



## Inclusive Institutions

*Several of the original workshops by AHC are reflected in Dialog 7. The original aim of the workshops was to support participants to explore how and why some institutions are not inclusive. The goal was to see participants both recognize exclusive behavior by institutions and to learn strategies to create change in institutions. To read more about the original workshops see the Workshop Memories linked to this chapter.*

*Workshop 5 – Inclusive Places and Programs (Val Mayes), Workshop 8 – Organizational Strategies (Teresa Johnson), Workshop 12 – Changing Attitudes (Yvonne Chin), Workshop 13 – Employing for Inclusion (Ross Norton)*

Key themes that will be explored in this workshop:

Understanding why institutions are not inclusive

Strategies for creating change in institutions

Examining the behaviors of inclusive institutions

Time:

3 hours

Supplies:

Flipchart with paper

Markers

Overhead projector and gels (optional for displaying handouts)

Handouts

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9:00 am – 9:15 am

Introductions and Housekeeping

Allow participants to introduce themselves

Identify smoking areas, bathrooms and break times for the participants

9:15 am – 9:30 am

Icebreaker

Examples of icebreakers are included in the Main Appendix.

9:30 am – 10:00 am

Understanding why organizations are not inclusive

Ask the participants to think back to the relationship building activity in the last dialog. Have them reflect on the reasons they gave for not choosing certain institutions as partners when planning their community initiative.

Ask the participants to brainstorm the reasons why some institutions are not inclusive. Separate them into categories on a Flipchart.

Provide the participants with the categories and definitions as follows:

**Physical** – The physical environment, including steps, poor lighting, high counters

**Systemic** – Policies including high admission fees, restrictive rules, failure to recognize special needs of certain participants

**Attitudinal** – fear and/or misconceptions, lack of awareness, inability to be creative, need for problem solving skills, discrimination and prejudice

At the end of these activities show the participants that these barriers are in order of increasing difficulty to change.

Facilitator Note:

You can provide this explanation for the participants as a way to help further define attitudinal exclusion.

Attitude can be defined as a way of thinking or settled opinion and behavior that reflects that thinking or opinion.

Source: The Original information provided by Val Mayes, Executive Director Edmonton Chamber of Voluntary Organization.

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This exercise is adapted from one in the original dialogs. Yvonne Chiu, Co-Director of the Multi Cultural Health Brokers, November 1, 2005, presented the original exercise.

10:00 am – 10:30 am

Strategies for Influencing Institutions

Once the group has developed a comprehensive list of factors that influence the inclusiveness of organizations ask the group to strategize for influencing organizations.

In the process of affecting change in an organization, you must recognize that different styles of learning can depend on a person's position within the organization.

On a Flipchart post these captions:

**Upper management** – Concerns about costs, people's perspectives, public opinion, their survival

**Middle management** – Focus on productivity, balancing financial needs

**Front line workers** – In touch with reality, easier to change attitudes

Ask the participants to retrieve the community partner's map they created in the Building Bridges workshop. Ask them to think of a partner the initiative could use, but was not chosen.

Have them craft a simple message (entry strategy) for each of the layers of the organization based on the Flipchart captions. Ask the group to think of ways that they could promote their initiative to open the door of the target organization for discussions about becoming partner.

Record the strategies on the Flipchart paper under the appropriate management layer of the organization. (Participants may use the strategies in work on their proposed initiative)

10:30 am – 10:45 am

Coffee Break

10:45 am – 11:45 am

The Best Practices Checklist

Break the participants into small groups. Ask the participants to use the handout Best Practices Checklist (Dialog 7, Handout I) to think about their own organization. Using the questions they in the handout have the small groups think about what areas their organization is inclusive and what areas they are not.

Each group can choose two areas their organization could improve its inclusivity. The small groups will develop a strategy for promoting inclusivity in that area and document

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it on two separate Flipchart pages. Have the groups work for 30 minutes on the strategies.

Bring the large group back together and have each group report on their ideas for increasing institutional inclusiveness.

11:45 am – 12:00 pm

Debriefing and Evaluation

Discuss the activities from the day and discuss that in the next workshop organizations of people who have employed effective inclusive strategies in their community and/or organization.

Have the participants fill out a workshop evaluation. (See Main Appendix)

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