



# Reimagining Day Supports COMMUNITY OF PRACTICE:

A Community Living Ontario & PEDCC Initiative

February 26, 2021

Facilitation: People Minded Business



# Polls

Who is in the Zoom room?

- ED/CEO (15%)
- Manager (57%)
- Direct Support Staff (17%)
- People with lived experience (1%)
- Family/Caregiver (4%)
- Other (6%)

Have you attended the COP before?

- Yes (50%)
- No (50%)

# Shared Opportunity (What):

How might we best provide day supports to meet people's needs during the COVID pandemic and beyond – moving away from segregated congregate settings and evolving towards individualized supports that happen in the community.



# Drivers of Change (Why)

- Timely to evolve day supports to align with current trends:
  - Individualized Supports
  - Community-First Approaches
  - MCCSS DS Reform Principles
- **COVID pandemic accelerated the next evolution of day supports** - create something now so when pandemic restrictions lift people don't return to congregate day programs
- The sector is envisioning a hybrid approach moving forward – one where people access both in-person and on-line supports and communities
- Staff roles and titles are changing – from 'day program staff' to 'community connector', 'community navigator', 'life coach,' 'local area coordinator,' etc.



# Evolving Day Supports – 3 Levels of Change

Organizations in consultation with people and families

Regional Tables

Provincially through CLO



# Community of Practice is.. (How)

- A group of people informally bound together by shared expertise and experience, common interests and concerns
- A place where members can share experiences, successful practices, and knowledge that fosters new approaches to overcoming challenges
- Member are open-minded people who share a commitment to creating positive change



# COP: A Provincial Structure & Process for Achieving the Desired Change

Organizations across Ontario are tackling the redesign of day supports. Some collaborative work is also being done regionally. CLO is addressing the challenge at a **provincial level**. The COP is designed to:

- A) Encourage and support all agencies across Ontario with tackling the challenge, and
- B) Provide a mechanism for tracking the progress being made

# Focus of COPs Sessions to Date:

**Sept 16, 2020** – Kick-off COP – share 'what matters most about day supports' data from people families, and agency employees (Change is timely ~ replace existing with something better ~ focus on COVID supports for now). Three Speaker Spotlights (**Middlesex CL, Norfolk ACL, CL Fort Francis & District**)

**Sept 29, 2020** – Ideation session based on self-advocate focus: How might we reimagine day supports to meet people's needs during COVID?

**Nov 13, 2020** – Defining CLO's COP – How often to meet? What defines the group? Ideation: How might we co-create a celebratory holiday seasons for people using supports?

**Dec 18, 2020** – Group Reflection - Silver Linings 2020. Defined fundamentals that support the change

**January 22, 2021** – Two Speaker Spotlights (CLPE & CLDSL), Reimagine virtual supports moving forward



COP Committee invites you to envision a new & engaging way COP members can tackle their shared challenge & create positive change together:

### Gamification (How):

The use of game elements and experience design to engage and motivate people to achieve a shared goal.



# What is a game?

A game is a structured form of play, usually undertaken for entertainment or fun, and also used as an educational, motivational, and developmental tool.

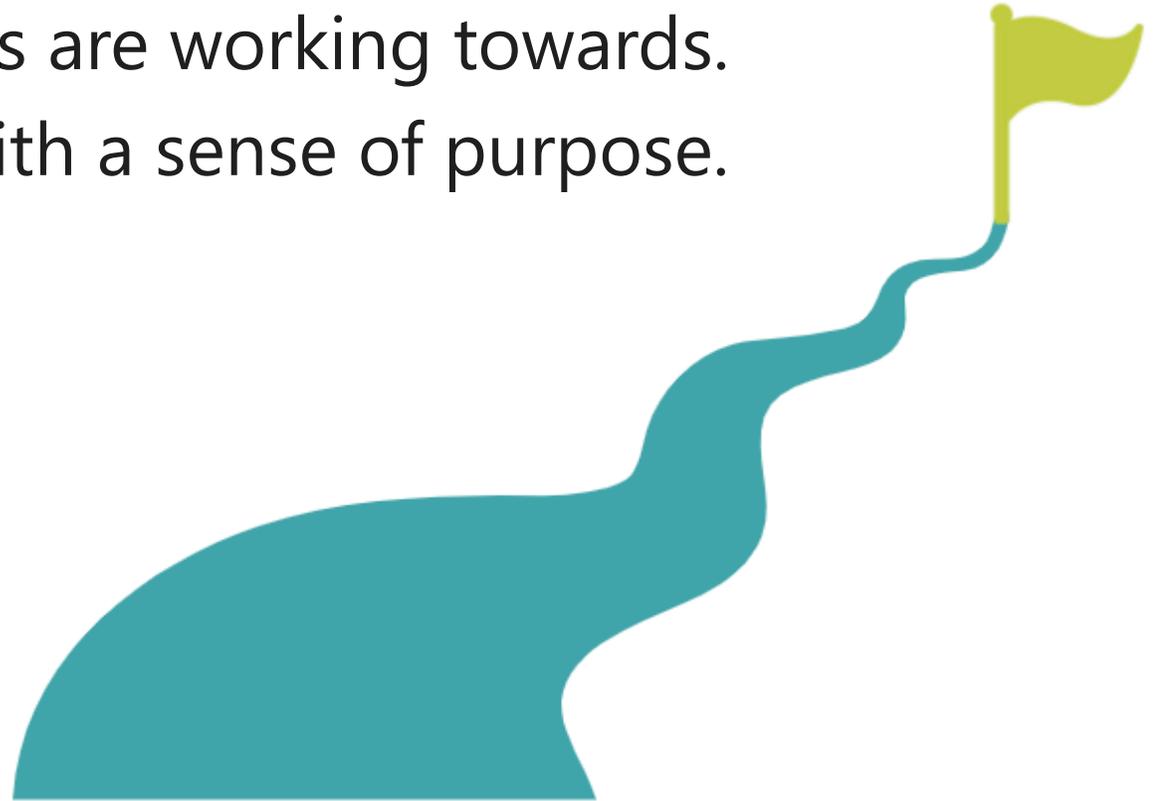
Games consist of:

- A goal
- Rules
- Feedback System
- Voluntary Participation



# What is a goal?

- The specific outcome players are working towards.
- The goal provides players with a sense of purpose.



# What are rules?

- Rules place boundaries on how players can achieve the goal.
- Boundaries unleash creative ways of achieving a goal.



# What is a feedback system?

- Tells players how close they are to achieving their goal
- Points
- Levels
- Progress bars
- Feedback informs when progress is made, or not, and when the game is over



# Voluntary Participation

- Everyone who is playing the game acknowledges the goal, the rules and the feedback system
- They participate by choice



# Picture this:

A **process and engagement tool** that visually captures where the community living sector is and where it hopes to be in the future regarding day supports.

By using the tool, we collaborate and make progress towards achieving our collective goals.

Take a look at our prototype of a potential COP Board Tool (next slide)



# HOW TO EARN POINTS

Action	Points
Attend the COP	10
Achieve Milestone	20
Share a Hurdle	20
Offer a Helping Hand	20
New Community Bridge	30
Active Collaborator	30
Spotlight	30
Intentional Learning	30
Share in Update Fridays	30



Spotlight



Hurdle



Helping Hand



CLO's  
C.O.P

# COP Game Tool

**Goal:** Support & encourage collaboration toward shared goal of moving away from segregated congregate settings and evolving towards individualized supports that happen in the community.

\* Could make available to agencies as a download document to use at that level as well

- **Draft Rules:**

- Open mindset
- Provide support to overcome challenges
- No shaming, only sharing
- Celebrate successes
- Playing together, and toward a collective achievement - no winners and no losers

- **Possible Feedback System:**

- COP Attendance / Engagement
- Point System???
- CLO will 'Spin for a Win' at each session – Organizations in attendance at each COP have a chance to win a prize for continued commitment to the evolution of day supports and community inclusion.



# Co-creation Breakout Group Activity:

In your breakout groups, discuss and record the following re: using Gamification as the way to tackle the COP's How might we...?

- **P**luses & **P**otentials
- **C**hallenges
- Ways to **O**vercome



# Pluses & Potentials

- Fosters team effort for achieving shared goal
- Cool ideas are sure to surface for sharing
- New and creative and fresh approach for sector to use to tackle challenges
- Visual element brings simplicity to complex discussion
- Understand we are all in a different place across province
- Play encourages people (motivator)
- Cooperation and shared ownership
- Creative, platform for accountability, networking
- Reinforce shared positive experience across province (many stories shared)
- New and innovative way to generate new ways of thinking
- Shared experience across province – common element
- Form to celebrate successes
- Provide structure for collaboration
- Ability to spin the wheel again if things stop working
- Open up to teams back home, people we support, families to provide common access point/experience
- Use of visuals to make it accessible
- Consistency – individual opportunity to be themselves
- Gives people control
- Promotional to sue with other partners – school system
- Collective info could be impactful for ministry



# Challenges

- Clear on goals
- Shaming and less collaboration with points system
- Questions about evolution – opened up to include families/people supported
- New concept needs good communication
- Pandemic fatigue – new tool
- Difficult to relate game to COP
- Concerns about losing something people are used to (congregate settings)
- Not all changes are linear
- How to engage staff and get buy in
- Struggle with families – support children at home- more than virtual – people out of routine
- May not fit with everyone – game might not sit well
- Point system - complicated/ avoid winners and losers
- Understanding game as a concept
- Need more info from more groups
- Difficult to implement new ideas in the sector – buy in
- Lots of change lately
- Don't lose purpose or sight of outcomes
- Game – not as real
- Keep people on board – not interested In competition

# Ways to Overcome

- Focused thought into point system
- Communicate why change is happening
- Strategic planning tool (at organization level rather than front line)
- Marketing campaign
- Champions external to organization
- Have a sample to try it out (small group)
- Communicate success stories and positivity and how it adds to life
- Change management – 7 steps of change (WHY)
- Use passport to connect and get people involved
- 1 tool in the box - good descriptors as to useful tool for engagement
- Clear definition of purpose of points
- Clarify concept – hamburger method (positive, needs improvement, positive)
- Success is collective – everyone working together
- Points related to people supported
- Invest time in training (sample)
- Front line staff and other stakeholders need to be engaged
- Strong leadership who understand buy in and leading project
- Make safe space
- Have conversations with people we support to build game from people supported perspectives
- Make it your own
- Concrete pieces
- Ask for input at different stages





**It's play that makes people unafraid  
to fail and confident to try new things.**

**IT'S PLAY THAT HELPS US  
DO SERIOUS THINGS  
BETTER**

**because we enjoy them and feel a  
sense of joy in our achievements.**

- JAKE ORLOWITZ, HEAD OF THE WIKIPEDIA LIBRARY  
WIKIPEDIA FOUNDATION

# Poll:

Overall, which statement best describes your level of agreement to give the Game Board Process and Engagement Tool a try at upcoming monthly COP Sessions:

- YES - let's give it a try! (42%)
- UNSURE - still weighing the pros & cons (54%)
- NOPE - I don't like this tool (5%)



# Picture This



# WITHinspiration



## An Opportunity Not to be Missed!

- PMB is creating a deck of 52 photos for our '**Picture This**' ideation tool
  - People who have a disability submit 3 photos on PMB website by May 1
  - All photos displayed on WITHinspiration On-line Gallery
  - 52 photos chosen - \$50 for each photo chosen plus another \$50 after 1<sup>st</sup> 100 decks sold
  - **WHY?** To get their art out in the world, use it to create positive change, & earn some extra \$\$\$
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Visit: [www.peopleminded.ca](http://www.peopleminded.ca) to learn more



# Next Steps...

- Mark Your Calendars Next COP Session Date – **March 19**
- Explore and discuss the Board Engagement Tool + Crowdsource the Board Stepping Stones – In doing this we will have rich conversations directly linked to achieving our shared goal.

\*Interested in being COP Spotlight Speaker?

→ reach out to Sherri Kroll [skroll@middlesexcl.on.ca](mailto:skroll@middlesexcl.on.ca)

Thanks for joining in!