



SOCIAL RECOVERY TASK FORCE AGENDA

DATE: Jan 21, 2020
TIME: 1pm
PLACE: Virtually - [Social Recovery Task Force - Zoom Link](#)

Chairperson: Kim Krawec, Manager, Family Community Support Services

Members Attending: Jeff Genung, Mayor
Susan Flowers, Councillor
Terri Lauer, FCSS
Natalia Tapia Glenn, Rotary Club
Jan Tracy, Cochrane Activettes
Lauren Delahunt, Victim Services
Chairra Nicolle, Helping Hands

Administration: Nicole Copses, Recording Secretary

Regrets: Sandra Gatemen, Big Hill Haven

1. CALL TO ORDER

2. AGENDA - AMENDMENTS & ADOPTION

- 2(a) Agenda additions/deletions
- 2(b) Adoption of the Agenda

3. ADOPTION OF PREVIOUS MINUTES

- 3(a) Adoption of the Minutes

4. BUSINESS

- 4(a) Old Business
 - i. Speaker Series
 - a. Dr. Jody Carrington (Jan 26, 2021)
 - ii. Presentation on the public engagement survey results
- 4(b) New Business
 - i. Virtual meeting etiquette (attached)
 - ii. Organizational engagement survey (attached)
 - iii. Round table discussion

5. ADJOURNMENT

Virtual Meetings “Internet Etiquette” Guide

Welcome to the new normal, where we meet our colleagues through a screen. This guide teaches you internet etiquette and provides tips for successful virtual interactions!

1. Stay Organized

As the organizer:

- Send participants calendar invite with the meeting link ahead of time.
- Send an overview of what to expect.
- Send all required documents and tools.
- Start the meeting on time and consider scheduled breaks for longer scheduled events.

As a participant:

- Log in using the link before the scheduled meeting/event to see that it works.
- Have your tools and any needed materials ready ahead of the event.
- Have your camera on.

2. Arrange Your Environment

Find a quiet place in your home and let those living with you know that you will be unavailable for the scheduled time.

- If you have loved ones, let your colleagues know that they could possibly require your attention.
- Mute your line if you are not speaking, so there is no background noise.

3. Dress the Part

Although our homes are a casual setting, it is important you dress the part for your virtual meeting/event.

- Dress as you would if the meeting was in person.
- Wear **dark colours** when you have a **white, light, or brightly coloured background**.
- Wear **light colours** when you have a **dark coloured background**.

4. Respect Your Online Colleagues

Respecting the speakers/presenters during an online meeting is essential. Give your full attention to the participants as you would if you were physically together.

- Be attentive and present in the meeting. Avoid multitasking or taking other calls or forms of communication.
- Use interactive functions like the raise hand, chat features.
- Do not interrupt, if someone is speaking.
- Have your camera on, unless you need to step away (let your colleagues know)
- Mute your line if you are not speaking to eliminate background noise.

5. Your Questions

Here is how and when you should share your questions:

- While on mute, write down your questions.
- Raise your hand or “comment” in the chat feature and wait your turn to be asked to provide questions.

Social Recovery Task Force Organization Engagement Survey

1. Contact Information

Organization:

Name:

Position/Role:

Email Address:

2. What are the top three trends, needs and/or primary concerns your organization has identified as a result of COVID-19 pandemic that have impacted the populations you are supporting?

3. Which of the following, if any, has your organization experienced in response to the COVID-19 pandemic?

	To a great extent	To some extent	Not at all
Reduced revenue from earned income (e.g. sales and/or fees)			
Increased funding to support program delivery, operations, safety protocols			
Reduced revenue from fundraising (e.g. cancelled events, donations)			
Increased donations (e.g. cash, supplies, services)			
Increased costs to support program adaptations, adoption of technology for program delivery and working remotely			
Decreased costs (e.g. program supplies, travel, meeting space)			
Reduced financial reserves			
Changing in-person events to virtual events using video conferencing software (e.g. Zoom, Google Hangouts)			
Disruption of supplies or services (e.g. to clients, communities)			
Increased demand for services/support from clients and communities			
Decreased demand for services/support from clients and communities			
Increased staff and volunteer absences			
New partnerships to provide services to clients and communities			
Disruption of services to clients and communities			
Challenges related to staff and volunteers needing to work remotely			
Need to revisit or institute updated remote work and sick leave policies			
Reduced hours for staff because of			

	To a great extent	To some extent	Not at all
budgetary restraints			
Salary reductions for staff			
Temporary or permanent closure of organization			
Other (please specify)			

4. Did your organization remain open and operation during the COVID-19 pandemic?

- Yes, we are open and operating
- Yes, we are open and operating but have modified our programs and operations
- No, we have had to close our doors until further notice
- We expect to be permanently closing our operation
- Other (please specify)

5. Did your staffing levels change as a result of COVID-19?

- Increased staff
- Staff levels remain the same
- Temporary layoff of staff
- Permanent layoff of staff
- Other (please specify)

6. To what extent are you currently delivering your regular programs and services?

- More than usual
- The same as we always do
- Programs continue to be delivered, but in a different way
- In a moderately reduced capacity
- In a severely reduced capacity
- No longer delivering our regular programs and services

7. Please estimate the total financial impact that the COVID-19 pandemic (state of emergency, related economic downturn) will have on programs, services, or general operations of your organization to the best of your knowledge.

- Less than \$50,000
- \$ 51,000 - \$ 99,999
- \$100,000 - \$249,999
- \$250,000 - \$499,999
- \$500,000 - \$999,999
- \$1,000,000 or more
- Don't know

8. How important is government funding for your organization? (e.g. federal, provincial, and/or municipal)

- Extremely important
- Very important
- Moderately important
- Not important

9. Are there any emergency funding programs for which your organization has applied or intends to apply for during the COVID-19 pandemic? (e.g. Mental Health Response Plan, \$60 million in Social Services emergency fund)

- Yes (please specify) (TEXT BOX)

- No
- Not eligible
- Don't know

10. How likely is it that your organization will be able to adequately perform regular operations, such as events and providing programs and services for your clients, during the remainder of 2020?

- Very likely
- Somewhat likely
- Somewhat unlikely
- Very unlikely
- Unsure

11. As of today, how optimistic are you for your organization's ability to recover from the impacts of COVID-19? On a scale of 1 (Not at all optimistic) and 5 (Very optimistic)

1 (Not at all optimistic)	2	3	4	5 (Very optimistic)
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12. How can the Town of Cochrane support you to address current and future challenges? (please select all that apply)

- Provide knowledge about new ways of partnering / possible partnerships
- Provide knowledge about emergency preparedness
- Provide knowledge on organizational capacity building
- Provide knowledge/data on current and future trends
- Provide information on grant opportunities
- Other (please specify)

13. What is your greatest need and greatest concern right now as an organization?

14. In your opinion, what should the top priorities be for the Social Recovery Task Force?

15. Are there any other comments you would like to share?