

Housing

2020 - 2030 Action Plan

Do-It-Yourself (DIY) Workshop Facilitation Kit

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[#HousingTO](https://twitter.com/HousingTO)

Introduction

The City of Toronto is developing a new Action Plan to address housing issues in Toronto for the next decade. The HousingTO 2020-2030 Action Plan will set out clear actions the City and housing partners will take over the next 10 years to address the full spectrum of Toronto's current and future housing needs.

Help us find the right solutions for Housing Toronto!

This kit has been designed for you to hold your own 'Do-It-Yourself' (DIY) Workshop with members of your community group or organization about understanding current housing challenges and priorities as well as finding solutions for the future of housing in Toronto. It's one of several ways the City of Toronto is engaging with stakeholders and the public to work together towards positive change in Toronto's housing landscape.

Visit <http://toronto.ca/housingplan> to learn more about the project and other ways to engage and shape the Plan.

In this kit, you will be provided with tips, tricks and tools that will help you get the workshop started, ask questions, record your ideas and provide feedback for the City.

The kit includes:

A Facilitation Guide (page 5-16) for your individual use;

Workshop Report Forms (page 17-23) that you will fill out and submit to LURA Consulting; and

Workshop Materials (page 24-27) that you will print and prepare before you start your workshop and submit to LURA Consulting.



The Basics

Who is this Do-It-Yourself (DIY) Workshop Kit for?

This DIY Workshop Kit has been developed for those community groups or organizations interested in hosting their own workshop to find solutions for the future of housing in Toronto. The workshop is best suited for groups of 20 people.

What is the purpose of the workshop?

This workshop is meant to provide you and members of your organization, group, or community an opportunity to get together to discuss the current housing situation in Toronto and talk about solutions to create positive change in the city's housing landscape over the next decade. The feedback you help gather at this workshop will influence and shape the City's HousingTO 2020-2030 Action Plan.

Where should I hold the workshop?

You can bring this workshop to a group that meets regularly or host your own gathering at a location of your choice that is accessible and convenient for the people you invite to be part of the workshop.

How long will the workshop take?

We encourage you to take as long as is needed to complete the workshop, but we suggest that the workshop take about 75 to 90 minutes. The agenda for the workshop will look something like this:

Activity	Time
Introductions and ice-breakers	10 minutes
Activities #1 - #4	Approx. 60 minutes
Wrap-up	5 minutes

Feel free to adjust as you see fit - this is your workshop!

How do I get started?

The following pages provide step-by-step instructions – from how to facilitate the discussions, to what to do with all of the great ideas you hear. **Please review this document in full before hosting your workshop.**

How will the information that I send you from the workshop be used?

The City of Toronto is committed to a meaningful community engagement process to help develop the next action plan for housing Toronto. This is an opportunity for members of your organization and community to come together to think about actionable ideas to create positive change in our city's housing landscape.

Your feedback will be reviewed by LURA Consulting, an independent third-party consultant that the City has hired to summarize all feedback and perspectives. LURA Consulting will share this feedback with the City to inform the development of the plan.

How do I return the information?

You can choose to submit the information from the workshop as written notes or you can type up your notes after or during your workshop. Once the workshop is complete, please make sure the notes (**written or typed**) from your workshop are provided to the LURA Consulting team. The package can be scanned and sent by email, mailed to the office, or dropped off in person.

By email:

zbrowne@lura.ca

By mail/in-person:

LURA Consulting
Attn: Zoie Browne
777 Richmond St W, Suite 2025
Toronto, ON
M6J 0C2

Facilitation Guide

Preparing for the Workshop

Thank you for your commitment to help shape the HousingTO 2020-2030 Action Plan and for taking the time to convene a workshop about the future of housing in Toronto.

As the workshop leader and facilitator, your job will be to:

- Encourage your organization or group's community members and staff to participate;
- Lead the workshops, and keep an eye on timing;
- Help discussions run smoothly and ensure that everyone who wants to speak has a chance to talk about their ideas;
- Keep an environment of openness and respect so that all participants are comfortable sharing ideas;
- Record the ideas shared by the participants during your workshop; and
- Have fun!

The checklist below has been developed to help you prepare for your workshop:

- Find a place for your workshop** – choose a location that can accessibly accommodate everyone participating and will be comfortable for your workshop (i.e. not too loud or too dark, etc.). Consider facilitating this workshop in a meeting room or office at your own organization, at the library, at a café, or even in your own home if it makes sense for your organization or group.
- Invite people to the workshop** – make sure you let them know the date, the start and end time of the workshop, and location. Assure them that they do not need to be an expert or know any special information, and you just want to explore the way forward for housing in our city. You can also give them a copy of the agenda if they are interested in more details.
- Prepare your handouts** – Print one copy of this guide for your reference. Then, print Handout #1, Handout #2 and Handout #3 (pages 24-27 of this guide) so that you have one copy of each tool per participant. Review the guide, the tools, and how to use them. If you are not able to print this package, email zbrowne@lura.ca or call (416) 410-3888 to request one for pick-up!
- Have materials on hand** – make sure you have pens for yourself and participants. Markers or coloured pencils are helpful as well (but are not necessary).

Tips Before Starting the Workshop

Here are a few tips to help you as you 'set the table' for an engaging, enlightening and productive workshop:

- **Create a welcoming atmosphere** – thank everyone for coming, introduce yourself if the group doesn't know you, and generally keep the mood warm and inviting for group members to express their opinions.
- **Set the stage for the workshop** – clearly explain the purpose of the workshop and why the City wants the community to help create an action plan for the future of housing in Toronto. See *Starting the Workshop* (page 8) for guidance.
- **Listen** – listen to what participants have to say, this is their opportunity to voice their opinions to help shape the future of housing in our city.
- **Emphasize that there are no “right” and “wrong” answers** – everybody is different, and everyone will have a slightly different perspective on such a complex topic as housing. It is important to emphasize that everyone's voice counts, and that this is a visioning and brainstorming session so every answer is the right answer!
- **Reflect the mood you want to see** – be positive, open-minded, and have fun with the experience!



Starting the Workshop

Let everyone know the intent of the workshop: The City of Toronto is engaging all Torontonians to develop HousingTO 2020-2030 Action Plan. The Plan will guide everyone in our city, including community organizations and non-profits, the public and private sectors, members of the general public, and other stakeholders in working together to create positive change in Toronto's housing landscape over the next 10 years.

Activity Tip: Icebreakers to Get the Workshop Going

The members of your group may or may not already know each other. Even if they do, every workshop needs a bit of a warm-up or “ice-breaker” to get it going! After you have welcomed participants, introduce yourself, and give a few details about the purpose of the meeting. Here are a few ice-breaker ideas to get you started:

Go around the group and ask each person to answer “What was the best thing that happened to you this week?”

OR

Have each group member say what the concept of “home” means to them

Workshop Participation Details

Fill in at start of workshop

Date: _____ Time: _____

Location: _____

Facilitator Name: _____

Facilitator Organization (if applicable): _____

Facilitator Email: _____

Total Participants (Number): _____

Participant Information (All information below is **voluntary/optional** – Check all that apply)

Housing Situation Currently						
Postal Code (first three characters only)	Gender	Age	Renter	Homeowner	No permanent/ fixed address	Other (please specify)
<i>e.g A1A 1A1</i>	<i>Female</i>	<i>25</i>			X	

Activity #1 – Current Housing Situation & Challenges: Part A

Topic:

Discussion focuses on participants' current housing situations and experiences with Toronto's housing landscape *in the present*.

Time Required:

Approximately 15 minutes.

Print/Handout:

1 copy of Handout #1 for each participant.

Actions:

Provide each participant with their own copy of Handout #1 and invite them to take 10 minutes to creatively describe their current housing situation in the large blank box with writing or drawing. This can be traditional or creative, depending on the participants preference. Participants should explain their writing or drawing with a statement in the text box below the larger blank box. Reassure participants that they don't have to be a professional artist if they choose to take a creative path with this activity! Just let the creative juices flow and put down whatever comes to mind, even just a few key words that relate to their housing situation.

Ask participants to think about:

- What does your housing situation physically look like (what do they like or not like about it)?
- How does your housing situation make you feel (descriptive words)?
- Who/what is "in the picture" of your housing situation (e.g. roommates, family members, pets, objects, food, keepsakes, etc.)?

After 5-10 minutes of participants' creating their responses, take another 10 minutes to go around in a circle and ask each participant to briefly share their piece with the group (if they are comfortable doing so).

Facilitator Task:

As the facilitator, please collect participants' Handout #1 sheets at the end of this DIY Workshop and attach them to this package so that they may be returned to LURA Consulting.

Activity #2 – Current Housing Situation & Challenges: Part B

Topic:

Discussion focuses on participants' current housing situations and experiences with Toronto's housing landscape *in the present*.

Time Required:

Approximately 15-30 minutes.

Print/Handout:

None

Actions:

Allow participants some time to reflect on the question below, then open the floor for a group discussion. Encourage all participants to speak, rather than allowing one or two participants to dominate the workshop. Remember, there are no “right” or “wrong” answers. Everyone's opinion is valued.

Ask the group to think about:

- What are some challenges you've experienced or concerns you have when it comes to your housing situation in Toronto today?
- What housing supports and initiatives are you aware of or have you connected with (either as a client or a provider)? What is working well? What doesn't work as well?



Important Note:

There are a variety of housing supports and initiatives provided by the City and other organizations and community groups. A list of some housing supports and initiatives provided by the City that may provide context to this discussion can be found at the following link however the discussion can be about other programs and services too!

City of Toronto Housing Supports:

- <https://www.toronto.ca/community-people/housing-shelter/finding-housing/>
- <https://www.toronto.ca/community-people/housing-shelter/homeless-help/>

Additional questions you can ask or prompts you can make to encourage discussion are:

- How have these challenges or concerns impacted your personal experiences in Toronto's housing landscape or as someone who works in it? Have they changed over time, and if so, how?
- Do the facts and figures in the HousingTO Backgrounder illustrate your experiences? How or how not? (To download the HousingTO Backgrounder please visit [Toronto.ca/housingplan](https://toronto.ca/housingplan)).

Facilitator Task:

As the facilitator, **please keep notes from this discussion** and return them in the package you provide to LURA Consulting.



Activity #3 – Building Up, Building Forward: Part A

Topic:

Discussion focuses on participants' priorities for the future of Toronto's housing landscape.

Time Required:

Approximately 15 minutes.

Print/Handout:

1 copy of Handout #2 for each participant.

Actions:

Provide each participant with their own copy of Handout #2 and invite them to take 5 minutes to brainstorm and write down in the boxes provided their top three priorities for housing in Toronto over the next 10 years. There is space next to each priority box for participants to explain or provide reasoning for the priorities they identified.

Ask participants to think about:

- What are your top 3 housing related priorities that you feel the City should prioritize in the next 10 years?

After 5 minutes, discuss as a group for 10 minutes. There is no right or wrong answer: The point is not to reach consensus on priorities, but rather to identify themes in participants' opinions as they discuss them in a safe, respectful, and collaborative atmosphere.

Facilitator Task:

As the facilitator, **please keep notes from this discussion** and return them in the package you provide to LURA Consulting. Also, please collect participants' Handout #2 sheets at the end of this DIY Workshop and attach them to this package so that they may be returned to LURA Consulting.

Activity #4 – Building Up, Building Forward: Part B

Topic:

Discussion focuses on participants' ideas for innovation and collaboration in improving Toronto's housing landscape over the next 10 years.

Time Required:

Approximately 15 minutes.

Print/Handout:

Handout #3

Actions:

Provide each participant with their own copy of Handout #3 and invite them to take 10 minutes to brainstorm and write down in the boxes provided in the ring who, in addition to themselves and the City government, should be involved in shaping Toronto's housing landscape for the better over the next 10 years. Encourage participants to be as specific as possible.

In the lightbulb in the centre of the ring, ask participants to think big and write in their innovative ideas for making positive change in Toronto's housing landscape.

Ask participants to think about:

- Who should be involved in shaping Toronto's housing landscape for the better over the next 10 years?
- Are there any programs, groups, or organizations you know about who you think would be great for bringing the HousingTO 2020-2030 Action Plan to reality?
- How should you, the City and your suggested programs, groups or organization work together to make positive change in Toronto's housing landscape?

You can review the feedback provided from the previous activities to help frame the discussion on ideas. Highlight the noted challenges and priorities and think about ideas for each theme as a group.

After 10 minutes, discuss as a group for 10 minutes. There is no right or wrong answer: The point is not to reach consensus on ideas, but rather to identify themes in participants' ideas as they discuss them in a safe, respectful, and collaborative atmosphere.

Facilitator Task:

As the facilitator, **please keep notes from this discussion** and return them in the package you provide to LURA Consulting. Also, please collect participants' Handout #3 sheets at the end of this DIY Workshop and attach them to this package so that they may be returned to LURA Consulting.

Wrapping Up the Workshop

By now you and your group have probably had a rich and engaging discussion about Toronto's housing landscape, both today and over the next 10 years!

A great way to close the workshop is to go around the room and have each person in your group share one sentence on what they learned from the workshop. Questions that you can use to help include:

- What did you learn today about housing in Toronto?
- What surprised you in today's conversation?
- What are you walking away from today's workshop with?

Thank everyone for taking the time to share their thoughts and stories.

Remind your group members of other ways that they can be our guide and share input into this engagement process:

- By completing the online questionnaire at toronto.ca/housingplan
- Through public meetings (details on the website).
- Signing up for email updates at toronto.ca/housingplan to get updates on the project.

Once the workshop is complete, please make sure the notes from your workshop are provided to the **Zoie Browne, Project Manager at LURA Consulting.**

By email: zbrowne@lura.ca

By mail/in-person:

LURA Consulting

Attention: Zoie Browne

777 Richmond St W, Suite 2025

Toronto, ON

M6J 0C2

End of Facilitation Guide

Workshop Report Forms

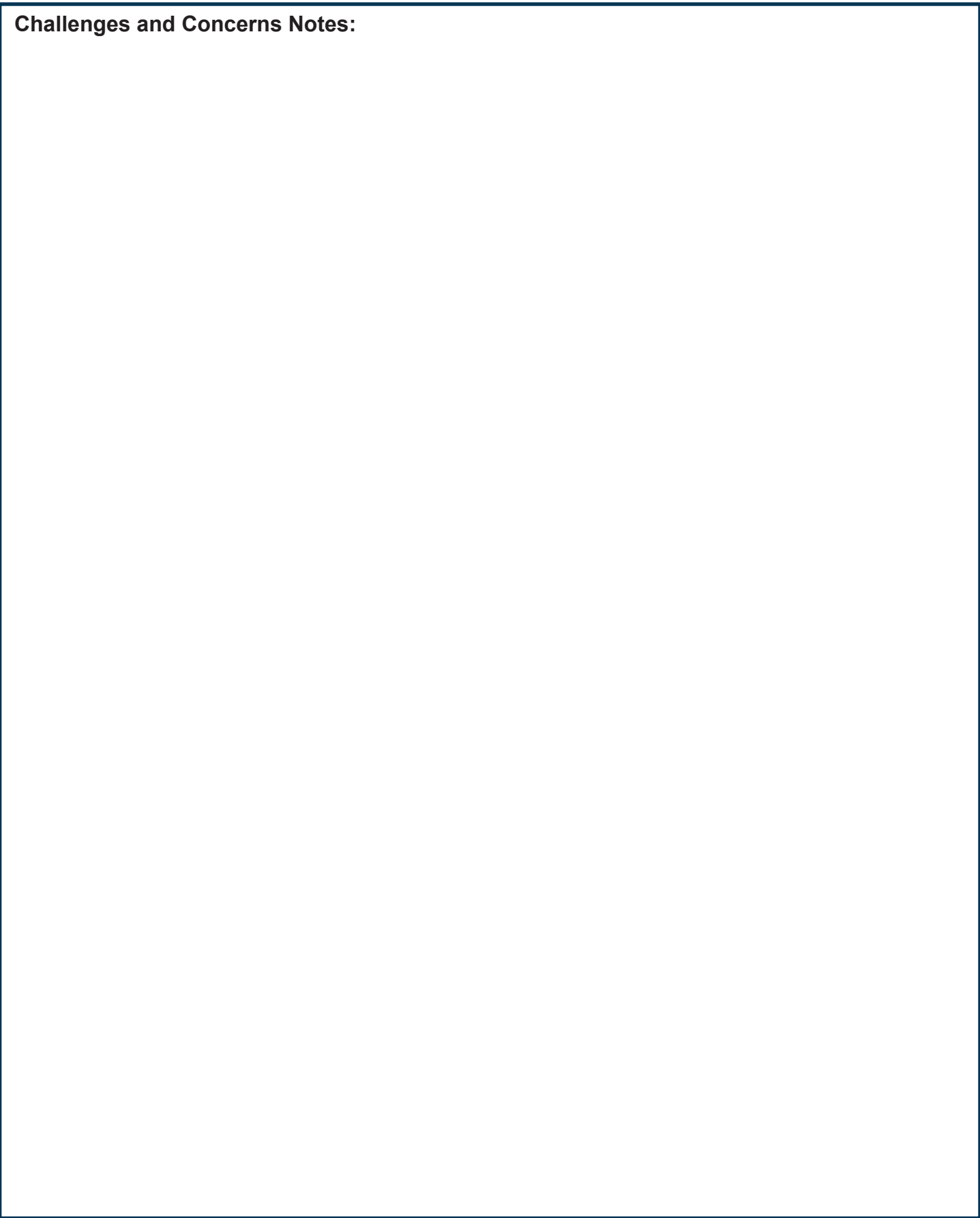
Notes for Activity #2, Activity #3 and Activity #4 on the following pages need to be printed and filled out by hand or typed up and submitted to LURA Consulting. You can decide which format you prefer to capture and summarize the feedback provided during the workshop.

For written notes: Ensure writing is clear and concise. Try to highlight key themes from the discussions of each activity

For typed notes: Ensure the headings on your typed document match the Workshop Forms (Page 18 – 23). Try to highlight key themes from the discussions of each activity.

Activity #2 Notes:

Challenges and Concerns Notes:



Name of Program/Support/ Initiative	What is working well?	What it not working well?

Activity #3 Notes:

Priorities:	Rationale:

Priorities:

Rationale:

Activity #4 Notes:

Who should be involved in shaping Toronto's housing landscape for the better over the next 10 years?

Are there any programs, groups, or organizations you know about who you think would be great for bringing the HousingTO 2020-2030 Action Plan to reality?

How should you, the City and your suggested programs, groups or organization work together to make positive change in Toronto's housing landscape?

Workshop Materials

Handout #1, Handout #2, and Handout #3 on the following pages need to be **printed** for your workshop participants.

Print one copy of each handout for every participant (e.g. If you have 6 participants print 6 copies of Handout #1, 6 copies of Handout #2, and 6 copies of Handout #3).

Handout #1

Instructions: Creatively describe your current housing situation in the large blank box with writing or drawing. This can be traditional or creative, depending on your preference. Please explain your writing or drawing with a statement in the text box below the larger blank box.

My current housing situation:

Please explain your creative piece above:

Handout #2

Instructions: Brainstorm and write down in the boxes provided your top three (3) priorities for housing in Toronto over the next 10 years. Use the space next to each priority box to explain or provide reasoning for the priorities you identified.

A dark blue speech bubble shape with a white rectangular area inside. The number "#1" is written in light blue at the top.

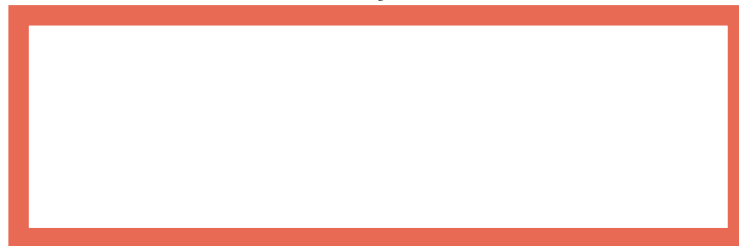
Reason for Priority #1

A large, empty rectangular box with a thick orange border, intended for writing the reason for the first priority.A dark blue speech bubble shape with a white rectangular area inside. The number "#2" is written in light blue at the top.

Reason for Priority #2

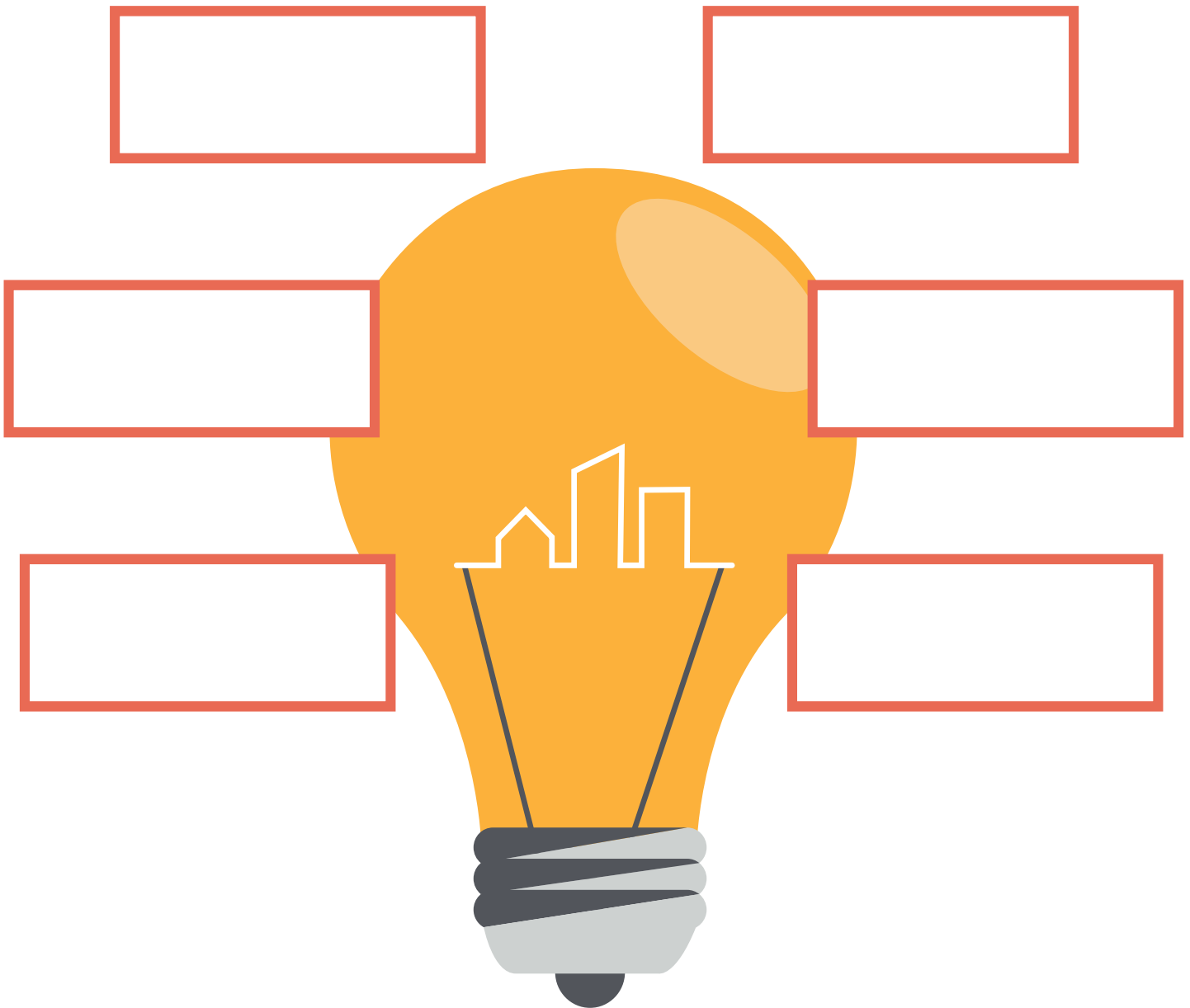
A large, empty rectangular box with a thick orange border, intended for writing the reason for the second priority.A dark blue speech bubble shape with a white rectangular area inside. The number "#3" is written in light blue at the top.

Reason for Priority #3

A large, empty rectangular box with a thick orange border, intended for writing the reason for the third priority.

Handout #3

Instructions: Brainstorm and write down in the boxes provided around the lightbulb who, in addition to yourself and the City government, should be involved in shaping Toronto's housing landscape for the better over the next 10 years. Please be as specific as possible.



How should everyone mentioned above work together to make positive change in Toronto's housing landscape?