

Progress Report - Grant**(Due on April 30)****Please send completed report and supporting materials to****VAC.VeteranInnovation.ACC@canada.ca**

Name of organization	Project name	Project location
Respect Campaign	Respect Forum Initiative	Canada-wide
Period Covered		
Fiscal Year (please check one): <ul style="list-style-type: none"> <input type="checkbox"/> April 1 2018 – March 31 2019 <input checked="" type="checkbox"/> April 1 2019 – March 31 2020 <input type="checkbox"/> April 1 2020 – March 31 2021 <input type="checkbox"/> April 1 2021 – March 31 2022 <input type="checkbox"/> April 1 2022 – March 31 2023 		
Project Description (as outlined in Agreement) Respect Forum is a national networking initiative that strives to help improve services for Canada's military veterans, first responders and their families. In its fight against such phenomena as PTSD and homelessness, Respect Forum meetings are designed to promote collaborative approaches to service delivery, knowledge sharing and knowledge development. Respect Forum meetings bring together people from health and social services, all levels of government, universities, community organizations, and peer support organizations. Participants have the opportunity to talk about their organizations, the services they provide, the challenges they face, and their research and community engagement activities—paving the way to explore possibilities for collaboration. Headquartered in Montréal, by-invitation-only Respect Forum meetings have been held semi-annually in this city since the fall of 2016, expanding to six other cities in 2018 (Calgary, Edmonton, Ottawa, Toronto, Vancouver, Victoria). With support from Veterans Affairs Canada's Veteran and Family Well-Being Fund, meetings were held in 19 cities across Canada in March and April of 2019 and 22 meetings were held in October 2019. 23 videoconference meetings were held Canada-wide during March and April of 2020 and this, despite the COVID-19 pandemic. Building on 3 years of development, Respect Forum is expanding in 5 areas: (1) Sea to Sea to Sea (2) Indigenous Outreach; (3) Women's Outreach; (4) Academic Outreach; and (5) Knowledge Mobilization.		
Objectives		
Our initial project objectives were as follows: <ul style="list-style-type: none"> • Objective 1. Expand Respect Forum meetings from 19 locations up to 30 locations from Sea to Sea to Sea. • Objective 2. Collaborate with Indigenous groups and communities in extending Respect Forum meetings and other activities to Indigenous Veterans and First Responders, as well as their families • Objective 3. Knowledge Mobilization – University Scholars and Canada's Medical Community • Objective 4. Build Respect Forum governance, administration and sustainability 		
Activities		

The following activities were undertaken in order to accomplish the above objectives:

- **Objective 1. Expand Respect Forum meetings from 19 locations up to 30 locations from Sea to Sea to Sea.**
 - Feedback on the Respect Forum semi-annual meetings:
 - Fall 2019: 22 meetings bringing together 336 individuals representing over 200 organizations.
 - Spring 2020: 22 meetings bringing together 265 individuals.
 - National operations team was established to deliver on all objectives (see organizational, Annex 1)
 - Regional coordinators and local facilitators (aiming for 2 at each location) have been recruited, selected, and trained.
 - A meeting format and PowerPoint presentation were designed for use by all facilitators.
 - Meeting summaries are being created by facilitators and sent to participants.
 - With the current confinement, due to COVID-19, we had to adapt our meeting strategy. Considering the importance of our mission, even more in this context which has a direct impact on uniformed personnel, especially first responders, we decided to maintain our meetings. In order to comply with the confinement instructions, we conducted the meetings online using the Zoom videoconferencing solution. This required the reorganization of our agenda as well as the re-sending of all the invitations in order to inform all potential participants. For more information, see section “Project Outcomes / Results”.
 - Administered survey during Spring 2020 series of meetings, collecting 90 responses. The purpose of this survey was to better understand: (1) who attends Respect Forum meetings and why; (2) their perceptions of themes addressed during the Forum; and (3) their level of satisfaction with the Respect Forum meetings (and suggestions for improvement).
 - A Veteran’s Housing Forum took place in Montreal (14 January 2020).

- **Objective 2. Collaborate with Indigenous groups and communities in extending Respect Forum meetings and other activities to Indigenous Veterans and First Responders, as well as their families**
 - A new initiative in 2019-2020 is Indigenous Outreach, under the guidance of one of our national coordinators, Christopher Collrin. The aim is to ensure that we are extending networks and collaboration under our mission for First Nations, Métis and Inuit communities across the country.
 - We have reached out to the Canadian Rangers, Assembly of First Nations and other Indigenous groups and communities regarding Indigenous Veterans, First Responders, and their families facing post-traumatic stress, homelessness, and related problems.
 - Mr. Larry Whiteduck of the AFN participated in a Veterans’ Housing Forum organized on 14 Jan 20, providing valuable input to the proceedings. A meeting was subsequently held on 15 Jan 20 involving our National Chair Steve Gregory, our National Program Manager Richard Martin, Mr. Collrin, and Mr. Whiteduck. A number of potential collaborations were discussed, among them the possibility of the AFN hosting a forum meeting on an urban reserve in a location to be proposed by the AFN; AFN representation at local RF meetings in the spring and fall of 2020 with presentations; and a joint RF-AFN strategy session. These plans are currently on hold as the COVID crisis struck just as we were getting to the point of implementation. We continue our engagement with the AFN and hope to solidify our joint undertakings as soon as feasible.
 - In August 2019, a meeting was held with Metis Nation of Canada (MNOC) Chief Karole Dumont, and Metis Lead Elder Don Fowler, a WWII vet and survivor of Juno Beach. The purpose of the meeting was to enlist the support and participation of the MNOC in our twice/yearly Respect Fora across the country. We have their total commitment.

- During the Moncton Forum (April 9), a Metis presenter had the opportunity to speak to the group and discussed issues specific to the Metis community. As a result of this presentation, discussions have now begun with Chief Karole Dumont on the possibility of a Metis Respect Forum being planned to discuss issues and challenges specific to the Metis veteran and first responder communities. Chief Karole has given her total support to this budding initiative.
- **Objective 3. Knowledge Mobilization – University Scholars and Canada’s Medical Community**
 - Data analysis by the former Respect Forum Director of Programme Evaluation, Ms Brenda Fewster, MA, MBA, consigned in a report dated 11 Nov 2019, “A Snapshot of Quality of Care Themes in Canadian Homeless and Mental Health Services for Military Veterans, First Responders, and Families”. This report has provided a useful overview of issues and factors confronting service providers in the communities of individuals and organizations supporting veterans, first responders and their families.
 - A scholarly article was published: Fewster B., Brais H., Gregory S., & M. Paulin (2019). **Working Together in Montreal to Improve Veterans’ Well-Being: A Canadian Perspective**, *Journal of Humanistic Psychology*, 1(21).
 - A new National Coordinator of University Outreach, Women’s Outreach & Program Evaluation was recruited: Ms Servane Roupnel, MA.
 - Through the mandate of University Outreach and Women’s Outreach, Ms. Roupnel is encouraging and promoting collaboration between research/scientific communities and practitioners and stakeholders seeking to apply the results of research. There has also been outreach to university scholars, Canadian medical schools, and Canadian research institutions, with invitations extended to participate in Respect Forum meetings across Canada. Bibliographic research has also started to highlight the specific needs of women in uniform. The next objective is the creation of a workshop dealing with these concepts.
 - Through the mandate of Program Evaluation, three reports will be produced: (1) a donor report to present achievements during the previous year (the current report); (2) a lessons learned report to the Forum team with a view to continuous improvement; and (3) an analytical report to highlight scientific and practical advances made throughout the year.
- **Objective 4. Build Respect Forum governance, administration and sustainability**
 - LGen (Ret'd) Guy Thibault, CMM, MSC, CD, has joined our endeavour as Respect Forum Patron and Senior Advisor, and now contributes to our governance and oversight.
 - Creation of Governance Committee to oversee and counsel Respect Forum national staff and approve national policies.
 - VAC support through Veterans and Family Well-being Fund:
 - 2019-20 - \$177,000
 - 2020-21 - \$185,000
 - 2020-21 - \$175,000
 - Recruiting and selection of Founding Partners, Partners and Sponsors, contributing to financial stability and engagement.

Expected Results

Objective 1:

- Conduct Respect Forum meetings organized in a maximum of 25 places at least once;
- Functional cartography and directory available for the staff of the Respect Forum, ACC and Forum participants;
- Functional national calendar, available to Respect Forum staff, VAC and Forum participants.

Objective 2:

- Ensure the collaboration and trust of the most representative Indigenous communities for the Respect Forum;
- A major strategic and planning activity in collaboration with the indigenous communities;
- Development of a plan to undertake activities of the Respect Forum in collaboration with Indigenous communities.

Objective 3:

- Successful gathering at national level;
- Survey disseminated.

Objective 4:

- Organize at least one meeting of the Governance Committee of the Respect Forum;
- Organize an annual information session for partners;
- Raise at least \$ 46,000 from founding partners, partners and sponsors, in accordance with the budgeted objectives for each category.

Report on Progress**Project Outcomes/Results**

(1) Outline the results achieved/activities undertaken during this payment period. Please use concrete examples and reference your project milestones.

(a) Fall 2019 meetings

In the fall of 2019, we held Respect Forum meetings in **22** communities across Canada, bringing together **336 individuals** representing over **200 organizations**, adding Comox BC, Saguenay QC, Saint John NB, and Moncton NB.

Quebec Region

Montreal – 17-Oct
 Quebec City – 21-Oct
 Saguenay – 22-Oct

Atlantic Region

Saint John NB – 21-Oct
 Fredericton – 23-Oct
 Moncton – 24-Oct
 Halifax – 28-Oct
 St John's NL – 29-Oct

Central Region

Ottawa – 15-Oct
 Toronto – 16-Oct
 Kingston – 17-Oct
 North Bay – 17-Oct
 Hamilton – 21-Oct
 London – 22-Oct
 Windsor – 23-Oct

Western Region

Winnipeg – 17-Oct
 Saskatoon – 18-Oct
 Edmonton – 22-Oct
 Calgary – 24-Oct
 Vancouver – 29-Oct
 Comox – 30-Oct
 Victoria – 31-Oct

(b) Training for regional coordinators and local facilitators

Regional coordinators and local facilitators (aiming for at least 1 for each location) have been recruited, selected, and trained. As well, we have implemented uniform training and performance standards: meeting facilitators and regional coordinators were convened (Montréal, 30 January 2020) for training to

conduct meetings in a consistent manner across the country. As part of this training, a meeting format and PowerPoint presentation were designed for use by all facilitators. We subsequently followed up with additional distance training and coordination due to the need to implement COVID-19 social distancing recommendations.

(c) Spring 2020 meetings

In the spring of 2020, we held Respect Forum meetings in **21** locations across Canada, bringing together **253** individuals. Considering the context of confinement due to COVID-19, the meetings this spring had to be carried out differently from usual. Indeed, gatherings being prohibited, the Respect Forum team had to review its entire organization in order to transform the meetings into videoconferences. This will be further clarified in the following section: "Please explain the discrepancies between the planned results / activities and the actual results / activities."

Quebec Region

Montreal – 1-April
Saguenay – 7-April
Quebec City – 8-April

Atlantic Region

Saint John NB – 2-April
Fredericton – 7-April
Halifax – 8-April
Moncton – 9-April
St John's NL – Postponed to fall 2020

Central Region

Ottawa – Postponed to May
Windsor – 1-April
North Bay – 7-April
London – 8-April
Kingston – 9-April
Hamilton – 15-April
Toronto – 17-April

Western Region

Regina – 29-March
Vancouver – 31-March
Winnipeg – 7-April
Edmonton – 14-April
Victoria – 14-April
Comox – 15-April
Calgary – 16-April
Thunder Bay – 17-April

(d) Veteran's Housing Forum

A Veteran's Housing Forum to bring together organizations and individuals working across the country to network and collaborate on issues surrounding short-, medium- and long-term housing issues for our veterans and first responders, took place in Montreal on 14 January. A separate report was produced from this forum to be provided to all participants and is available upon request. This forum was a good first start on discussing housing issues for veterans, bringing together 18 representatives from 13 organizations in BC, AB, ON, and QC, including a representative from the Assembly of First Nations. Each of the organizations was able to present its mission and activities, followed by Q&A. A number of general topics were discussed, and commonalities were identified. It is still early days, but a number of fruitful exchanges and mutual learning have begun as a result of this first forum. As part of our Knowledge Mobilization thrust, it is our intent to convene a second Veterans' Housing Forum before the summer of 2020, probably through videoconferencing in order to maintain the momentum gained with the first forum, and also to get participation from all regions, notably Atlantic Canada.

(e) Administered survey to Forum's participants and local facilitators

In order to be able to assess both the organization of the Respect Forum and its reception from the participants, two questionnaires were sent after the meetings of the Forum.

The first questionnaire is to be completed by the different facilitators who organized and facilitated the meetings (see in Annex 2). Transmitted by email, it was to be completed by the facilitators at the end of the meeting and transmitted to the National Program Evaluation Coordinator. Through these different themes, the questionnaire makes it possible to assess how the organization of the Forum was perceived by the facilitators, how the meeting took place according to the pre-established agenda, the perception

of facilitators vis-à-vis the participants and the atmosphere of the event, as well as the various good moves or difficulties encountered by the facilitators. The final objective of these questionnaires is to improve the organization of the meetings in order to facilitate the task of the facilitators while attesting to the successes of each in order to share them during the next training sessions.

The second questionnaire is addressed to participants. Completed on the Survey Monkey platform, the link to access the questionnaire was emailed by the facilitators to all the participants of the meeting they were facilitating. This questionnaire returned to the various topics on the agenda as well as to the meeting in general in order to collect the participants' perceptions and comments (see Annex 3). The final objective of this questionnaire is to allow reflection on the meetings in order to share them with the Respect Forum team with a view to continuous improvement.

In total, the 21 facilitators all replied to their questionnaires. You will find a report of these questionnaires in Annex 4.

Also, 90 questionnaires were completed by the participants (19 in French and 71 in English). A quick summary is available in Annexes 5 and 6. The results and analysis of these questionnaires will also be used to write a detailed report which will be sent to the Respect Forum team and participants in the summer of 2020.

(f) Various contacts to start inter-practitioner collaborations.

Some inter-practitioner contacts have been set up to start possible collaborations. As a specific example, the National Coordinator of University Outreach thus put in contact several participants in the Forum in order to meet the needs of organizations (contact searches, information searches, solutions to get in touch with uniformed staff, etc.). An idea for writing a scientific article in collaboration with two peer support organizations was also discussed. However, the context of COVID-19 impacted this objective. This will be discussed in the section "Please explain the discrepancies between the planned results / activities and the actual results / activities."

(g) Communication proposal

The Respect Forum responded to the Canadian Association of Fire Chiefs' call for communications for the Canada Firefighters Conference 2020 in September 2020. Two proposals have been developed:

- A workshop (60-90 minutes): Based on the model of meetings offered by the Respect Forum, our workshop proposal would offer a unique platform for talking about the specific issues and challenges experienced by fire fighters and departments. Thanks to the participation of a wide variety of stakeholders (health professionals, professionals in the fire sector, firefighting families, etc.), it will be possible to discuss the plurality of services available in Canada, while presenting the challenges encountered on the path of community engagement and research. Participants in the workshop will then be invited to tell us about their challenges, their successes as well as their needs in order to move forward with a range of services and care adapted to the reality of this sector of activity. This workshop will therefore offer a unique opportunity for exchange and networking that will encourage collaborative efforts and the development of sustainable synergies. As a result, the gaps in assistance to those in uniform who run to danger will be reduced and services will be more effective.
- A presentation (15 minutes): Our presentation will aim to demonstrate the relevance of interprofessional collaboration through networking and knowledge sharing in order to improve mental health services and reduce homelessness issues among uniformed staff. Thanks to a qualitative program evaluation, carried out with program participants as well as Forum staff, we will demonstrate the positive results of such an initiative. Bringing together a wide variety of perspectives, it will be possible to discuss the plurality of services available in Canada, while presenting the challenges encountered in terms of community engagement and research. Subsequently, our presentation will return to the progress of the Respect Forum, in particular in the creation of a national organizational map and in the development of collaborative approaches. Finally, we will open the reflection on our current projects which include reflecting

on the specific needs of women in uniform who run to danger, as well as initiatives to raise awareness among Indigenous Canadians.

The results of this call for papers were to be available in mid-April. The context of COVID-19 has changed these dates. We have not received any additional details as of April 24.

- 2) Please explain the discrepancies between the planned results/activities and the actual results/activities.

The current containment context, due to COVID-19, has led the Respect Campaign teams to review several aspects of their organization.

(a) The Respect Forums

Usually, Respect Forums are half-days of sharing and networking which, thanks to a meeting in person, enables in-person conversations and the start of collaborations. Regional coordinators and facilitators were then trained to facilitate these meetings using a specific work plan requiring the participation of all guests. Several group activities were planned, notably for the creation of a service map.

However, three weeks before the start of the spring 2020 series of meetings, the entire country was placed under containment to respond to the COVID-19 pandemic. Far from discouraging the team, a discussion took place between the coordinators in order to think of a solution. Indeed, the confinement situation directly affects the uniformed personnel, which is why it was essential to continue our work. Thus, the decision was made to continue our activities but by videoconference in order to comply with government instructions.

The coordinators and facilitators then had to be trained in the use of the Zoom videoconferencing system, which would be virtual meeting platform. They also had to revise the entire agenda for the meeting. Indeed, several activities initially planned were not possible in videoconference. In addition, we thought it appropriate to direct part of our discussions on the current context in order to identify the real and new needs of the participating organizations. Finally, all the invitations had to be re-sent in order to inform our participants and bring them up to speed and encourage them to participate in this new type of Forum.

Table 1. Initial agenda

Timing	Topic
0800-0830	Arrival of participants/networking
0830-0845	General Introduction
0845-0930	Participant introductions
0930-1000	Guest presentations
1000-1030	Break/Networking
1030-1045	Describe Mapping Process
1045-1115	Mapping Exercise
1115-1145	Presentations and plenary discussion
1145-1200	Wrap up and conclusion

Table 2. New agenda - COVID-19 context

Duration	Topic
5min	Introduction by facilitator
10-15min	Quick round of introductions by participants on the call (judgment to be exercised depending on level of participation and individual capabilities)
10-15min	Announcements/messages by facilitator (may include videos, slides, etc. from national level)

10-20min	Presentations by invited presenters (if feasible, same as those planned for face to face meetings)
15-25min	Presentation/discussion of themes/questions for open exchange
10min	Conclusion/closing remarks/thanks/well wishes

We were aware that this could impact the number of our participants. Although several had already confirmed their presence, many large national organizations had to withdraw because they had to manage many changes within their organization. Their schedule therefore no longer allowed them to be present, even by videoconference. In addition, some people may have been reticent to participate through a video conferencing platform. However, as the attendance figures and comments from participants show, our decision was the right one and will be repeated as long as necessary. Our main comments will be the need, expressed by the participants, to meet up in this way in order to exchange views and break isolation. They also mentioned the importance of continuing our services because the main victims of this context will be the uniformed staff: both veterans suffering from post-traumatic stress which, due to this confinement, may see their symptoms increase, as well as first responders on the front lines of this pandemic.

In short, the situation demanded a lot of flexibility from our team in order to adapt our services to the context. We are very satisfied with the result, thus demonstrating that we have made well-thought-out and effective decisions here. We are therefore ready to continue this scheme (while identifying possible improvements) as long as needed.

(b) Program evaluation

The evaluation of the Respect Forum program was also impacted by COVID-19. Indeed, tools were under development before confinement, such as:

- Direct observations of the meetings carried out by the facilitators. This data would be useful for the evaluator and users would be able to understand the activities and effects of the program thanks to detailed descriptive information on what happened and on the reaction of those interested.
- A survey questionnaire, which was to directly address participants in the Respect Forum meetings. This form was to be distributed in hard copy to participants at the end of each Respect Forum meeting. The survey was a structured approach designed to obtain the necessary data from a sample of the target population. When properly executed, such a survey is a useful and effective means of determining the characteristics of the population while receiving their feedback.

These tools had to be reviewed in order to adapt to the new conditions of the Respect Forum. Thus, the facilitators' direct observations had to be readapted into a questionnaire to be completed at the end of the meeting (see Annex 3). As for the survey questionnaire for participants, the latter had to be adapted to the new agenda with modified questions. What is more, it had to be sent to participants via the internet, using the Survey Monkey platform.

The facilitators easily adapted to the changes and filled out their questionnaires very well. The team was more concerned about the questionnaire for participants. However, the response rate (36%) remains relevant for a content analysis. Indeed, the information is relevant in order to assess opinions concerning the Forum. Furthermore, a lot of advice was given by the participants, allowing an important report with a view to continuous improvement and adaptation to the COVID-19 context.

(c) Progress of collaborations

One of the objectives of the Respect Campaign is to encourage and set up inter-professional collaborations. As a result, several contacts were able to begin in order to reflect on the needs of university researchers, organizations and personnel in uniform. However, once again, the COVID-19 pandemic has somewhat impacted these contacts. Indeed, the new national directives to fight against the pandemic brought many modifications in many schedules. So, it paused some discussions while everyone got used to this new reality.

However, it will be very relevant to think about collaborations in order to respond to this pandemic. As a result, once the situation is more stable, discussions will resume with the aim of concrete collaborations.

3) Is the project on track to meet the expected results in your agreement? Please provide specific examples to support your response.

The project is on track to achieve the results of our agreement. Although COVID-19 changed our initial plans, our team managed to stay the course. In summary:

(Objective 1) – Almost all the meetings scheduled in the initial Respect Forum calendar have been maintained. Although the number of participants did not meet our initial expectations, we are satisfied with the participation rate and the level of investment of the participants. The latter stressed the importance of maintaining our initiative in these times of confinement and confirmed to us their interest in participating again. Regarding the mapping of services, the latter had to be put on pause, the context of videoconferencing did not allow us to do this exercise given the short time to adapt the methodology. However, we have opened discussions on situation specific issues which are of paramount importance today in order to directly serve uniformed personnel. Objective 1 is therefore on track.

(Objective 2)–RF added a National Coordinator of Indigenous Outreach during 2019 in the person of Christopher Collrin. He has invested considerable effort in establishing contact and developing a trusting relationship with the main national-level organizations representing the indigenous peoples of Canada, focusing initially on the Assembly of First Nations (AFN), specifically the chair of their Veterans' Committee and the Metis Nation of Canada and its Chief Karole Dumont. Our coordinator is also reaching out to the Canadian Rangers as well as other Metis and Inuit groups and communities. A number of meetings have occurred between Messrs. Collrin and Whiteduck. Mr. Whiteduck participated in the Veterans' Housing Forum organized on 14 Jan 20, providing valuable input to the proceedings. A meeting was subsequently held on 15 Jan 20 involving our National Chair Steve Gregory, our National Program Manager Richard Martin, Mr. Collrin, and Mr. Whiteduck. A number of potential collaborations were discussed, among them the possibility of the AFN hosting a forum meeting on an urban reserve in a location to be proposed by the AFN; AFN representation at local RF meetings in the spring and fall of 2020 with presentations; and a joint RF-AFN strategy session. These plans are currently on hold as the COVID crisis struck just as we were getting to the point of implementation. We continue our engagement with the AFN and hope to solidify our joint undertakings as soon as feasible. At the Moncton meeting on April 9th, 2020, a presentation by a representative of the Metis Nation of Canada was held, opening the discussion on issues specific to Metis people. Objective 2 is therefore advancing slowly but steadily, though not without a few hesitations and obstacles (COVID). This is a long-term process and we are committed to making steady but sure progress.

(Objectif 3) – The national meetings of winter 2019 and this spring 2020 were all successful if we consider the different contexts. Evaluation questionnaires were distributed, both to regional facilitators and to participants, allowing for reflective evaluation with the objective of continuous improvement of the program. Survey participation rate is satisfactory and will allow analysis to provide useful observations and recommendations. Objective 3 is therefore on track.

(Objective 4) –

- Organize at least one meeting of the Governance Committee of the Respect Forum: The annual review of policies will happen on 30 April 2020.
- Organize an annual information session for partners: We are planning for Fall 2020.
- Raise at least \$ 46,000 from founding partners, partners and sponsors, in accordance with the budgeted objectives for each category.) Discussions have started with major national organizations with a stake in

positive outcomes for veterans and others in uniformed service who run to danger. Unfortunately, the arrival of COVID-19 has brought discussions to a standstill. We are reevaluating this objective in order to adapt our strategy and plan.

4) What is the overall progress toward the stated objectives outlined in the project description of your agreement (above)? Based on these is your project:

~~Delayed~~

X On-time

~~Ahead of schedule~~

~~If delayed or ahead of schedule, please provide rationale describing how your plan to adjust timelines.~~

Additional Comments

Considering the context of COVID-19 which impacted the whole country, our objectives had to adapt to the new government sanitary rules. As a result, timetables have had to adapt. Our objectives are therefore, in the majority, on time although sometimes adapted to our new reality.

Name of person authorized to sign for the organization

Name:

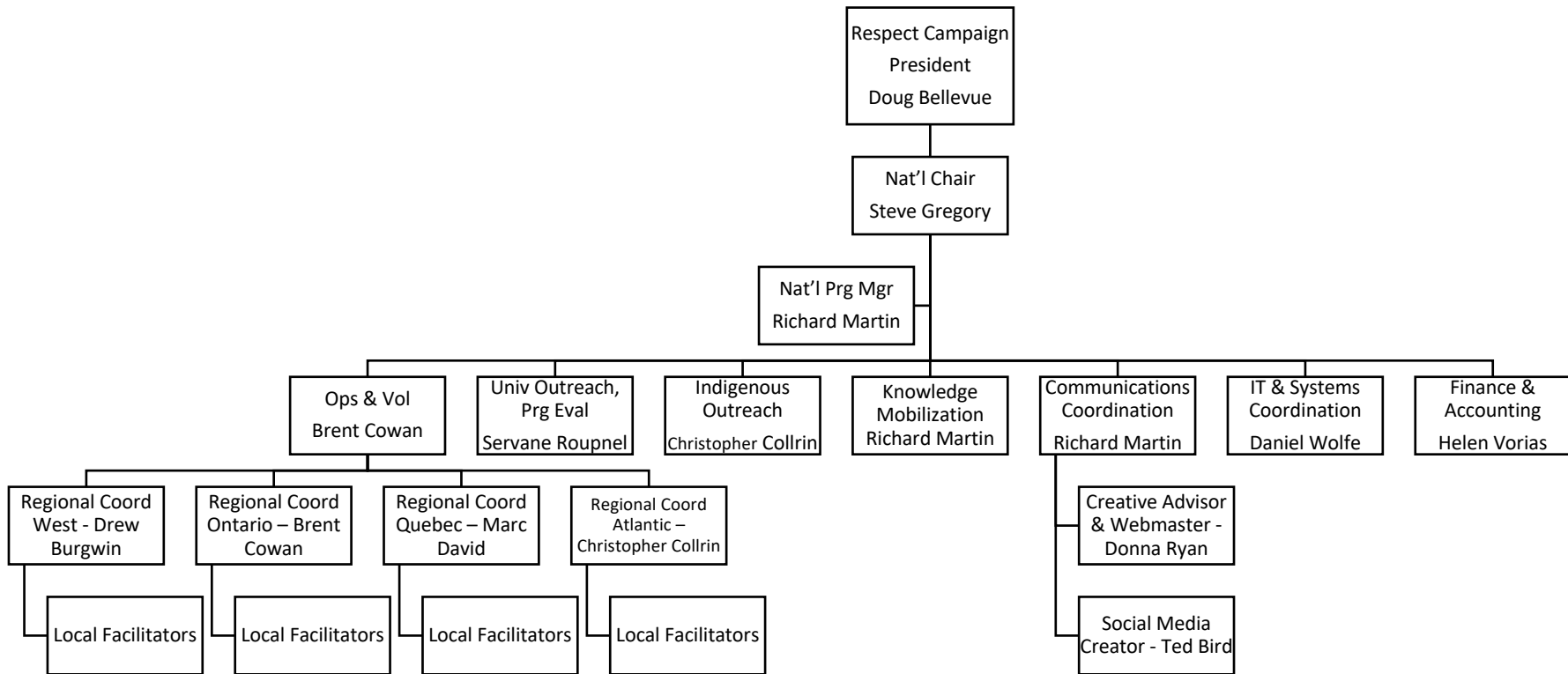
Richard Martin, National Program Manager, Respect Forum, Respect Campaign

Signature:

Date:

30 April 2020

Annex 1. Organizational Chart



Annex 2. Local facilitators' questionnaire**Survey - Facilitators****Pre-event:**

Considering the situation of COVID-19, the coordinators and facilitators had to face several changes in the organization of the Forum. Can you explain, in a few lines, what impact this had in your discussions with the participants (e.g.: recurring questions, refusal of participants, increase in the participation rate, management of the Zoom software, etc.)

The event

What date and time does the event take place?	
Number of participants online?	
Organization of participants with the Zoom software (e.g.: do you face alone people in front of their computer? Do they use their camera? Etc.)	
Have you had any problems using the Zoom software? If yes, which ones?	

The Course of the event

How was the event? (Briefly describe the proposed activities, describe the reaction of the participants, the working atmosphere, etc.)	
Were there any unforeseen events during the activity? If yes, describe them.	

The activity of individual presentations:

How many people participated / spoke during this activity?	
How were the presentations organized?	
How was the sharing of information? (General atmosphere)	

<p>Have you encountered any particular difficulties? If yes, which one?</p>	
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The presentations

<p>The presentations: What were the presentations? (Title of presentation, speaker, duration, etc.)</p>	
<p>When were the presentations? (To be located in the timeline of the day)</p>	
<p>How did the participants react to the presentations? (General atmosphere, themes of questions asked, themes of discussions started, etc.).</p>	
<p>Were there any unexpected events during the presentations? If yes, describe them.</p>	

Exchanges between participants

Please describe here which themes were discussed during the exchange period between participants. Have they focused on the current situation of COVID-19? Have any particular issues been raised considering the context? Were the exchanges smooth between the participants? Have you encountered any difficulties? Do not hesitate to mention any details you deem useful.

Thank you!

Annex 3. Participant's surveyRespect Forum - Spring 2020

The aim of this survey is to improve our program and activities through feedback from you, the participants in our meetings. Your answers are anonymous and confidential, although you can choose to allow to contact you for further elaboration, but only if you so wish.

Socio-demographic data:

1. What is your gender?

- Female
 Male
 Do not wish to answer

2. What is your age?

- 18 to 24
 25 to 34
 35 to 44
 45 to 54
 55 to 64
 65 to 74
 75 or older

3. In what city do you live/work? _____

General knowledge on the Respect Forum:

4. How did you hear about the Respect Forum?

- Contact with one of our coordinators
 Respect Forum Web Site
 Facebook
 Instagram
 Twitter
 LinkedIn
 Other (please specify) _____

5. Have you ever participated in a Respect Forum prior to today?

- Yes
 No

If yes, when and where? _____

Participation in the Respect Forum:

6. What meeting of the Respect Forum are you taking part in today? (When and where) :

7. Why did you decide to participate in the Respect Forum?

8. Which organization do you represent? What is your function in this organization?

Adjusting the Respect Forum – COVID-19 Context

9. Did the need to participate in the meeting by videoconference impact your interest in the meeting?

- Yes
- No

How? (please specify)

10. Have you had any problems using the Zoom videoconferencing system?

- Yes
- No

Which one? (please specify)

11. Do you have any suggestions for improving this videoconference system if it were to happen again?

Guest Presentations:

12. Did the presentations meet your expectations?

- Yes
- No

Please specify

13. Would you have appreciated discussing a particular subject during the presentation?

- Yes
- No

If yes, which one?

14. Do you have suggestions to improve the presentations?

Part Exchanges between participants:

15. What topics were discussed in your group? (Mention here the main themes that you have retained)

16. Considering the current context of isolation, did the themes addressed allow you to consider problems and issues from new perspective?

- Yes
- No
- I don't know

If yes, which one?

17. Is your personal situation, within your organization, affected by the situation

generated by COVID-19?

- Yes
 - No
 - I don't know
- Please specify _____
- _____

18. Did you enjoy the exchanges between the participants?

- Yes
 - No
 - I don't know
- Why? (please specify)
- _____
- _____

19. Do you have elements to suggest improving the exchanges?

20. In your opinion, can the Respect Forum provide support / assistance to the situations your organization faces?

- Yes
 - No
- Please specify _____
- _____

General considerations

21. In general, what is your level of appreciation for the activities of today's Respect Forum?

	Unsatisfied	Less satisfied	Satisfied	Very satisfied
The organization of the meeting (sending invitations, instructions, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The part of individual presentation of the participants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Presentations section of the speakers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Exchanges section between participants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The whole meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. How likely are you to attend a similar event again in the future?

- Extremely likely
- Very likely

- Somewhat likely
- Not so likely
- Not at all likely

23. How likely are you to recommend the Respect Forum?

- Extremely likely
- Very likely
- Somewhat likely
- Not so likely
- Not at all likely

24. Did you learn during this event?

- Very much
- Many
- Enough
- A little bit
- Not at all

25. In your opinion, does the Respect Forum fulfill the following mandates?

	Not at all	A little bit	Adequately	Very well
Discuss the landscape supporting men and women in uniformed service who are at risk, including veterans, first responders and their families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identify and explore the scope of service offerings, organizations and available knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discuss challenges and opportunities in service delivery activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Propose and discuss ideas for filling service gaps through collaboration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neutrality and mutual respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Do you have any other comments or questions regarding the event?

27. Would you agree to be contacted by our National Coordinator of Program Evaluation (Ms. Servane Roupnel), to explore certain questions further? If yes, please leave us your name and email address.

Annex 4. Report of the results of the facilitators' questionnaire

Perception of facilitators on the use of Zoom videoconferencing software and invitations to participants

Although all the facilitators would have preferred to host the Respect Forum meetings in person, the vast majority did not encounter any major challenges considering the transfer of these meetings to videoconferences. They note the relevance of this method thus avoiding the cancellation of the event. All facilitators successfully managed to use the Zoom software (some of them already had experience with this platform).

Despite some challenges, the facilitators showed great adaptability to enable quality meetings. As one said, *"I think finding a solution early to the challenge of potentially cancelling the forum sent a strong message about our commitment to bring our participants together regardless of whether they were ultimately able to attend"* (Vancouver, 2020).

The Respect Forum meeting

The Spring 2020 Respect Forum meetings took place between March 25 and April 17. A total of 22 meetings were held with a total number of 265 participants, subdivided as such:

<p>Quebec Region Montreal (April 1): 20 participants Saguenay (April 7): 17 participants Quebec City (April 8): 17 participants</p>	<p>Atlantic Region Saint John NB (April 2): 15 participants Fredericton (April 7): 9 participants Halifax (April 8): 11 participants Moncton (April 9): 9 participants St John's NL (April 24): Postponed to Oct 2020</p>
<p>Central Region Ottawa (March 25): Postponed to June 2020 Windsor (April 1): 28 participants North Bay (April 7): 7 participants London (April 8): 20 participants Kingston (April 9): 9 participants Hamilton (April 15): 8 participants Toronto (April 17): 16 participants</p>	<p>Western Region Regina (March 29): 6 participants Vancouver (March 31): 13+12 participants Winnipeg (April 7): 7 participants Edmonton (April 14): 9 participants Victoria (April 14): 5 participants Comox (April 15): 8 participants Calgary (April 16): 15 participants Thunder Bay (April 17): 4 participants</p>

Now concerning the invitation to the participants, it was done in two stages: (1) pre-COVID stage where the invitations were for in-person meetings; (2) post-COVID stage where the invitations indicated that the meetings should be continued, but by videoconference. All the facilitators were confronted with a new work method, this spring being the first time that the Respect Forum was held remotely. They therefore had to find a new approach in order to maintain the motivation of their guests while renewing the invitations to people who had informed that they were unavailable for the meeting in person. Indeed, the videoconference method, and the confinement rules have impacted many schedules, which could have allowed the availability of new participants.

Some facilitators then mentioned some challenges. For example, a facilitator mentioned his fear of being perceived as a "nuisance" considering the current context and the daily changes it brought about: *"There were times that I felt I was becoming a nuisance, as things were changing almost daily. The uncertainty was foremost in most of those I spoke to"* (Victoria, 2020). His method of recruiting participants therefore had to be changed so as not to add additional burden to all participants working on the front lines of this pandemic. Another explained that it was almost impossible, during this pandemic period, to speak directly to people when the invitation was made by telephone: *"Possibly most contacts working from home only monitoring voice mail"* (Kingston, 2020).

Data regarding the number of invitations sent by email and the number of phone calls made by facilitators is collated in the following table. Note here that several follow-up emails and telephone calls were also set up by the facilitators according to the scheduled dates of the meetings (the data here relate to the number of people contacted). The number of participants is less than the number of confirmations received by the facilitators as shown in the table below.

City	# Invited by Email	# Reached by Phone	# Saying They Would Attend	# Who Actually Attended	% Actual to Forecasted Attendance
Saint John NB	66	66	21	15	71%
Halifax	44	35	27	11	41%
Fredericton	72	72	-	9	-
Moncton	51	51	13	9	69%
St-John's NL					POSTPONED TO OCTOBER 2020
Regina	135	37	9	6	67%
Vancouver	113	0	32 (+3 maybes)	13	42%
Vancouver*				12	
Winnipeg	72	32	10	7	70%
Edmonton*	84	88	3	9	300%
Victoria	81	60	20 (+8 maybes)	5	25%
Comox	78	64	13 (+8 maybes)	8	61%
Calgary*	122	108	5	15	300%
Thunder Bay	67	3	5	4	80%
Ottawa					POSTPONED TO JUNE 2020
Windsor	45	45	30	28	93%
North Bay	56	47	15	7	47%
London	75	75	20 (+1 maybe)	20	100%
Kingston	82	50	14	9	64%
Hamilton	106	40	16	8	50%
Toronto	103	30	18	16	89%
Montréal	93	54	26	20	77%
Saguenay	30	10	20	17	85%
Québec	160	120	25	17	68%
Total =	1 735	1 087	342 (+20 maybes)	265	74%

* The facilitator indicated that he received very little confirmation of attendance and / or return to his invitations.

+ A second meeting was organized to gather individuals who couldn't make it during the first meeting because of security concerns with Zoom. The meeting was therefore conducted on the Webex platform.

Several explanations can be given in order to understand the number of participants as compared to initial expectations. Some facilitators explained that they had last-minute cancellations because these participants were expected to attend an emergency meeting to deal with the pandemic. We should not forget that most of the participants are members of aid and support organizations, on the front lines battling COVID-19. For example, *"Most of the first responders from the hospitals, EMS, firefighters, and the representatives from the London Police Services and other first line groups could not attend due to the COVID-19 pandemic. These organizations that numbered 24 people indicated that they could not attend but would be part of the October conference"* (London, 2020).

Management of Zoom software during meetings

Most of the virtual meetings of the Respect Forum went well. Most participants (83%¹) used their camera. Only seven facilitators (33%) indicated that they had participants who encountered small difficulties in using the software (most of the time this was resolved without problems). Among the problems mentioned by the facilitators we often find concerns with software control (impossible to turn on the speaker, sound quality, impossible to see all the participants at the same time).

¹ Six facilitators did not indicate the number of participants using their cameras.

A facilitator also had to help a few participants download the software. This posed no problem for him and made it easier to meet, thanks to the support offered.

One of the issues that has come up several times relates to software security breaches (news announced during the Forums). In fact, four (18%) facilitators mentioned that their participants had had concerns regarding the security vulnerabilities of the Zoom platform: *"I received comments that some were concerned with security of the Zoom platform and at least one stated that if they were at work they would not be participating because Zoom is prohibited on their network"* (Calgary, 2020). This resulted in several concerns on the part of some participants, which were limited by setting up a password to access the meeting. Several organizations have also prohibited their employees from using the platform. This could have impacted the number of participants in the Forums or, at least, limited the ease of access to the meetings.

In addition to these challenges, all the meetings took place without major concerns. The use of the Zoom platform, when face-to-face meetings are impossible, therefore remains a reasonable solution. With suitable training for facilitators as well as security of access to the platform, meetings by videoconference seem a very good solution. Note in particular that several participants mentioned their attraction to this form of meeting, because it allowed greater accessibility: *"Everyone preferred the video conference format, since they did not have to drive to downtown Toronto, fight with traffic, find parking, etc. For all it was more efficient to do the meeting online"* (Toronto, 2020).

Meeting agenda

The meeting agenda was, for the most part, similar in all Respect Forums. Thus, it was established as follows:

- (1) Introduction of the facilitator and presentation of the Respect Forum
- (2) Individual presentation of all participants
- (3) Presentations by speakers
- (4) Discussion/exchange between participants
- (5) Conclusion

The individual presentation of all participants is an important step for the Forum because it allows to quickly present all the organizations represented in the meeting. However, it is important that the duration given to each is respected in order to allow progress on the other stages of the meeting. It would be interesting to ask participants, before the meeting, to prepare for this presentation using four questions (Who are they? What organization do they represent? What is their service offering? What do they need currently?). In addition, in order to facilitate discussions, some facilitators had sent the list of participants before the meeting. This was very well received and seems a good avenue to create a group atmosphere and more relevant preparation for the participants.

Some forums did not have speakers. The Discussion/Exchange part was then longer. In addition, some facilitators chose to introduce the mapping exercise, which was initially planned for in-person meetings, aimed at establishing a map of the services offered to uniformed personnel. Although this work was impossible by videoconference, the facilitators introduced the idea for the next meetings in Autumn 2020. This exercise was always well received and encouraged the future presence of participants in the next forums.

Few challenges were encountered during the meetings. Among these we can cite the last-minute cancellations by several speakers. Furthermore, one of the facilitators recommended that *"the facilitator appoint someone (if possible) on the call to manage the chat room. It detracts from the facilitation of the meeting to have to manage the chat room while facilitating the meeting"* (Halifax, 2020).

The facilitators managed to stay the course in order to offer quality meetings. They were very flexible, especially in certain situations, such as when one of the facilitators fell ill and had to be replaced at the last minute. Here we see quality teamwork. We would however advise that an identical day plan for all meetings be offered at the next Forums in order to ensure that all participants receive the same information (particularly concerning the introduction of the mapping exercise). In addition, it will be important to adapt the conversations according to the different past Forums. Indeed, some participants mentioned to their facilitator frustration: *"Some frustration that this was the third forum and we are discussing the same issues"* (Toronto, 2020).

Speakers

A total of 27 speakers took part in the Respect Forums to present their organization, their service offerings, the challenges and needs they meet, etc. Seven Respect Forums (33%) did not have the opportunity to host this kind of presentation often due to the context of COVID-19 impacting very many schedules. Most forums that have had this kind of activity welcomed a speaker (7 forums - 33%) or two speakers (4 forums - 19%). Note that one forum received three speakers (5%), one forum received four speakers (5%) and another received five speakers (5%).

A great diversity of organizations was represented during these presentations:

- Honour House;
- Housing Development for the City of Windsor;
- Family Services Windsor Essex;
- CMHA WECEB
- CBI Health;
- Essex Fire and Rescue Program;
- Bodystream Medical Cannabis Clinics;
- Un cheval pour mieux vivre;
- Meetual psychothérapie en ligne;
- John Howard Society of Saint John;
- Veterans Family Program;
- Veterans Affairs Canada;
- Built for Zero Canada;
- Metis Nation of Canada;
- Community Gardens;
- Salvation Army;
- The Homeless Count;
- Fond Vanier

The presentations were received with great interest. They notably made it possible to open on certain subjects of conversation which continued in the period "Exchange between the participants". Be careful, however, that this is not the center of meetings in order to allow time for various exchanges so that everyone can express themselves: "*I found it a bit too much of a lecture and not much discussion*" (Toronto, 2020).

Meeting atmosphere

For all the meetings, the facilitators expressed a very good meeting atmosphere and good feedback from their participants. The communications instructions were followed with politeness and control. As one of the facilitators explained, "*The event went very well. Great participation from all attendees. All are very articulate professional people who immediately rose to my challenge regarding their self-introduction. Having good lighting and a professional looking setting to broadcast from was a positive*" (Vancouver, 2020). In general, the participants were very happy to know the services of the various organizations present. Several have thus expressed their willingness to continue discussions outside the meetings and the beginnings of collaboration have been observed.

The Montreal facilitator mentioned a suggestion from the participants which would be to reduce the length of the speakers' presentations in order to give more time to the discussions between the participants. However, this did not question their interest in participating in the Respect Forum, as they also indicated that they were interested in having more Respect Forum videoconferences during this time of pandemic.

Discussion/Exchange between participants

The Respect Forums are a place of exchange and discussion in order to encourage possible collaborations. As a result, each meeting had a discussion part so that everyone could share their services, their needs, their expectations, etc. Considering the context of the pandemic, the facilitators were also invited to question the participants on the impact of COVID-19 on their organization, their clientele, their services, etc.

As a result, several Forums invited participants to answer the following questions:

What is the effect of social distancing on those who are already isolated or in danger of being even more isolated?

Possible ways of response: “Zoom, Facetime, counseling by phone, and other creative ideas are all helpful as we try to minimize the potentially negative impacts of social isolation. Creativity is the key!” (Saint-John, 2020); “We are reaching out more to our clientele in as many creative ways as possible, including technology. There is a difference between physical distancing and loneliness. We need to make sure our customers are not “lonely”. Important to recognize veterans and first responder needs re. privacy, security, and confidentiality. Virtual Programs are increasing” (Halifax, 2020); “Increase in symptoms related to PTSD” (Montreal, 2020); “General consensus was that the veteran community is handling COVID-19 well. This is just like an austere deployment with limited resources. The social isolation is an irritant” (Toronto, 2020); “There was uncertainty on how to help clients with current restrictions. Physical spacing, charitable donations, and resource requirements were issues” (Fredericton, 2020).

How are the measures affecting caretakers, health care professionals, social service providers, etc. in your local communities?

Possible ways of response: “Share more good news. Invite the media in your communities to cover inspiring stories as they respond to the new challenges. Look to our colleagues for best practices as we do our best respect the national health protocols. Reconfiguring our space, in order to comply with the national health protocols” (Saint-John, 2020); “We have extra virtual” staff meetings ”to ensure staff are getting the support they need” (Halifax, 2020); “Some services can no longer function: closure of the Legions, inability to work on the street, closed stables, etc.” (Montreal, 2020); “First responder community is having a more challenging time. They are on the front lines, dealing with infections and concerned about infecting own families” (Toronto, 2020); “Discussion around the COVID-19 and their organization and how it is affecting them! Especially challenges relating to medical evaluations, PTSD, homelessness, and an increase in domestic issues” (Comox, 2020); “Effect among first responders and the extended health care community including mental health professionals. Several agencies stating, they were already including the larger health care community on their planning” (Calgary, 2020).

What measures can be taken locally as a result of this discussion?

Possible ways of response: “A lot of discussion around making the navigability of the system more user friendly. The Human Development Council shared that it is developing a resource which takes the need to navigate the system out of the hands of the client” (Saint John, 2020); “The pandemic is making us more aware of the need and importance of compassionate care and connection especially for our veterans and homeless populations. Our First Nations representative emphasized the point that strategies that may work for the general population will not necessarily be appropriate for the indigenous population” (Halifax, 2020); “The distinct cultural differences between different providers which necessitate more specific targeted approaches” (Calgary, 2020).

Is there anything that Respect Forum can do to assist in this regard?

Possible ways of response: “Keep up the good work holding the Forum so that agencies have the opportunity to gain from the information exchange that is provided by the Respect Forum format” (Halifax, 2020); “The lack of research in the effectiveness of current approaches and programs, particularly peer support” (Calgary, 2020).

Introduction of the “Roadmap to Services”

Participants' perception of the Roadmap: “We then introduced the “Roadmap to Services” and emphasized that it was up to each service area to create a model that works for them. A general discussion took place with most of the participants participating. The general impression was that this was a worthwhile initiative that would take a significant amount of work to accomplish. Participants were encouraged to get together and work on it and we would review it at the next forums” (Calgary, 2020).

Other subjects

Other subjects were discussed, including the question of possible collaborations. For example, “A couple of possible collaboration points raised with the homeless count and how to partner with the Legion to provide assistance with the 1% of the homeless identified as Veterans” (Comox, 2020). It also made it possible to reflect on related subjects such as the sources of funding for the various programs and the setting up of a support group for first responders facing the COVID-19 crisis. A forum also highlighted the support that can be given to children in this pandemic context, in particular through the idea of creating a summer camp within the Honor Ranch of Vancouver Coastal Health Authority. Another forum put forward

a possible collaboration "*with the homeless count and how to partner with the Legion to provide assistance with the 1% of the homeless identified as Veterans*" (Comox, 2020).

A final point, very important considering this context, has been put forward in many forums: It is very clear "*that there will be an increased demand for Mental Health services once restrictions are relaxed. We must plan for it now!*" (Toronto, 2020). A beginning of reflection appeared at the Edmonton Forum: "*We then held a discussion regarding the longer-term issues which will follow. This generated a more prolonged discussion regarding the fallout from the pandemic response. Highlights were: (1) planning because it can and likely will happen again; (2) potential to redefine service delivery models; (3) attempt to reduce duplication of efforts; (4) better coordination and potential role for Respect Canada*" (Edmonton, 2020).

It is therefore essential that the Respect Forum teams reflect now on the creation of concrete discussions around this so that collaborations are set up as quickly as possible to be able to face the post-confinement and post-COVID period.

Conclusion

In conclusion of this report, the current pandemic context has shaken up the organization of Respect Forums which has undoubtedly impacted the preparation of the facilitators, the availability of participants, the subject of the discussions, etc. However, this report shows that, despite some difficulties, the facilitators have adapted adequately to the situation allowing quality Forums. Recognizing the importance of maintaining these meetings, especially in this context of social isolation, the participants expressed the need to discuss the issues specific to COVID-19. This had been suspected by the organizers who had invited the facilitators to prepare for these types of topics.

The few difficulties encountered, both in the management of the Zoom software and in the recruitment of participants are normal considering the short time that the Facilitators and the Respect Forum team had in order to adapt to the situation. Considering the possibility of having recourse to this kind of videoconference, it will be relevant to train the facilitators in the use of the software, in a recruitment method adapted to the reality of the participants, and in an even more relevant agenda to cover all the points of the participants.

The general feedback is very positive and indicates very good experience from both the participants and the facilitators. It will be relevant to continue these meetings, more frequently, if the context of social isolation persists. Indeed, the need for exchange in these particular times was expressed by a large majority: "*A preference was expressed for regular meetings throughout the year. For example, online meetings every two months and one physical meeting a year at a location that does not require traveling to downtown Toronto. The online meetings would be single issue focused allowing for better collaboration and synchronization of resources*" (Toronto, 2020). Furthermore, it is important to prepare for the post-COVID-19 consequences that will undoubtedly impact most support organizations.

Annex 5. Report of the results of the francophone participants' questionnaire (N=19)**Sociodemographic Data:****What is your gender?**Male: 9 (47%) **Female: 10 (53%)** Don't wish to answer: 0**What is your age?**-18: 0 18 to 24: 2 25 to 34: 2 35 to 44: 1 **45 to 54: 7** **55 to 64: 7** 65+: 0**In what city do you live/work?**

CITY	NUMBER OF RESPONDENTS*
Mirabel	1
Chicoutimi	2
Alma	2
Jonquière	1
Saguenay	2
Verdun	1
Québec	6
Frelighsburg	1
Lévis	1
Chateauguay	1

*A responder did not wish to answer the question

General knowledge on the Respect Forum:**How did you hear about the Respect Forum?****Contact with one of our coordinators: 17 (74%)**

Respect Forum Website: 0

Facebook: 0

Instagram: 0

Twitter: 0

LinkedIn: 0

Other: 2 (26%)

_ Details =

Legion request: 1

Reference of a project partner: 1

Have you ever participated in a Respect Forum prior to today?**Yes: 10 (53%)**

No: 9 (47%)

If yes, specify:

CITY*	YEAR**	NUMBER OF RESPONDENTS
Montréal	2018	1
	2019	1
	2020	1
Saguenay	2019	1
Québec	2019	3

*One respondent indicated that he had participated in the Montreal meetings on multiple occasions

**One respondent said that he had participated in all the meetings since the creation of the Respect Forum

Participation in the Respect Forum:**What meeting of the Respect Forum are you taking part in today?**

CITY (DATE)	NUMBER OF RESPONDENTS*	% OF PARTICIPANTS WHO COMPLETED THE QUESTIONNAIRE
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Montréal (April 1)	2 (+3 in the anglophone questionnaire)	25%
Saguenay (April 7)	8	47%
Québec (April 8)	7 (+1 in the anglophone questionnaire)	47%
TOTAL =		39%

*Two respondents did not wish to answer the question

Why did you decide to participate in the Respect Forum?

REASON	NUMBER OF RESPONDENTS*
Networking	6
Know the service offers	2
Co-host of the meeting	1
Invitation from his organization	3
See the difference between the various forums	1
Improve your knowledge	4
Provide expertise and support	2
Support the cause of veterans	1
Promote the services of your organization	4
Expand your customer base	1

*One respond did not wish to answer the question

Which organization do you represent?

ORGANISME	NUMBER OF RESPONDENTS
Équi-Sens	1
Respect Canada	1
Légion Royale Canadienne	2
Vétérans UN/NATO	1
CADU	1
SSBSO	1
Clinique médicale de Bagotville	1
Fondation générale Vanier du R22eR	1
Anciens Combattants Canada	1
Meetual psychothérapie en ligne	1
CIUSSS	1
Centre CASA	1
Le Passage	1
AQRP	1
Le Verger	1
Centre de la famille Valcartier	1
Veteran Transition Network	1
Zoothérapie & cie	1
AGIR en santé mentale	1
Soldiers Helping Soldiers	1
Soldats dans la rue Montréal	1

Adjusting the Respect Forum - COVID-19 Context

Did the need to participate in the meeting by videoconference impact your interest in the meeting?

Yes: 5 (28%)

No: 13 (72%)

Unspecified: 1

How:

Positively

Good for morale considering confinement

We see the degree of involvement and passion

Negatively

Fear of security breaches on the Zoom platform

Seeing and speaking in turn gives a lot of meaning to monitoring

Have you had any problems using the Zoom videoconferencing system?

Yes: 1 (6%)

Comments:

"No longer having the Zoom application, I tried to connect via my web browser. It didn't work, so I connected with my phone." (# 15)

No: 17 (94%)

Unspecified: 1

Do you have any suggestions for improving this videoconference system if it were to happen again?

Yes: 4

- Receive the agenda before the meeting
- Receive the list of participants before the meeting
- Receive a tutorial for using Zoom
- Close participants' microphones when they are not speaking
- Ensure the quality of the speakers' internet connection

No: 12

Unspecified: 3

Guest Presentation:

Did the presentations meet your expectations?

Yes: 16 (89%)

No: 2 (11%)

Comments:

"I had no specific expectations and I did not know who should present what" (# 1)

"I did 1h22min by phone, so I couldn't see these" (# 6)

Unspecified: 1

Would you have appreciated discussing a subject during the presentation?

Yes: 6 (33%)

Comments:

"Find concrete and direct means for the pandemic period we are experiencing and to reach our customers" (# 1)

"Think about a means of direct communication with customers in need" (# 6)

"Learn more about the impact of OSIs on a person and know how to approach recovery despite the after-effects caused by it" (# 13)

"Having a part reserved for networking (but difficult on Zoom)" (# 14)

No: 12 (67%)

Unspecified: 1

Do you have suggestions to improve the presentations?

Yes: 4

Comments:

"Team activity to animate and energize the meeting" (# 1)

"Present the agenda at the start of the meeting to know what to expect during the meeting" (# 13)

"Make sure people name their full name during presentations" (# 15)

"Have the presentations a little before the meeting, to read them before the meeting" (# 19)

No: 10

Unspecified: 5

Part Exchanges between participants:

What topics were discussed in your group? (Mention here the main themes that you have retained)

Conference topics: 6

Comments:

"Presentation of the participants and the services of 3 people" (# 1)

"The Network, ACC, Vanier Fund, Soup tureen" (# 3)

"The goal of the program, we talked about us and our role SSBSO, Online Psychologist, to give support to paramedics" (# 4)

"Desire to structure collaborative services for uniforms and PTSD" (# 5)
 "Introducing VAC Services. Introducing the Meetual Service" (# 15)
 "VAC, Resources for Veterans & Their Families" (# 17)

Networking and presentation of organizations: 8

Comments:

"The networking of different help groups" (# 2)
 "Regional support, offers from various stakeholders, networking" (# 7)
 "Presentation of the participants" (# 8)
 "A platform, significant events, communication, support, etc." (# 10)
 "The exchanges were informative as well as the presentations, this allows us to know other services and needs." (# 12)
 "Each person who showed up mentioned their services and developments and it took more than half the time. For a first meeting, I found this networking opportunity and the presence of peer helpers among other professional actors gravitating around veterans or anyone wearing a uniform interesting" (# 13)
 "Presentation of the different people present." (# 15)
 "Mutual help between groups!" (# 19)

PTSD information: 2

Comments:

"We talked about prevention and the Quebec and Canadian programs offered to help these people. I learned that there is a lot of homelessness linked to OSI and the development of other problems ... concomitant disorders." (# 13)
 "Working in silos ... need for veterans ..." (# 18)

Considering the current context of isolation, did the themes addressed allow you to consider problems and issues from new perspective?

Yes: 7 (41%)

Comments:

"The COVID-19 post for veterans as well as first responders" (# 2)
 "What the new reality will become after COVID and how to reach people who need it." (# 4)
 "The need to have a means of communication that the client who is in confinement can easily access. I'm talking about the Internet here ... Hence my intervention on how to contact our customers or even us in a different way from what we are used to doing or seeing. I'm talking about having a vision from COVID19." (# 6)
 "It is not only the military community that is impacted, it is all the stakeholders, civilians and soldiers alike" (# 7)
 "As it was the constitution assembly, the fundamental issues have not yet been explored" (# 8)
 "I discovered the Power Point presentations on Zoom, I didn't know that." (# 12)
 "Being an organization serving a large territory, I appreciated the presentation of virtual services." (# 15)
 "How can we together help veterans who may be negatively impacted in the current environment. We must put our resources and our efforts together to help veterans." (# 16)

No: 5 (29.5%)

I don't know: 5 (29.5%)

Is your personal situation, within your organization, affected by the situation generated by COVID-19?

Yes: 16 (94%)

Comments:

Obligation to telecommute = 8

"I have to telecommute, and I no longer see my peers in person for meetings and groups as well as for face to face complicating relationships and support. We will try a new approach in the coming weeks, and we will see the difference and the interest." (# 4); "It requires several adaptations to work remotely, each at home and from videos. Personally, I do not have access to all of the office equipment and files. There are things I can't do remotely." (# 12)]

Fatigue / Stress = 2

"We are in reduced staff so only 2 people to do everything. Physical fatigue is present and the mental burden of supporting and trying to make the organism survive becomes heavier" (# 1); "You have no idea of the stress and all the work done by me and my team in the crisis unit of my subsidiary. I am still at work (essential services). I work on 12 hour shifts alternating day and night (3-2-2 schedule). At the start of the crisis, I did 9 days online in the factory with 24 hours of rest before I returned to the normal schedule. I don't sleep well, and my head has a squirrel which is active in titi these days. So, my volunteering I do after my work and often my sleep is short-lived. The finances of the branch have been my biggest anxiety lately. Fortunately, I am well surrounded, and we have a financial, administrative, and operational game plan which has been 99% operational since yesterday only. Life also goes on and I learned that my wife had cancer 3 weeks ago. So, my staff, my family and my organization have been strongly impacted. It should be added that I am the vice-commander of district 03 of the Legion too. The rush has passed, and I will try to rest. I have my employee assistance program in operation. If I need, I will consult do not worry for me ... So yes COVID 19 has rotten my life for 3 weeks" (# 6)]

Stopped programs = 3

["Our programs are stopped despite the needs of veterans and our funding too" (# 16)]

Modification of programs = 1

["At my Legion, watch out for older people (# 3)]

No: 1 (6%)

I don't know: 0

*Two respondents did not wish to answer the question

Did you enjoy the exchanges between the participants?

Yes: 15 (88%)

Comments:

"I liked the presentations of each and some exchanges, except when they became too personal and long between 2 or 3 participants, but the coordinator invited them to communicate with each other after the meeting, which was very good."(# 12)

No: 1 (6%)

Comments:

"Some exchanges were appropriate but, unfortunately, some participants only had very specific ones. It would seem important to me that these people discuss among themselves outside of the meetings. In addition, I noticed that the presentation of the participants made it possible to envisage good contacts in the environment ... "(# 18)

I don't know: 1 (6%)

Comments:

"Being in a videoconference makes it more difficult to chat with other participants. The exchanges, which are usually done in private, are public at this time. However, this is understandable due to the videoconference situation." (# 15)

*Two respondents did not wish to answer the question

Do you have elements to suggest to improve the exchanges?

Yes: 3

Comments:

"Agenda to prepare in advance" (# 1)

"Stay broad and informative to reach the majority. Avoid specific and personal cases in groups" (# 12)

"Let people who want to chat with a specific person know that they can. A reminder of the primary objective of the meeting seems necessary to me "(# 18)

No: 10

*Six respondents did not wish to answer the question

In your opinion, can the Respect Forum provide support / assistance to the situations your organization faces?

Yes: 12

Comments:

"Thanks to the information of other participants" (# 8)

"Yes, education on the reality of people suffering from OSI to be able to support them well" (# 13)

"Interesting partnerships that can be made" (# 14)

"Linking local organizations is a good way to stay abreast of organizations open during the pandemic" (# 15)

"Yes, help us find participants and in fundraising actions" (# 16)

No: 1

Comments:

"Besides making contact, for the moment, I don't see anything auspicious" (#1)

I don't know: 3

Comments:

"So far, we are going through the aid net that governments have put in place. I'm in survival mode, I hold on to anything that moves and that can give me support "(# 6)

"I don't know but by knowing each other better we can better refer each other to the population" (#12)

*Three respondents did not wish to answer the question

General considerations**In general, what is your level of appreciation for the activities of today's Respect Forum?**

	UNSATISFIED	NOT VERY SATISFIED	SATISFIED	VERY SATISFIED	TOTAL*
The organization of the meeting (sending invitations,	0	0	5	12	17

instructions, etc.)					
The part of individual presentation of the participants	0	0	5	11	16
The Presentations section of the speakers	0	2	5	9	16
The Exchanges section between participants	0	1	5	10	16
The whole meeting	0	0	8	9	17

*Two respondents did not wish to answer the question

How likely are you to attend a similar event again in the future?

Extremely likely: 9 (53%)

Likely: 7 (41%)

Moderately likely: 1 (6%)

Unlikely: 0

Not at all likely: 0

*Two respondents did not wish to answer the question

How likely are you to recommend the Respect Forum?

Extremely likely: 6 (35.3%)

Likely: 6 (35.3%)

Moderately likely: 5 (29.4%)

Unlikely: 0

Not at all likely: 0

*Two respondents did not wish to answer the question

Did you learn during this event?

Very much: 1 (6%)

Many: 10 (59%)

Enough: 5 (29%)

A Little but: 1 (6%)

Not at all: 0

*Two respondents did not wish to answer the question

In your opinion, does the Respect Forum fulfill the following mandates?

	NOT AT ALL	A LITTLE	ADEQUATLY	VERY WELL	TOTAL*
Discuss the landscape supporting men and women in uniformed service who are at risk, including veterans, first responders and their families	0	4	7	6	17
Identify and explore the scope of service offerings, organizations and available knowledge	0	2	8	7	17
Discuss challenges and opportunities in service delivery activities	0	1	9	7	17

Propose and discuss ideas for filling service gaps through Collaboration	1	3	9	4	17
Neutrality and mutual respect	0	1	5	11	17

*Two respondents did not wish to answer the question

Do you have any other comments or questions regarding the event?

"The comments, of course, are metered and impacted by the fact that we had to have this meeting by videoconference. Given the circumstances, I am satisfied." (# 1)

"Very good, nothing else to add" (# 2)

"Thank you for the invitation and your involvement" (# 5)

"A great initiative to promote" (# 7)

"Nothing substantial" (# 8)

"Nice initiative" (# 12)

"Keep up the good work" (# 13)

"The virtualization of the forum allows us to stay in touch in times of crisis, which is appreciated. However, this brings additional challenges for communication and deepening the themes. These challenges are understandable" (# 15)

"Thank you to the organizers and the people responsible for the facilitation and moderation. I really liked the formula with Zoom" (# 18)

"Thank you to the organizers! Special thanks to Steve Gregory for his tireless leadership!" (# 19)

Annex 6. Report of the results of the anglophone participants' questionnaire (N=70)**Socio-demographic data:****What is your gender?**

Male: 35 (49%) Female: 36 (51%) Do not wish to answer: 0

What is your age?

-18: 0 18 to 24: 1 25 to 34: 8 35 to 44: 14 45 to 54: 16 55 to 64: 19 65+: 13

In what city do you live/work?

CITY	NUMBER OF RESPONDENTS*
REGINA	2
SOUTHEY	1
ST ALBERT	1
ESSEX COUNTY	2
WINDSOR	11
LEAMINGTON	1
ONTARIO	1
CAMBRIDGE	2
CHATHAM	1
BURNABY	1
VANCOUVER	1
KINGSTON	3
ROTHESAY	1
QUISPAMIS	1
SAINT JOHN	7
LONDON	6
MONTREAL	3
FREDERICTON	1
NORTH BAY	3
WINNIPEG	1
HALIFAX	5
MONCTON	2
TRENTON	1
QUEBEC	1
TORONTO	2
VICTORIA	3
CHEMAINIS	1
THUNDER BAY	1
BRAMPTON	2
ORANGEVILLE	1
CALGARY	1

*A respondent indicated "n/a rural home office serving the province of NS"

General knowledge on the Respect Forum:**How did you hear about the Respect Forum?**

Contact with one of our coordinators: 40 (70%)

Respect Forum Website: 2 (3%)

Facebook: 0

Instagram: 0

Twitter: 0

LinkedIn: 0

Other: 23 (33%)

— Details =

Invitation from a colleague/a supervisor: 16

Received an e-mail by someone: 4
 Invitation by previous coordinator: 1
 Invitation by Steve Gregory: 1
 Contact with one of the presenters: 1

Have you ever participated in a Respect Forum prior to today?

Yes: 40 (56%)

No: 31 (44%)

If yes, specify:

CITY	YEAR	NUMBER OF RESPONDENTS
VANCOUVER	2018	1
VANCOUVER	2019	3
WINDSOR	2019	7
MONTREAL	2019	5
SAINT JOHN	2019	3
FREDERICTON	2018	2
WINNIPEG	2019	1
HALIFAX	2019	3
LONDON	2019	3
LONDON	2018	1
KINGSTON	2019	2
MONTREAL	2018	1
SASKATOON	2018	1
SASKATOON	2019	1
VICTORIA	2019	3
TORONTO	2018	1
TORONTO	2019	2

*One respondent indicated that he participated in all the Forums

Participation in the Respect Forum:

What meeting of the Respect Forum are you taking part in today?

CITY (DATE)	NUMBER OF RESPONDENTS	% OF PARTICIPANTS WHO COMPLETED THE QUESTIONNAIRE
REGINA (MARCH 29)	2	33%
VANCOUVER (MARCH 31)	3	23%
WINDSOR (APRIL 1)	16	57%
MONTREAL (APRIL 1)	3 (+2 in the francophone questionnaire)	25%
SAINT JOHN (APRIL 2)	8	53%
FREDERICTON (APRIL 7)	1	11%
WINNIPEG (APRIL 7)	2	28%
NORTH BAY (APRIL 7)	2	33%
HALIFAX (APRIL 8)	6	54%
LONDON (APRIL 8)	6	30%
MONCTON (APRIL 9)	1	11%
KINGSTON (APRIL 9)	2	25%
QUEBEC (APRIL 8)	1 (+7 in the francophone questionnaire)	47%
VICTORIA (APRIL 14)	4	80%
THUNDER BAY (APRIL 17)	1	25%
TORONTO (APRIL 17)	1	6%
TOTAL =		29%

*Five respondents did not wish to answer

** Seven respondents did not precise their answer

Why did you decide to participate in the Respect Forum?

REASON	NUMBER OF RESPONDENTS
Involved in organization related to respect forum	6
Passionate about the cause/Interest to help	11
Get more information/Networking	40
Presenting information	5
Presence requested	5
Curiosity	3
To assist co-worker	1
To apport support to this worthwhile initiative	1
To build a stronger community	1
Recommended by someone	2

*Four respondents did not wish to answer the question

Which organization do you represent?

ORGANIZATION	NUMBER OF RESPONDENTS
OSI-CAN	3
HONOUR HOUSE	1
POLICE	3
MILITARY	3
CMHA-WECB	2
CBI HEALTH GROUP	3
FIRE SERVICE	1
DR SKIDMORE & ASSOCIATES	1
WINDSOR ESSEX COMMUNITY HEALTH CENTRE	1
MILITARY INSTITUTE OF WINDSOR	1
BODYSTREAM WELLNESS	2
LEGION	6
MSW-RSW	1
NATIONAL ADVANCED PLACEMENT & PRIOR LEARNING PROGRAM	1
THE UNIVERSITY OF BRITISH COLUMBIA	1
RESPECT FORUM	2
GREGORY ZED & ASSOCIATES	1
GENTLE PATH COUNSELLING SERVICES LTD	1
THE SALVATION ARMY	1
JOHN HOWARD SOCIETY	1
TRANSCENDENTAL MEDITATION WORLDWIDE ORGANIZATION	1
ST LUK'S ANGLICAN CHURCH LOAVES & FISHES OUTREACH PROGRAM	1
DND	1
ROYAL LONDON MILITARY INSTITUTE	1
HORIZON HEALTH NETWORK	1
AMBULANCE NEW-BRUNSWICK	1
FAMILY CONNECTIONS	1
PHD STUDENT	1
BAY PSYCHOLOGY	1
CANADIAN WOMEN'S WELLNESS INITIATIVE	1
TRUE NORTH PSYCHOLOGICAL SERVICES	1
RED BEAR HEALING HOME SOCIETY	1
CENTRE FOR SOCIAL INNOVATION AND COMMUNITY ENGAGEMENT IN MILITARY AFFAIRS	1
MI'KMAW NATIVE FRIENDSHIP CENTRE	1
CHAIR OF LONDON'S HOCKEY HELP THE HOMELESS COMMITTEE	1
VETERAN FAMILY PROGRAM	3
GREATER MONCTON HOMELESSNESS STEERING COMMITTEE	1
QUEEN'S UNIVERSITY	1
VAC	1
YWCA	1
ASSOCIATIONS – ARTILLERY, ENGINEER, NAVAL	1

PROJECT TRAUMA SUPPORT PEER SUPPORT NORTH BAY	1
INCLUSIVE WORKPLACE AND SUPPLY COUNCIL OF CANADA	1
CANOPY GROWTH CORP	1
NAVAL ASSOCIATION OF CANADA	1
FOUR HATS COACHING	1
COMFORT KEEPERS HALIFAX	1
GTA METIS COMMUNITY	1
PROSPECT HUMAN SERVICES	1

*Four respondents did not wish to answer the question

Adjusting the Respect Forum - COVID-19 Context

Did the need to participate in the meeting by videoconference impact your interest in the meeting?

Yes: 21 (31%)

No: 46 (69%)

*Four respondents did not wish to answer

How:

Positively

"Interactive via video" (#2)

"Unavailable to attend personally in BC" (#3)

"Organized group, compassionate and experienced plus (many years of experience witnessed in this forum)" (#11)

"Being able to videoconference was a new experience for me and it meant that no one had to leave their location to participate." (#12)

"It was more accessible to me. To devote the time when I am usually working would be more difficult." (#23)

"Because I am already familiar with the Zoom conference, it was easy for me to join. I did not have to go anywhere." (#28)

"It did offer the opportunity for me to attend as I was not previously able to if attending in person" (#48)

"While we will always participate in the Respect Forum, video conference did make it more convenient to attend." (#57)

"I was glad to attend the meeting by videoconference. Saved travel time for me." (#68)

"Because of the videoconference format, I was able to fit this conference into my schedule much easier." (#70)

Negatively

"Did not want to do by video." (#10)

"Always far better to meet face to face for side-bars that are often better or more enriched." (#22)

"My preference would have been face to face, but this worked well as a temporary solution." (#63)

Have you had any problems using the Zoom videoconferencing system?

Yes: 9 (14%)

Comments:

"Only in learning how to use" (#2)

"The sound was not the best as it was difficult to hear some of the presenters" (#19)

"Poor connection" (#26)

"Do not have all the hardware needed and have poor internet service" (#42)

"For some reason I couldn't connect with my laptop. I was eventually able to connect by phone" (#43)

"I had issues with my video being available, however, I have remedied this issue I believe. I enjoyed the Zoom conference option" (#48)

No: 57 (86%)

*Five respondents did not wish to answer the question

Do you have any suggestions for improving this videoconference system if it were to happen again?

Yes: 11

Comments:

"Perhaps suggest a time limit for all speakers/responding/presenting" (#3)

- "Having access to the slides via email after the presentation is complete or prior too IOT consolidate information and take notes during the forum." (#8)
- "More time to log on" (#11)
- "It would be nice to see the entire slide. I could not see 20% of each slide. I need to learn how to remove the images of the other people for some of the time." (#14)
- "Need more than 90 minutes." (#16)
- "Only to make sure a one-minute introduction takes one minute." (#22)
- "I support Rick's suggestion to offer the meetings on a quarterly basis, especially during this time of navigating best practices/information sharing related to the pandemic." (#37)
- "Facilitators show mute participants and unmute as required." (#55)
- "Define and communicate proper etiquette for these conferences – i.e. stay on mute unless talking." (#56)
- "We need to find a platform that helps with the security concerns of some agencies. There may be little chance of obtaining that type of success from my experience, but we should try." (#59)
- "Perhaps use the "share" feature more to exchange reports and pictures." (#60)

No: 30

*Thirty respondents did not wish to answer the question.

Guest Presentations:

Did the presentations meet your expectations?

Yes: 59 (89%)

No: 7 (11%)

Details:

- "I had to leave early. It could be helpful to get meetings minutes in order to contribute in a meaningful way." (#38)
- "Perhaps make them shorter in point form to allow for more questions" (#54)
- "I am not completely bilingual and having a large percentage of the program in French was a bit of a barrier. This may be an issue as the remote access to these forums may not always include French speaking participants only. Perhaps consider the option to attend in either language upon registration to see if there are enough attendees to warrant two forums- one in each language." (#56)
- "Had to be cancelled due to Zoom being used" (#59)
- "Presenter was not able to participate. With this software this could have been prepared in advance and also shared on the website following." (#60)
- "The audience was small, and the guest presenter was unable to attend" (#61)
- "The guest presenter was unavailable" (#63)
- "No presentations – just a round table" (#71)

*Five respondents did not wish to answer the question

Would you have appreciated discussing a subject during the presentation?

Yes: 19 (29%)

Details:

- "All based on partnerships and exchange of ideas and processes" (#2)
- "Suicide help addiction issues families focus on the resources and the easy access to services, the more people that are aware the more people that can encourage loved ones to get help. Easy access is key "the COINS", that is awesome." (#11)
- "Perhaps more time for presentations and questions. Felt slightly rushed due to time constraints" (#13)
- "More time spent on small syndicate work, which is difficult with people not used to using internet conferences." (#16)
- "The impact of homelessness and how specifically it impacts women. And what can we do? And what is available out there for them." (#24)
- "In the present situation, I think we need to focus more on simply healthy habits." (#28)
- "What acute care or resources are there that can be accessed for someone experiencing thoughts of self-harm" (#30)
- "How do we expand the forum to more than a bi-annual meeting? We have given our contact information at the last two forums but what happens with that information. Could it be posted on the RESPECT Forum website, building local hubs so others can see who are part of this forum? Perhaps this would also encourage others to participate with seeing those in attendance. Just a suggestion to build participation and ongoing interest. I think this forum is valuable, but we have to also demonstrate the value of participating and staying connect." (#37)
- "More info re-reaching hard to reach and populations that are marginalized especially seniors" (#42)
- "Housing" (#45)
- "More feedback from all on successes and current challenges" (#54)
- "Fundraising" (#55)
- "Services available to our elders and those in need in our community" (#67)
- "We covered the topics of interest. I have an interest in cannabis as medicine to help with PTSD and chronic pain" (#68)
- "More MMJ for vets" (#69)

No: 47 (71%)

*Five respondents did not wish to answer the question

Do you have suggestions to improve the presentations?

Yes: 11

_ Details:

"Time limits" (#3)

"Having access to the presentations." (#8)

"Start on time and limit the introduction, people didn't stick to the timeframe." (#26)

"We all need to learn to speak more slowly and more clearly. Life is not a race." (#28)

"Video conferences do not work well for presentations carrying a great deal of statistics or data." (#31)

"An agenda, goals of meeting and larger projects would be helpful." (#38)

"Having veterans representation involved in the next sessions to have their input in discussions." (#50)

"More preparation to present materials on the screen. Have faster flow to maintain interest. Consider more accessibility – i.e. captioning for those who may not hear everything clearly. Ensure print content is accessible." (#56)

"Just keep trying to move it along. It is a new world." (#59)

"Materials presented in advance. A chance for questions in advance that could guide the presenter." (#60)

"Perhaps slightly less time for introductions and slightly longer time for presentations/questions. Perhaps introductions could be done via the chat function" (#70)

No: 28

*Thirty-two respondents did not wish to answer the question

Part Exchanges between participants:**What topics were discussed in your group? (Mention here the main themes that you have retained)**

COVID-19 context: 18

Networking: 2

Subject of conferences: 20

Available services: 11

Mental Health/PTSD: 6

Homelessness: 5

Services for the first nations: 4

*Twenty-one respondents did not wish to answer the question

Considering the current context of isolation, did the themes addressed allow you to consider problems and issues from new perspective?

Yes: 35 (60%)

_ Details:

"Clearly we are in this together and zoom allows a greater sense of awareness and common purpose." (#2)

"Video, telephones reaching out helping build confidence across the province for help multiple topic and how it comes together. Certainly the importance of communication and being available 24/7 collectively the need for more in the context of isolation-acceptance and mental health support for the people closest to us what they are experiencing and how we can help and where we can refer." (#11)

"Trying to keep people engaged or having them to accept an electronic platform for therapy is an interesting new theme." (#17)

"Those who were already at risk and how they can be helped." (#24)

"Using Zoom to reach out to like those suffering from addiction." (#25)

"We are appearing to be isolate now. However, we may be in the process to be become connected more than ever before. We are starting to pay better attention to our neighbourhood. Physical distancing is not a big problem when we find new ways to connect. In the Australian Outback and in the Kalahari Desert, old natives have learned to communicate over long distances by using their intuition. They are using their senses way better than we are. We are learning to communicate through the Net. They have learned to communicate without a net, through the fundamental level of consciousness, a field of infinite correlation. I hope that this crisis will bring us all closer to that field, the Unified Field of Natural Law." (#28)

"How PH guidelines are not geared for people and agencies working with vulnerable/at risk people." (#33)

"Stressing the importance of spending time engaging with family. Taking time to care for yourself, especially if you are a caregiver and have no relief because of the self-isolation." (#37)

"Important discussions on importance of communication with not only clients but others as well. This situation allows us all to appreciate how much a simple phone call or email can help brighten someone's day and help make them feel as if someone out their cares. Good points on the difference between loneliness and social distancing." (#41)

"Moving forward, we will be doing business differently once this pandemic is no longer a threat." (#47)

"I am appreciative to be aware of additional community supports available to the Veteran community so I may share/connect with those supports to offer the best assistance possible to those I meet with." (#48)

"The complexity of Metis and how we can move forward with that." (#49)

"More attention was given to the caregiver's mental health during this time of social-isolating." (#57)

"Discussed needs, mental health issue, how to adapt and be ready when things start to improve." (#62)

No: 11 (19%)

I don't know: 12 (21%)

*Thirteen respondents did not wish to answer the question

Is your personal situation, within your organization, affected by the situation generated by COVID-19?

Yes: 49 (84%)

Details:

Containment: 7

"No physical meetings therefore necessary to explore new ways of communicating." (#2)

"No face to face contact is a problem for continuation of therapeutic treatment." (#10)

"Client are treated over the phone few in patient visits" (#11)

"Unable to personally attend many meetings due to this Outbreak" (#12)

Staff reduction/Closed organizations: 9

"Mental Health facilities are running on a skeleton crew or have currently shut down." (#3)

"COVID-19 has shut down many organizations, limiting the ability of our clinicians and clients to access environments for the purposes of exposure (public places, locations of traumatic incidents etc.), and also clients' willingness to leave their homes and enter their communities due to fear of the virus. Also EMS stations etc. have stopped allowing clinicians to enter the premises for treatment/exposure therapy etc., limiting our in vivo sessions" (#13)

"I am currently laid off due to the COVID-19 basically waiting until we can all go back to work." (#24)

"We will be shutting down next week until the crisis is over. The services we provide... community, fellowship, the hope found in a faith-based organization and a good meal... have been reduced to a takeout meal. Since that is being provided in many other locations, we made the decision to close. Plus, all our volunteers are 70+ years old, so they were "laid off" at the beginning and we have been operating with a skeleton staff of myself (72), my husband (75) and the assistant curate, with four young people presently not able to go to work. All but the curate are volunteer" (#29)

"We offer a program that requires meeting people face to face so we have suspended our operations for the time being." (#39)

"We are working remotely, with very limited staff on the ground. WE have a large homeless population, lack of housing, and are needing to open an isolation site" (#49)

"Legion Branches are closed" (#69)

"Our hours have also been reduced generally due to decreased travel time, as we would typically see client's in their homes or within the community." (#70)

Working from home: 19

"Everything has moved online so we are exploring new ways of training and employing members at this time." (#8)

"Normally I would be going out and sharing information with stakeholder groups in the community. Now I'm doing my work from home and working to harness more online and social media avenues." (#14)

"I am now meeting with clients by phone or confidential video. Some people have been reluctant to do so, but it has worked well when we have gone ahead with it." (#17)

"Working remotely and not having in-person meetings/connections. I've had to halt a large randomized controlled trial and have had to put a hold on running our PASS program at the Seaforth Armoury." (#20)

"More difficult to conduct research from home with no access to office." (#43)

"I work exclusively from home now. I used to go out to work." (#68)

"We are now primarily seeing clients via telehealth methods" (#70)

Emergency status for some organizations: 2

"I am the CEMC for our community and we have declared an emergency, for our community." (#9)

"Usual programs canceled. We do offer essential needs for example we hand out personal care items. However, we now hand it through the door and not let anyone gather inside our building. We partnered with Outflow (shelter/soup kitchen) by feeding people from our Emergency Response Truck." (#25)

Cancellation of activities: 4

"Our sessions have had to be postponed and or cancelled" (#36)

Impact on service offer: 2

"It definitely affected the care we provide, safety plans we need to implement, following guidelines and making sure everyone is heard and taken care of as much as possible (clients, clients families and caregivers)." (#62)

No: 8 (14%)

I don't know: 1 (2%)

*Thirteen respondents did not wish to answer the question

Did you enjoy the exchanges between the participants?

Yes: 57 (97%)

_ Comments:

"The form was interactive with the opportunity for all in attendance to participate" (#1)

"Good to connect with others." (#10)

"Glad to see and hear what others are experiencing in our communities." (#12)

"Everyone had something different to contribute dependent on their area of expertise. The individuals were open, responsive and supportive to others' comments" (#37)

"I appreciate the variety of individuals who are participating within this forum and making connection with them. While we may not offer support directly to, for example, first responders, through the RCL, being aware of support available to them allow me to act as a liaison to ensure any individual inquiring to receiving support they're seeking." (#48)

No: 0

I don't know: 2 (3%)

_ Comments:

"Video conferencing and time constraints did not really allow for interaction. Fewer presentations might have lead to more time for discussion. Difficult to judge as this was the first attempt." (#31)

*Twelve respondents did not wish to answer the question

Do you have elements to suggest to improve the exchanges?

Yes: 6

_ Details

"Time limits" (#2)

"As part of the invitation process, gather input to the discussion in the form of a questionnaire, with answer to be discussed on the call" (#19)

"As we do it more often, we will learn to express ourselves more clearly, more succinctly, and we will succeed at being understood" (#28)

"Topics for discussion after the presentation" (#50)

"Perhaps a brief set of common questions that could be used to guide the discussion, how to approach common challenges." (#60)

No: 22

*Forty-three respondents did not wish to answer the question

In your opinion, can the Respect Forum provide support / assistance to the situations your organization faces?

Yes: 50 (89%)

_ Comments:

"It definitely can be a conduit to connect OSI-CAN to other organizations" (#1)

"Important not to duplicate our efforts communicating n this forum may provide best practices" (#2)

"By connecting resources" (#10)

"Specific information on the issues as they relate to those in military front line as an organization this could be address more in details to offer more supports for the client beginning with the practitioner's encouragement and awareness." (#11)

"Assistance to any veterans in our area, that we can identify through our contacts." (#12)

"I'd like to see how we can partner with one another to offer a smorgasbord of services in one place. The website "We Help First" will be important to do that." (#14)

"Information sharing to help members." (#15)

"Respect Form can provide contact information and make accessing mental health services less taboo." (#17)

"Spread the word about our program through the Respect Forum's channels" (#18)

"Here is enough knowledge present that can help any organizations." (#19)

"Where we do a lot of Free Counselling (Pro Bono) help in getting our name out there (Gentle Path Counselling) so it can help with our fundraising efforts." (#24)

"When we connect in respectful ways, we can share efficiently the knowledge and experience we already have." (#28)

"The networking was beneficial. I gleaned names of people who might be able to provide services to our outreach family in the future, such as student nurses doing blood glucose or blood pressure checks, etc." (#29)

"Many of the organizations inter-act one way or another with veterans, whether homeless or not. many of us now have the contacts needed in order to move forward a little quicker, again, due to the pandemic" (#34)

"There are resources and support services available to those that may not have otherwise know about them." (#35)

"Help us develop contact within the Veterans Services Community" (#39)

"By continuing to provide and host these groups is a huge help to all." (#41)

"Solving homelessness requires a multifaceted support model so the opportunity to network in this area is important" (#45)

"I hope that the more people who know I am out there will send members my way." (#46)

"The more information we have of the various services, the better we can facilitate appropriate referrals." (#47)

"Specifically, with building partnerships and education around veteran homelessness" (#49)

"This is where we create an awareness across the country of the programs and services offered" (#57)

"An overall better understanding of the needs and challenges. Perhaps as well an exploration of possible solutions." (#60)

"It increases the awareness of the current situations and shares knowledge that would not necessarily be shared without the interaction the forum provides." (#61)

"By creating a way to communicate with vets and first responders more readily. A database of email addresses would be great." (#68)

"In this forum we seemed to focus heavily on veterans specifically, and this is a population that OTs do work with. However, trauma was a very common implicit and explicit theme throughout the presentation, which is what my organization (CBI Health Group) works often with (whether that be with first responders, veterans, or civilians who have experienced trauma). It was also interesting to hear of the access and benefits that cannabis can have, specifically for a population of clients that CBI does work with. I'm sure there are many other presenters who have presented at some point and/or will present in the future that would be very informative given the work OTs at CBI do. It is also great for us to be able to explain the benefits that OT can provide to clients that other organizations may be supporting." (#70)

No: 6 (11%)

Comments:

"In the short term there is a limit to what the Forum can do to support our work (during this shutdown), but as we look to emerge from this unusual period of time I envision that the Forum will be able to contribute to our ongoing outreach efforts with veterans" (#20)

"I am not part of any charitable organization" (#23)

"Because its a University wide issue - nothing anyone can really do about it!" (#51)

"Not at present" (#63)

I don't know: 0

*Fifteen respondents did not wish to answer the question

General considerations

In general, what is your level of appreciation for the activities of today's Respect Forum?

	UNSATISFIED	NOT VERY SATISFIED	SATISFIED	VERY SATISFIED	TOTAL*
The organization of the meeting (sending invitations, instructions, etc.)	0	0	23	36	59
The part of individual presentation of the participants	0	4	24	31	59
The Presentations section of the speakers	2	3	23	31	59
The Exchanges section between participants	0	4	25	29	58
The whole meeting	0	0	23	35	58

*Twelve respondents did not wish to answer the question

How likely are you to attend a similar event again in the future?

Extremely likely: 38 (64%)

Very Likely: 17 (29%)

Somewhat likely: 4 (7%)

Not so likely: 0

Not at all likely: 0

*Twelve respondents did not wish to answer the question

How likely are you to recommend the Respect Forum?

Extremely likely: 36 (61%)

Very likely: 17 (29%)

Somewhat likely: 6 (10%)

Not so likely: 0

Not at all likely: 0

*Twelve respondents did not wish to answer the question

Did you learn during this event?

Very Much: 22 (37%)

Many: 15 (25%)

Enough: 14 (24%)

A Little bit: 8 (14%)

Not at all: 0

*Twelve respondents did not wish to answer the question

In your opinion, does the Respect Forum fulfill the following mandates?

	NOT AT ALL	A LITTLE	ADEQUATLY	VERY WELL	TOTAL*
Discuss the landscape supporting men and women in uniformed service who are at risk, including veterans, first responders and their families	0	4	18	37	59
Identify and explore the scope of service offerings, organizations and available knowledge	0	4	21	34	59
Discuss challenges and opportunities in service delivery activities	0	7	22	29	58
Propose and discuss ideas for filling service gaps through Collaboration	1	7	23	26	57
Neutrality and mutual respect	0	2	10	45	57

*Fifteen respondents did not wish to answer the question

Do you have any other comments or questions regarding the event?

Yes: 7

_ Comments:

"Fantastic event. Please ensure presenters have 'test run' their audio and video on the Zoom platform prior to presenting." (#3)

"The survey could be shorter!" (#28)

"Question 25 should have had an "I don't know" option. Because I don't know. This forum had nothing to do with military people." (#29)

"There is great potential for the group in a live meeting setting. Serious thinking will be required for on line meetings as interaction is Key" (#31)

"Span of discussion is broad as opposed to narrower focus on homelessness and supports in place" (#52)

"Numbers participating were limited (only 5). Concern re software used were raised as a possible reason. There are a number of steps possible to make this more secure (password, waiting room, etc.) that can be used to mitigate this. Otherwise, the software being used was excellent. I use it with a number of groups I am involved with and have not had any problems." (#60)

"Due to being an online forum for the time being, would there be value in having these forums quarterly or bimonthly? There is next to no cost involved other than the time commitment. I personally see the value in more communication during these unusual times where the environment appears to be changing daily." (#61)

No: 15

_ Comments:

"As I am new to this forum, I need to research more before going to the next meeting, then maybe I will be in a better position to ask questions and comment" (#62)

*Forty-nine respondents did not wish to answer the question