

Appendix B: Participant Feedback on the Summit

After the event, participants were invited to share feedback on their experience at the inaugural CBSS Sector Summit, including sessions and topics, communications surrounding the event, duration and location of the event, opportunities for networking, and more. We will use these insights to inform the development of the next national CBSS Sector Summit.

Feedback on the Program, Sessions, and Topics

Variety of Presenters, Topics, and Formats

Eighty-eight percent (88%) of respondents agreed or strongly agreed that the variety of presenters, topics, and formats in the Summit program was effective (Figure 7). Many respondents expressed that the topics were informative, valuable, relevant, and inspiring, and remarked on the variety of topics at the Summit. Respondents also appreciated that the Summit offered a virtual attendance option.

“I found the Summit program to be highly engaging and informative. The topics covered were relevant and timely, and the speakers brought valuable insights and expertise to their sessions.”
— Survey Respondent

“I was able to watch virtually which was very helpful as we are a small organization and couldn't send all staff to attend.”
— Survey Respondent

Breakout Sessions

Eighty-one percent (81%) of respondents agreed or strongly agreed that the breakout sessions were well executed and informative, commenting that the breakout sessions were organized, facilitated networking, and covered important and relevant topics.

“The organization of the event was smooth, and the schedule was well-structured, allowing for ample networking opportunities. Overall, it was a very well-executed Summit.”
— Survey Respondent

World Café Sessions

Eighty-nine percent (89%) of respondents thought the World Café was effective. When attendees were asked which session they found the most useful, the most common responses included the World Café, social prescribing workshops, Lightning Rounds, the workshop on social isolation, and the keynote presentations, with repeated mentions of Dr. Samir Sinha, Annika Voltan, Vinod Rajasekaran, and Adrienne Clarkson.

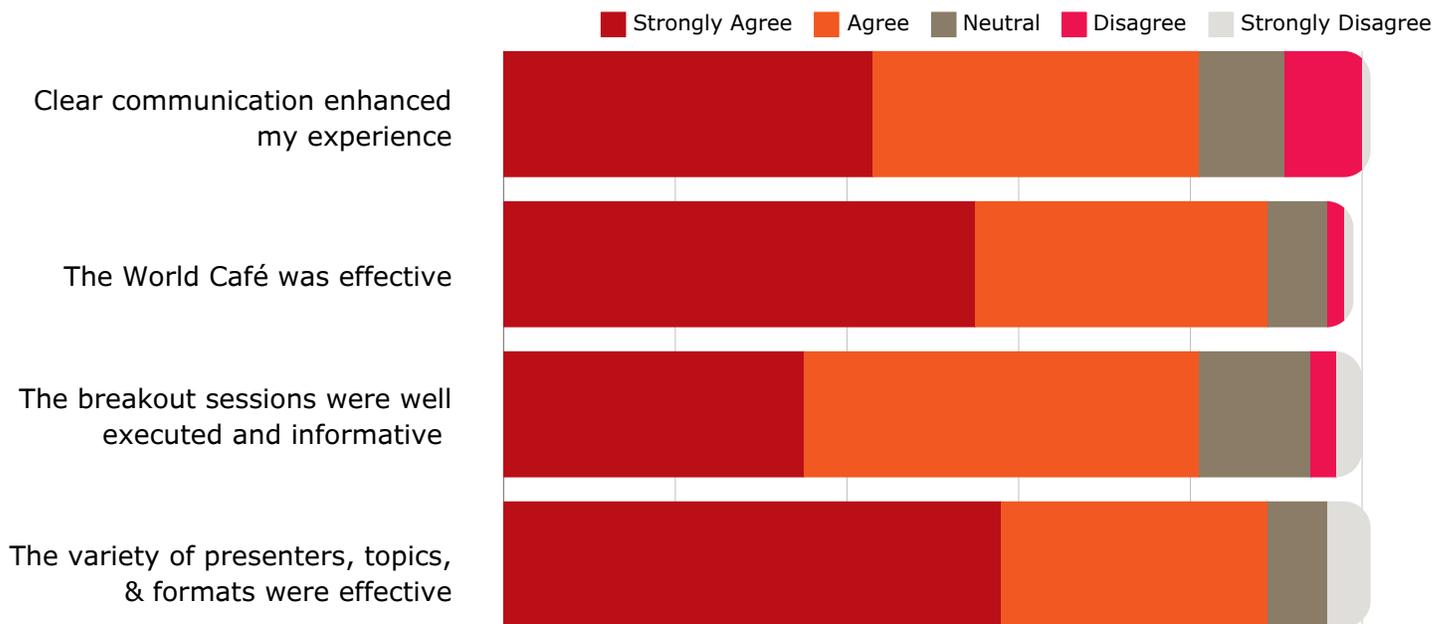
I really enjoyed the two sessions on social prescribing and how we can move the needle forward to push this work.”
— Survey Respondent

Feedback on Communications Relating To and At the Summit

Eighty-one percent (81%) of respondents agreed or strongly agreed that the communication they received before and during the Summit allowed them to experience the event to the fullest (**Figure 7**). We learned from feedback provided in the survey that some respondents would have preferred greater access to print copies of the program and will note this as a best practice for the next Summit.

“The idea of the app and the use of multimedia communication made communication inclusive. Well done!”
— Survey Respondent

Figure 7. Effectiveness of communication before and during the Summit (n = 104), of the World Café (n = 94), of the breakout sessions (n = 98), and of the variety of presenters, topics, and formats (n = 104)



Feedback on Duration and Location

Eighty-six percent (86%) of respondents agreed or strongly agreed that the duration of the Summit was appropriate, though several respondents expressed that the first day was too long for delegates who were not staying at on-site accommodations.

Considering people's time, two days was perfect. However, there was so much packed in on day one, [and] I didn't have much time for reflection and to prepare for day two. But, I think a three-day event would be too long.

— Survey Respondent

Eighty-six percent (86%) of respondents thought that Ottawa was an appropriate location for a national Summit and would support this location in the future. At the same time, some respondents expressed a desire that the location be changed year over year to create more equitable access from coast to coast to coast.

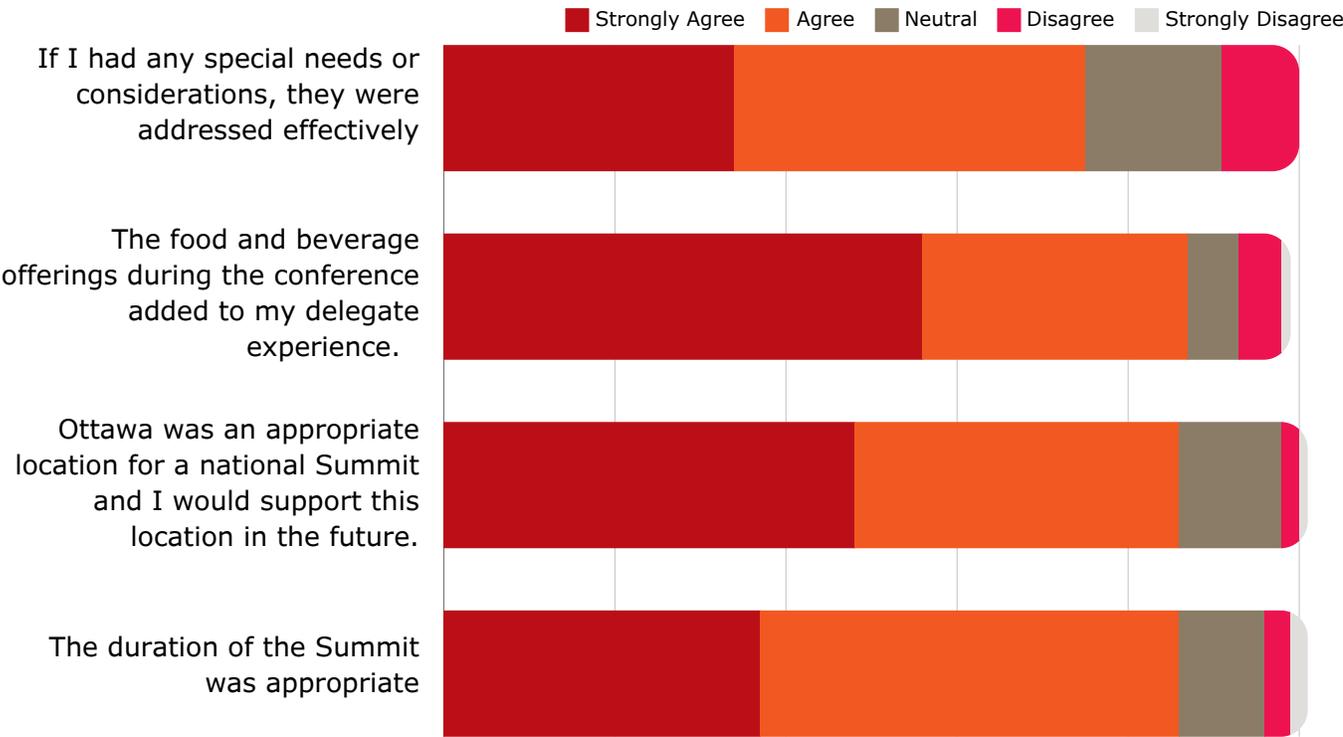
"[It] just makes sense to have a national Summit in the nation's capital, [and it] might enable more politicians to take part!"

— Survey Respondent

Feedback on Food, Beverages, and Accommodations

Eighty-seven percent (87%) of respondents thought the food and beverage offerings during the conference added to the delegate experience and seventy-five percent (75%) of respondents agreed or strongly agreed that any accommodations they had requested were addressed effectively (**Figure 8**).

Figure 8. Thoughts on special needs being addressed (n = 44), food and beverage offerings (n = 93), Ottawa as the location for a National Summit (n = 104), and the Summit duration (n = 104)

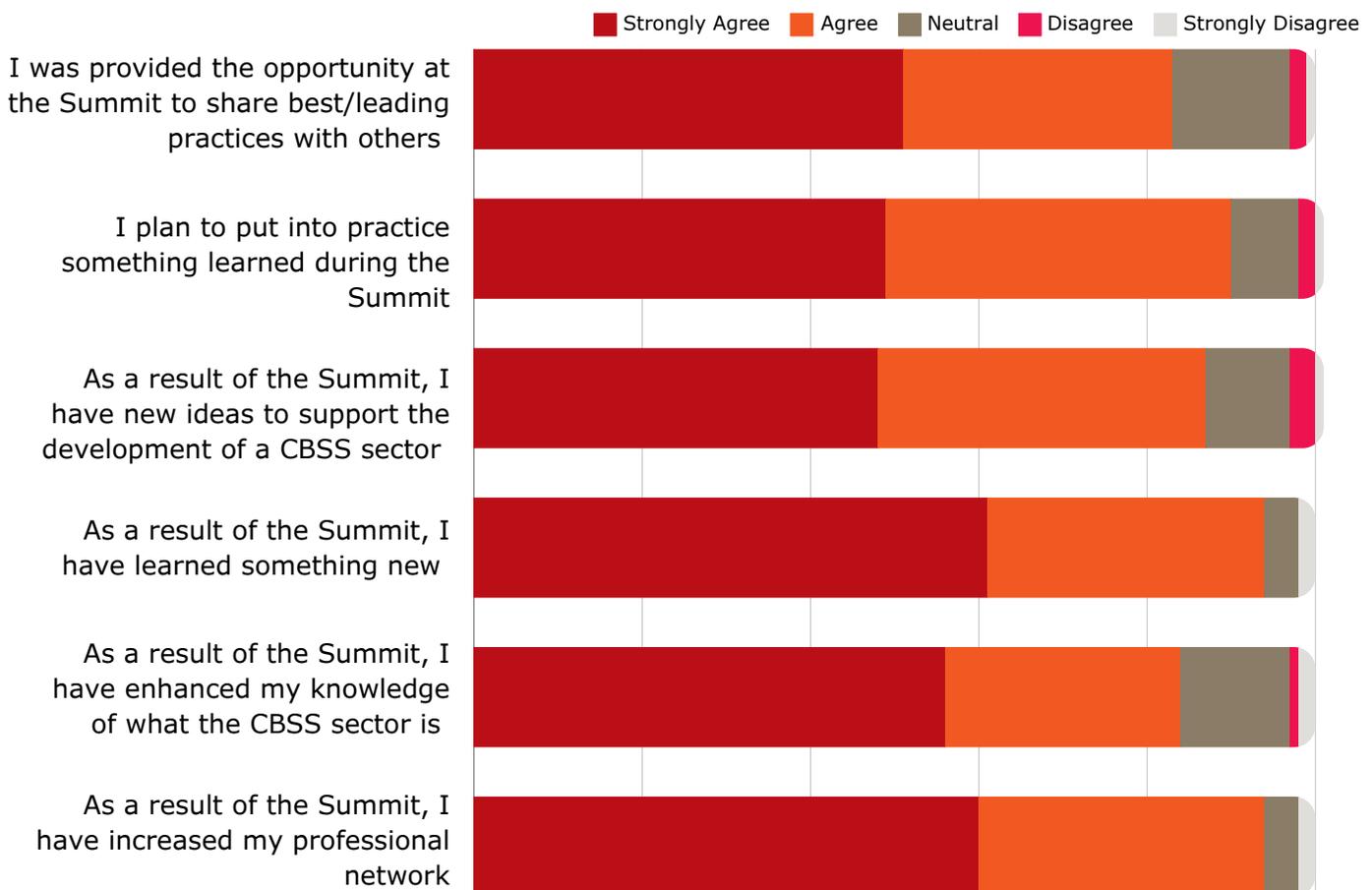


Feedback on Networking Opportunities and Knowledge Sharing

Ninety-four percent (94%) of respondents agreed or strongly agreed that their professional network had increased as a result of the Summit (i.e. they made at least one new connection that they will collaborate with in the next year). Ninety-four percent (94%) of respondents agreed or strongly agreed that they had learned something new from the Summit, and eighty-nine percent (89%) of respondents indicated that they plan to put something they learned at the Summit into practice.

Further, eighty-three percent (83%) of respondents felt that they were provided the opportunity at the Summit to share best practices with others. Eighty-four percent (84%) of respondents agreed or strongly agreed that the Summit enhanced their knowledge of what the CBSS sector is, and eighty-six percent (86%) of respondents agreed or strongly agreed that they now have new ideas to support the development of a national CBSS sector (**Figure 9**).

Figure 9. Attendees' thoughts on having the opportunity to share best/leading practices with others (n = 96), planning to put something they learned from the Summit into practice (n = 101), acquiring new ideas to support the development of a CBSS sector (n = 101), learning something new (n = 101), enhancing their knowledge of what the CBSS sector is (n = 99), and increasing their professional network (n = 98)



Feedback on Networking Opportunities and Knowledge Sharing (cont.)

When asked to comment on whether their understanding of the CBSS Sector had changed as a result of attending the Summit, those who said no, often indicated that this was because they already had a good grasp of what the CBSS sector is and/or are already heavily involved in the sector. For those who said yes, many commented that their understanding had broadened and that they had gained a greater awareness and appreciation for the number of organizations involved.

“It was affirming that there are so many of us across so many sectors who see the changes that need to happen to achieve better outcomes for older adults and are willing to put in the time and effort to support that.”

— Survey Respondent

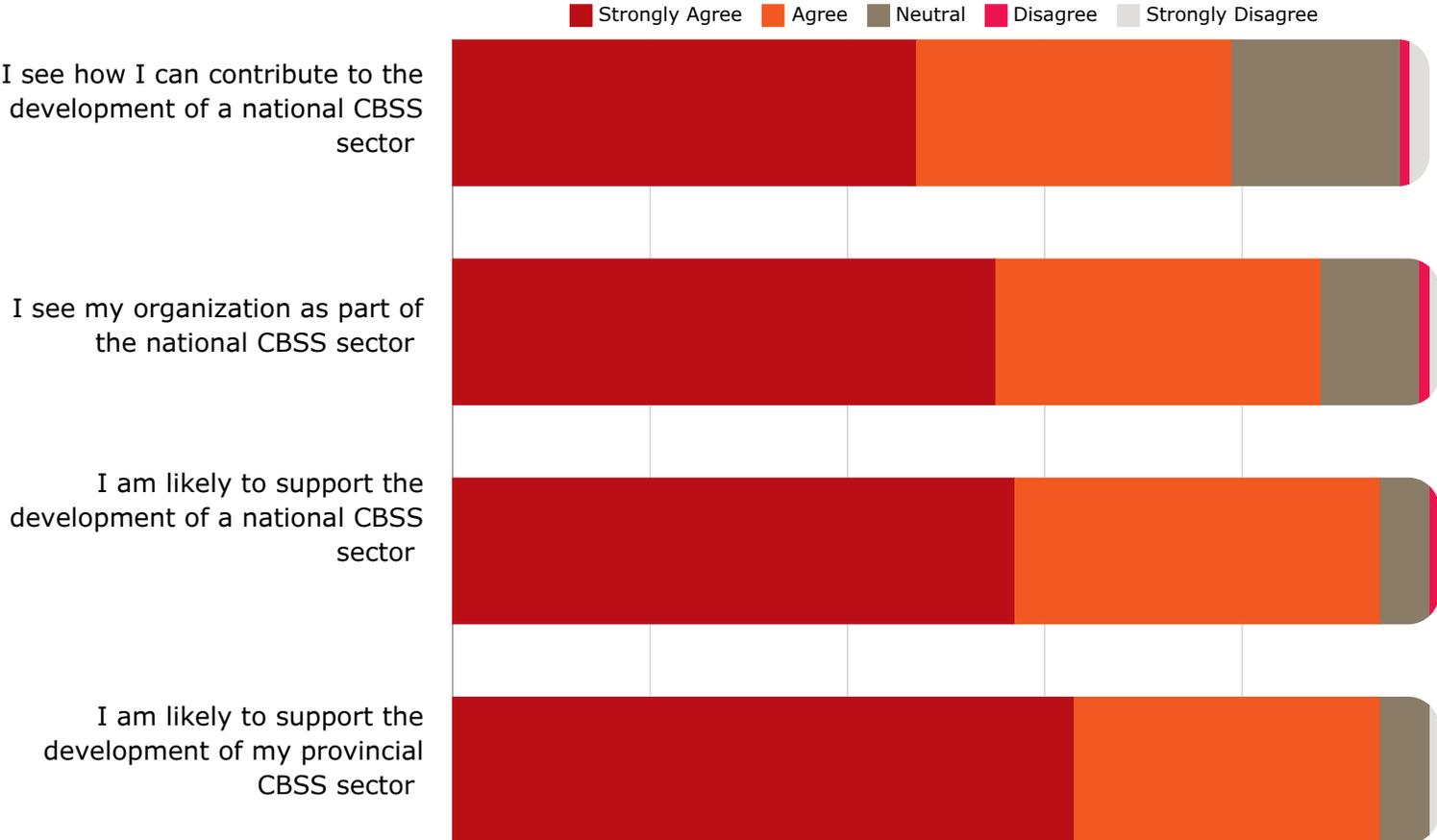
“[The Summit] just made me realize how many great organizations there are that are focusing on senior issues across the country, and how much we all have in common and can support each other.”

— Survey Respondent

Expressions of Interest Around CBSS Sector Engagement and Sector Development

Ninety-four percent (94%) of respondents agreed or strongly agreed that they are likely to support the development of their provincial CBSS sector and that they are likely to support the development of a national CBSS sector. Eighty-eight percent (88%) of respondents see their organization as being part of the national CBSS sector, and eighty percent (80%) of respondents agreed or strongly agreed that they see how they can contribute to the development of a national CBSS sector (**Figure 10**).

Figure 10. Attendees’ views on seeing how they can contribute to the development of a national CBSS sector (n = 99), seeing their organization as part of the national CBSS sector (n = 98), being likely to support the development of a national CBSS sector (n = 98), and being likely to support the development of their provincial CBSS sector (n = 97)



Expressions of Interest Around CBSS Sector Engagement and Sector Development (cont.)

When asked to share why they think developing a national CBSS sector is important, participants commented that a collective voice with a unified vision is more powerful than working in fragmented siloes and helps build the credibility and recognition needed for stronger advocacy, to change policy, and to secure funding. Participants also commented that a national CBSS sector brings people together to identify common issues, collaborate, and problem-solve. It is important to discuss what is working, different communities' needs and priorities, and best practices. Overall, a prevailing and repeated statement was that a national sector is needed to best support the health, well-being, and quality of life of older adults in Canada, and that a national sector is a way to assist, respect, and celebrate older adults.

“Effecting change requires a strong unified voice with consistent messaging delivered to various target audiences frequently, likely over several years. No single agency or group of agencies is equipped with the skills or finances to do this work.”

— Survey Respondent

“Having [a] common purpose, goal, and direction as well as a formalized movement will legitimize the work [that] we all do. It is amazing to see the opportunity to share best practices, and hopefully even end up with a draft policy to ensure equity of seniors care and services across the country.”

— Survey Respondent

Lessons Learned – Feedback on Barriers to Participation for Under-Represented Groups

Participants were asked to help identify the barriers under-represented groups face to participate in the Summit. The most heard comments included:

- The cost of participating, including travel and accommodation costs, especially for those coming from rural and distant areas.
- Language barriers, including a lack of interpretation and complete bilingualism.
- Knowledge of events and invitations to under-represented groups.
- Understanding of the importance and value of being involved in the Summit and sector development.
- The time commitment for attending the Summit.
- Lack of existing representation from minority groups.
- Technology barriers, especially for those participating online.

“As a visible minority from an ethnocultural community, the barriers are a deep disconnect with these communities. Many seniors in my community face these same issues but will go to the temple for interaction, socializing, information, or knowledge sharing about what they can access. It's not just language barriers, it's understanding what's important to them to have as a service need. We don't even know how they would participate. A lot of work needs to be done in this area.”

— Survey Respondent