</li> <li>CIW mini survey</li> <li>CIW mini survey</li> <li>Do it yourself conversation kits</li> <li>CIW mini survey</li> </ul>
Immigrants and refugees	<ul style="list-style-type: none"> <li>Crossing Borders Program</li> <li>Multicultural Center</li> <li>Immigration partnership Council and Belonging work group</li> <li>YMCA Newcomer Youth Drop-in Café</li> <li>Mennonite Coalition for Refugee Support</li> </ul>	<ul style="list-style-type: none"> <li>WWR conversation</li> <li>CIW mini survey</li> <li>Discovery meeting and awareness session</li> <li>Student run conversation</li> <li>Do it yourself conversation kits</li> </ul>
Youth	<ul style="list-style-type: none"> <li>Ambush the arts – City of Kitchener</li> <li>Kitchener Youth Action Council</li> <li>Woolwich rural youth group</li> <li>Children's Planning Table</li> </ul>	<ul style="list-style-type: none"> <li>Display</li> <li>CIW mini survey</li> <li>Agency led focus groups</li> <li>Woolwich rural youth group led survey</li> <li>CIW mini survey</li> </ul>
People living with disabilities	<ul style="list-style-type: none"> <li>Kidsability (13-26)</li> <li>Grand River Accessibility Advisory Committee (GRAAC)</li> <li>Bridges to belonging</li> <li>Independent Living Center of Waterloo Region</li> <li>Celebration of Independent Living Across Canada Day</li> </ul>	<ul style="list-style-type: none"> <li>Agency led focus group</li> <li>Discovery meeting</li> <li>Agency led focus group/interview</li> <li>Agency led focus group</li> <li>Display and CIW mini survey</li> </ul>
Older adults	<ul style="list-style-type: none"> <li>Cambridge Council on Aging</li> <li>Aging Well in Wilmot, Information and Active Living Fair</li> </ul>	<ul style="list-style-type: none"> <li>Discovery meeting</li> <li>WWR conversation and CIW mini survey</li> </ul>
First people	<ul style="list-style-type: none"> <li>The Healing of Seven Generations</li> <li>Apatisiwin Employment Counsellor for Anishnabeg Outreach</li> </ul>	<ul style="list-style-type: none"> <li>Key informant interviews</li> <li>Environmental scan of existing research</li> <li>Potential capacity building session*</li> </ul>
LGBTQ	<ul style="list-style-type: none"> <li>Rainbow Community Council</li> </ul>	<ul style="list-style-type: none"> <li>Key informant interviews</li> <li>Environmental scan of</li> </ul>

<b>Focused outreach</b>	<b>Group / Organization</b>	<b>Method</b>
		existing research – Outlook study • Focus group*
<b>People living with mental health issues</b>	• Lutherwood (via WRCPC) • Thresholds (via WRCPC)	• Agency led focus group • Agency led focus group
<b>People with lived experience of drug use</b>	• Waterloo Region Crime Prevention Council (WRCPC)	• Agency led focus group
<b>People with concussions</b>	• Cambridge Concussions Support group	• Agency led focus group
<b>Post secondary students</b>	• Conestoga College • University of Waterloo	• Pilot CIW survey • Awareness outreach
<b>Singles</b>	• Wellbeing Waterloo Region	• WWR Conversation • CIW mini survey • Online survey
<b>Single parents</b>	• Woolwich Community Services • Carizon • Hidden Acres	• CIW mini survey • Agency led focus group & CIW mini survey
<b>Women</b>	• Sex Workers Alliance Network (via WRCPC) • Grand Valley Institute (via WRCPC)	• Agency led interviews  • Agency led interviews • Agency led focus group • Key informant interview
<b>General public</b>	• K-W/Cambridge Community Foundations/United Way Waterloo Region Communities & Wellbeing Waterloo Region • Multi-cultural festival • Engage Region of Waterloo • Rural Church participants  • Interfaith breakfast	• Community conversations     • Display and flags • Online forum • Do it yourself conversation kit • Display and input board
<b>Service providers</b>	• Public Health Healthy Growth and Development Team • Community Agencies	• Do it yourself conversation kits • Working groups • Community forums x 4 • Capacity building sessions

Focused outreach	Group / Organization	Method
	<ul style="list-style-type: none"> <li>• Waterloo District School Board</li> <li>• Executive directors of local Community Health Centers</li> </ul>	<ul style="list-style-type: none"> <li>• Community conversations</li> <li>• Workshops</li> <li>• Awareness meeting</li> <li>• Key informant focus group</li> </ul>
<b>Area Municipalities</b>	<ul style="list-style-type: none"> <li>• Local municipalities and Region</li> </ul>	<ul style="list-style-type: none"> <li>• Discovery meetings</li> <li>• Meeting with CAOs</li> <li>• All Council Meeting</li> <li>• Council report</li> </ul>
<b>Business/private sector</b>	<ul style="list-style-type: none"> <li>• Leadership Waterloo Region Visionary Speaker Series: Private Sector</li> <li>• K-W Chamber of Commerce</li>   <li>• Cambridge Chamber of Commerce</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness presentation</li> <li>• Discovery meeting</li>   <li>• Discovery meeting</li> <li>• Newsletter and survey</li>   <li>• Discovery meeting</li> </ul>
<b>Collaboratives / networks</b>	<ul style="list-style-type: none"> <li>• Crime Prevention Council</li> <li>• Homelessness to Housing Umbrella Group (HHUG)</li> <li>• Children's Planning Table</li> <li>• Immigration Partnership Council</li> <li>• Grand River Accessibility Advisory Committee</li> <li>• City of Cambridge neighbourhood organizations</li> <li>• Rainbow Community Council</li> <li>• Cambridge Council on Aging</li> <li>• Rural Realities</li> <li>• The New Story Group</li> <li>• Waterloo Oral Health Coalition</li> <li>• Alliance for a Grand Community</li> <li>• The Waterloo Region Mental Health Work Group</li> <li>• Interfaith Grand River</li> </ul>	<ul style="list-style-type: none"> <li>• Discovery meeting</li> <li>• Discovery meeting</li> <li>• Discovery meeting</li> <li>• Discovery meeting</li> <li>• Discovery meeting</li> <li>• Discovery meeting</li> <li>• Discovery meeting</li> <li>• Discovery meeting</li> <li>• Discovery meeting</li> <li>• Discovery meeting</li> <li>• Discovery meeting</li> <li>• Discovery meeting</li> <li>• Discovery meeting</li> <li>• Awareness presentation</li>   <li>• Discovery meeting and WWR Conversation</li> </ul>

Focused outreach	Group / Organization	Method
Funders	<ul style="list-style-type: none"><li>• Trillium Foundation</li><li>• Lyle S. Hallman Foundation</li></ul>	<ul style="list-style-type: none"><li>• Awareness meeting</li></ul>
Parents with young children*		

\*still to come