



ISLAMIC FAMILY  
& SOCIAL SERVICES  
ASSOCIATION

# A Fresh Start

## What We Heard

*Workshop - What Does Success Look Like*

*Jan 6, 2021 5:30pm-7:30pm*

Thank you for participating in our first workshop for imagining IFSSA's future! We received a plethora of responses and feedback from you all and were stunned by the level of engagement and interest in this important project. Below is a review of *What We Heard*. For another look at the Miro Board click [here](#).

## Participants

- |            |            |
|------------|------------|
| • Shafraaz | • Shaista  |
| • Hamza    | • Timiro   |
| • Omar     | • Gulnar   |
| • Taouba   | • Zainab   |
| • Aida     | • Marjorie |
| • Howaida  | • Jabir    |
| • Ahmed    | • Lubna    |
| • Roxanna  | • Zaeem    |
| • Moona    | • Rola     |
| • Sikander | • Nuzhat   |

## What Does Success Look Like (for this project)?

### Functional

- Functional inviting
- Workflow is functional
- Creative and functional [copy]
- Not too clinical but yet functional
- Good flow
- Functional, welcoming, intimate
- Easy to navigate

### Community hub

- A multifaceted space
- A community hub for art, connection, celebration, service
- Not an office - a hub, a connection port
- Collaborative
- Two successes: an engaged community comprised of donors, volunteers, and partners; clients are healthy, engaged and living life fully
- Where our community heals and finds healing

- A gathering space for the collision of ideas
- Cafe/gathering space
- Respective, understanding, one-stop [copy]
- Community meeting spaces

### **Growth**

- Always leads to further growth
- A central root leading to other branches of service across the city. Like a tree! Or a seed that blooms!

### **Privacy**

- Confidential
- Confidential
- Private, dignified
- Preserving client dignity & privacy

### **Welcoming + inviting + empowering + safe + healing**

- Inviting entrance
- Inviting
- Functional inviting [copy]
- Functional, welcoming, intimate [copy]
- A space for the underserved/those that are pushed out of the community
- The creation of a welcoming space nurtured by what the community wants
- Bright, inviting, comfortable, safe
- Intentional gathering space
- Your community feels welcome
- Welcoming
- Welcoming and supportive to all; like a second home
- An empowering space
- Empowering
- Welcoming space
- Welcoming to a variety of visitors
- Staff/client safety
- Safe
- Should make you feel like home when you walk in
- Respective, understanding, one-stop
- Therapeutic architecture
- Peaceful
- Warm, sustainable, familiar [copy]
- Well integrated and planned area respecting diversity
- I have a quick thought about having private spaces that are facing the glass possibly. So people are getting privacy from the rest of the space but at the same time not feeling boxed in by having a chance to have the sun shine into the room.

### **Creative**

- Creative space

- A place for creating!
- A place for creatives!
- Creative and functional
- Success is a work of art
- Rooted in creativity and innovation

### **Intergenerational**

- Designed with future generations in mind
- Intergenerational
- Accessible to seniors

### **Sustainable + nature**

- Nature and beauty indoors, reminds visitors of beauty
- Sustainably creating a space that allows for collaboration and connectivity
- Sustainable design
- Creating a sustainable space that is able to evolve
- Long-term sustainability
- Sustainable support for the muslim community
- Natural materials
- Warm, sustainable, familiar

### **Community-centred**

- For the community, run and supported by the community
- Diverse community partnership
- Making the journey fulfilling for the community
- At the end of the day it's about our clients needs
- Community driven
- An area of community for community

### **Culture + identity**

- Has a distinctly Islamic touch
- Modern yet fosters tradition
- Distinctly Albertan
- Treaty 6
- Recognizes and values Treaty 6
- Celebrating traditions
- Place for prayer
- Based on Islamic principles and the Sunnah
- Intentional
- Embodies Islamic tradition and spirit but open to all
- Visual cues that reflect our values, traditions and goals
- Visibly muslim
- IFSSA space reflects your values & approach

### **Future-minded**

- Room to grow/scale



# Barriers and Challenges

## Diversity of needs

- Trying to meet everyone's needs/expectations
- Conflicting expectations
- Everyone might not agree with every decision - reaching consensus
- Responding to different types of teams with varying needs

## Changing locations

- Less convenient for clients who may be used to an older location
- Continuity for clients
- Difficulty adjusting to change
- Change management/acceptance by staff and clients
- Location
- People are used to going to the old locations - feel downtown is difficult to get to [copy]
- Clients are not feeling comfortable with new space/change
- Community elders don't feel comfortable with downtown location
- Branding changes associated with moving

## Sharing with tenants and partners

- Shared common washrooms with rest of tenants
- Collaborating with neighbouring tenants
- A space our partners want to call home
- Welcoming external
- Will our neighbours be cooperative in reimagining the accessible elevator?

## Financials

- Finances
- Financials
- Budget
- Budget!!

## Accessibility

- Access
- Maintaining
- access to public space with private and confidentiality
- Inaccessibility
- Outdoor accessibility
- A big barrier with elders and newcomer communities is making the space feel like their own, that they can own it; it's not "hipster" or intimidating for them to access
- People are used to going to the old locations - feel downtown is difficult to get to
- Making the space feel welcoming even though it is in what seems to feel like an industrial neighbourhood
- Lack of proximity to Muslim business (restaurants, stores, etc.)
- Welcoming for different cultures/religions

- Parking/transportation accessible

### **Timeline**

- Timeliness
- Workflow issues
- schedule/timeline
- Timelines
- Deciding who has final say on decisions, budget, timelines

### **Space and sharing space**

- Potential growth with space limitation
- Space
- Never enough space - you will have to prioritize
- Can a cafe and a food bank and a youth space and a counselling space and a co-working space reallyyy exist all under one roof?
- Is the warehouse big enough for our needs?
- Too many things happening at once -> overwhelming
- All staff under one roof, with others sharing space = managing relationships, work styles, comforts, pet peeves
- Youth having ownership and feeling comfortable with a space also being used by people who are dealing with food and income insecurity
- Will the main floor space for your food program have enough space for growth
- Warehouse too small?
- Being able to accommodate moderately large gatherings
- Central vs. decentralized model

### **Diversity**

- Diversity and maintaining diversity in culture, language, age, etc.
- True partnership with indigenous community vs. tokenship
- Balancing religious beliefs

### **Community involvement**

- Truly being community driven
- Community engagement
- Lack of community involvement/engagement

### **Other ideas**

- Not being transactional
- Transparency
- Creating an intergenerational space
- Project manager critical to come on board and assignment needs experience on pricing, budgeting, and scheduling
- Is the drive up window really possible? How do we make it welcoming in the alley?!?
- Identifying a project manager
- Client worker integration to be cohesive
- A warehouse for people who can't lift heavy things

- Vulnerability & exposure
- Planning for unknown
- Being able to adapt a space once its set
- COVID
- COVID
- Balancing creativity with functionality
- Not duplicating the efforts of other organizations
- Safety for specific population
- Balancing joyful noise with quiet
- Balance
- Beginning to work in the space while construction might still be happening
- Childcare for clients
- Preserving client privacy and confidentiality
- Overflow of one area into another
- Able to keep specific clients separate/private
- Do not reinforce shame
- Changing narratives
- The cold winter months in YEG and impact it might have on space design
- Multifaceted open space vs structure and clear communication of intentions
- Nailing design & hiring right implementation team



## Who else needs to be engaged/invited?

- IFSSA Partners
- Local Artists
- Children
- Cultural community organizations
- Clients
- Parents
- Community pioneers
- Community partners who do similar work
- Individuals with disabilities
- Masjid's
- People in our community with interior design, graphic design, project management experience
- More partner agencies
- Newcomers
- Youth
- Local artists
- Elderly
- Indigenous community
- More youth; junior high and high school
- Indigenous community leaders
- Community members
- Global stitches ladies
- Community elders/leaders who have buy in and heart for IFSSA
- All staff
- Community volunteers
- Partner organizations that have gone through this process recently to learn from their experiences
- Previous clients; donors
- Community volunteers
- Clients, program coordinators, project manager, builder, and engineer





## Lessons learned

### What did you learn?

- Update on the work done so far
- So many avenues to consider
- Learned something new with miro
- Insight into future vision for IFSSA
- The creative and diverse minds
- About the space and the initial vision
- Our capacity to balance differing but inter-related needs
- Thinking of a communication plan for how to let people know about move, new space, vision
- Benefits of brainstorming

### What worked well?

- To hear everyone's views
- engaging
- Loved hearing all the great ideas from everyone
- The virtual format
- Virtual collaboration was great
- Virtual tools
- Miro
- Miro :)
- This tool (miro) is fantastic
- Team work & miro equal platform to contribute

### What can we do better?

- Continuing to involve youth
- Let people know how long the workshop is, and if they can't make it, other ways to participate
- Timing
- Perhaps consider 1 hour rather than 2 hour session
- Less time & questions time to discuss

### What have you missed? Would like to see more of?

- I'm wondering if a convo over social media would be helpful to engage youth in state they are already using?
- Instagram? Tiktok?
- Clients input carbon and environmental imprint
- Can miro be accessed by anyone anytime? What can we do to send these types of reflection questions to the wider community?

# Lessons Learned

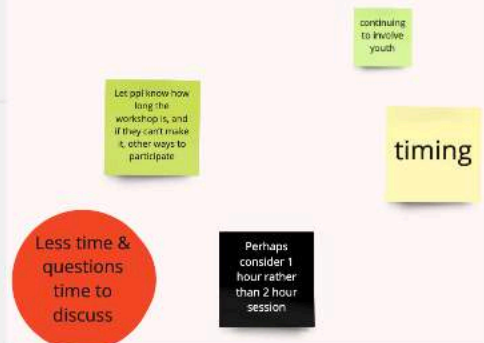
## What did you learn?



## What worked well?



## What can we do better?



## What have you missed? What would you like to see more of?

