

Information Referral and Networking, 2009-11

Goal: To provide consumers and members of the public with clear, individualized and up-to-date information so that they can make informed decisions.

Components	Information Service	Resource Library	Displays	Networking	Interactive Communications	Evaluation
Activities	<ul style="list-style-type: none"> • provide Information to consumers, family members, friends, members of the public, other organizations and news media • answer inquiries by phone, email, fax, mail and in person • gather information by personal knowledge, from consumers, and from directories, publications, news media and internet • keep records of inquiries • produce reports • conduct occasional tours 	<ul style="list-style-type: none"> • ensure ILNS has best possible sources of information within budget limitations • discard out-of-date materials • catalogue and shelve new materials • make sure materials are accessible • lend materials • record borrowing • provide materials in alternate formats when requested 	<ul style="list-style-type: none"> • keep pamphlets up-to-date by discarding and re-ordering • display newsletters from other ILCs and organizations • contact other organizations regularly • keep wall displays and bulletin boards current • maintain welcoming environment for visitors • set up portable displays at events 	<ul style="list-style-type: none"> • participate actively in several key networks; • partner with other groups on emerging issues • keep in touch with other groups • monitor local media • hold and attend events that encourage networking • host annual fair or showcase 	<ul style="list-style-type: none"> • update website • provide accessibility for persons with wide range of disabilities • explore funding for social media – Facebook, Twitter, YouTube • include consumer survey on website 	<ul style="list-style-type: none"> • draw up and conduct consumer satisfaction survey • monitor participation at events and donations to events • conduct evaluations at information events
Target Groups	<p>From both within Nova Scotia and across Canada:</p> <ul style="list-style-type: none"> • adults with cross-disabilities • family members and friends • agencies and other organizations • members of the public • news media and IINS staff 	<ul style="list-style-type: none"> • researchers • students • health care professionals especially those in rehabilitation fields • educators • in addition to other target groups 	<p>consumers and members of the public</p>	<ul style="list-style-type: none"> • consumers, their friends and family • over 140 community partners 	<ul style="list-style-type: none"> • consumers, family and friends 	<p>consumers, family and friends</p>

Responsibility	<ul style="list-style-type: none"> I and R specialist and other staff Board members and volunteers 	I and R specialist and other staff	I and R specialist, other staff and volunteers	<ul style="list-style-type: none"> all staff at work and in their daily lives volunteers consumers 	<ul style="list-style-type: none"> ILNS staff and volunteers 	ILNS staff
Short-term outcomes	<ul style="list-style-type: none"> Consumers make informed choices people trust the information we provide 	Resources are readily accessible and available	Attractive and informative displays	<ul style="list-style-type: none"> ILNS is well known, well respected and trusted ILNS has many community connections 	<ul style="list-style-type: none"> consumers access information through website and social media 	Feedback on information services
Indicators of success	600 inquiries answered/year	Material are up-to-date and include wide range of disability topics with focus on unique issues; e.g., self management, abuse, housing, transition, aging	<ul style="list-style-type: none"> People have immediate information to look at, to share and take with them # of displays at events 	<ul style="list-style-type: none"> Resources from others on display; information to consumers individually and through newsletter membership in four key networks partnerships with 140 groups 	<ul style="list-style-type: none"> number of website hits number of friends and fans of our Facebook page number of followers on Twitter number of views on YouTube 	Recommendations for improvement of I, R and N program
Long-term outcomes	Consumers have adequate information to be able to participate fully in the community	Community has access to information on disability-related issues	Community has access to information on disability-related issues	Community well informed about ILNS, IL and disability issues	Community stays informed about ILNS through up-to-date or current technology portals.	Improved service for consumers and public