

Kindling a Welcoming Community: Uncovering What Matters



Using Asset-Based Community Development

True integration will be achieved by true neighbors who are willingly obedient to unenforceable obligations.

Martin Luther King

Hospitality in its deepest sense is a willingness not only to receive the stranger, but also to be changed and affected by the presence of the other, not only personally, but institutionally, curricularly, and politically. *Susanne Johnson*

In order for a person to show hospitality, three things need to be true. The person needs to love oneself, forgive oneself, and to truly know oneself. Only then do we welcome a stranger into our heart. *Parker Palmer*

Custom further instructs the host to feed his guest before making inquiry concerning the purpose of the visit... In contemporary time would we invite a stranger into our home before hearing his tale, the purpose of his visit? First we ask for identification, then we decide whether to welcome the visitor. *Daniel Wolk*

In welcoming the stranger, consider that it is not you that is in charge. *Gina Anderson*

Hospitality creates a place where differences meet and where power relationships are transformed. *David I. Smith*

Hospitality is not a subtle invitation to adopt the lifestyle of the host, but the gift of the chance for the guest to find his own. *Henri Nouwen*

The community concept in Burkina Faso, West Africa, is based on the fact that each person is invaluable and irreplaceable; each brings a unique gift. Community is also like a marketplace where individuals know they can offer their gifts, and they will be received by people who need and value them.

Sobonfu Some

It is a sign of great inner insecurity to be hostile to the unfamiliar. *Anais Nin*



“Who Am I?”

- ethnic roots
- from the bush, rural, or city
- spiritual beliefs
- subsistence activities
- education
- economic history
- sharing and contributing
- hunter success
- cooperation
- respect for elders

Reflection:

1. What did your partner say that was most interesting to you? Why?
2. What were you surprised to hear yourself say when you were speaking?
3. What is a strength you see in your partner?

Who taught you about welcoming?

Basics

Welcoming is...

“the initial and ongoing interactions with people and environment that result in a feeling of belonging and a willingness to engage.”

Helping System Development

Neglect or Institution

Removed from community or shunned

TO

Community

Group oriented, “separate but equal” supports.
Professional planning.

TO

Person-Centered

Person defines desires and plan
Individualized supports in community places.

TO

??????????

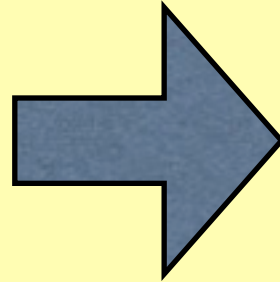
What's Next?

Expand from an individualized help and success model to include a community-focused welcoming model.

Purposes:

1. Heal individuals AND community from the results of separation and loss of capacity.
2. Surface hidden resources, ideas, and hope.
3. Strengthen community problem-solving.

Person

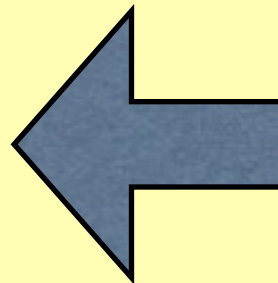


Group

Personal Preparation model:

Primary focus is on preparing the person to join the group.

Person



Group

Community Development model:

Primary focus is on preparing the community to accept the person.

What is Asset-Based Community Development?

The belief that neighborhoods and communities are built by focusing on the strengths and capacities of the citizens and associations that call the community “home.”

A place-based approach focusing on the assets of an identified geographic area.

The belief that the assets of a community's institutions can be identified and mobilized to build community.

A range of approaches and tools, such as asset mapping, that can put these beliefs into practice.

12 Guiding Principles of ABCD:

1. Everyone has gifts
2. Relationships build a community
3. Citizens at the center
4. Leaders involve others as active members of the community
5. Everyone cares about something
6. Everyone is motivated to act
7. Listening conversations are key
8. Asking questions rather than giving answers invites stronger participation
9. Ask, ask, ask
10. A citizen centered organization is the key to community engagement
11. Institutions have reached their limits in problem-solving
12. Institutions as servants

Convergence of Individual and Community Change Models

Reclaiming Gift Economy Attributes



Three Paths to increasing participation in community:

Disability-initiated “one person at a time”

- individual supported employment
- helping a person attend a church of his/her choice
- help learning to ride the bus

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- helping a person attend a church of his/her choice
- help learning to ride the bus

Disability-initiated group activities that INTENTIONALLY welcome community members without disabilities

- applying for a housing grant with other community organizations
- art gallery for people with disabilities to display their wares that also shows other artist's work
- forming a coalition with other community groups to expand bus routes.

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Disability-initiated “one person at a time”

- individual supported employment
- helping a person attend a church of his/her choice
- help learning to ride the bus

Disability-initiated activities that INTENTIONALLY welcome community members without disabilities

- seed money from DD system to start a community garden and also has a focus on including people with disabilities
 - applying for a housing grant with other community organizations
 - forming a coalition with other community groups to expand bus routes.

Community-initiated activities that INTENTIONALLY welcome all community members

- any activity initiated by a person or group that welcomes all community members to participate.

To tap the power of ABCD
within disability initiatives
we'll need to:

GIVE UP the idea that individual success is the primary goal

To Do This We'll Need To:

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EXPAND from special-interest activism (me and people like me) to whole-community activism (all of us)

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BELIEVE all the specialized sectors (social services, schools, government, etc.) have the ultimate goal of increasing belonging and community contributions

USE welcoming language rather than specialized sector language

“O.K., but why focus on “welcoming”?
Why not just do good ol’ fashioned
community organizing to meet our goals?

The Welcoming Advantage:

Research shows that people who feel like they belong are more likely to engage with others, give their time, and participate in their communities. By focusing on welcoming, we are building the hidden capacity of our community without relying on grants, government assistance, or outside experts.

Benefits of a WHOLE COMMUNITY welcoming model:

- Re-seeds the idea that EVERYONE in community needs to belong
- Doesn't pit one group against another for resources
- Surfaces the welcomers who may not connect with your cause
- Provides channel for increasing language of welcoming
- Surfaces resources that are hidden to certain causes
- Increases confidence in community problem-solving

ABCD:

Six Ideas for Action

ABCD One:

Not-belonging stories rather
than disability stories are the
foundation for action.

**Being alone is not the same
as not-belonging.**

**When have you been alone
and it was good?**



Tell a story about a time
when you wanted to belong,
but didn't feel included.

It could have been with another
person, a group, or in a place.

Please only tell stories you
feel safe and ready to tell.

ABCD Two:

Creating welcoming schools
rather than inclusion.



Your team has 10 minutes to find and agree on the most welcoming thing within 4 blocks of this room.

Using only your Talents and Passage Gifts,
your team has 1/2 hour to make a plan
to help an older neighbor:

1. Find and bring home a dog
2. Fence her yard/build a doghouse
3. Train the dog
4. Hold a party to celebrate!

Write a list of all the tasks to accomplish
each of the four steps above, and
what each team member will do.

Thinking About Welcoming:

Buildings and grounds

Student connections during school

Student connections outside of school

Curriculum

Student and Staff connections

Students in their community



Welcoming Schools

Quick Assessment

	NO			YES		
1. The school counselor has talked with me about my gifts and talents.	1	2	3	4	5	
2. Our school provides info and access to volunteer activities in our community.	1	2	3	4	5	
3. We have a student-to-student mentoring or buddy system for new students.	1	2	3	4	5	
4. Students can clearly state their gifts and talents.	1	2	3	4	5	
5. The entry area at our school is welcoming.	1	2	3	4	5	
6. Our Student Council has talked specifically about what is welcoming and unwelcoming about our school and made plans for improvement.	1	2	3	4	5	
7. Students with disabilities of all kinds are included in regular classrooms and not separated from other students.	1	2	3	4	5	
8. Our Student Council has a process for welcoming new students to our school.	1	2	3	4	5	
9. I feel welcome at my school.	1	2	3	4	5	
10. There is student representation in our local Chamber of Commerce.	1	2	3	4	5	
11. I have been trained in mediation or problem-solving steps and can help resolve conflicts that happen between students at my school.	1	2	3	4	5	
12. Our school literature and website refer to our school as a welcoming place for everyone.	1	2	3	4	5	
13. Students with disabilities participate fully in student clubs, social events, and community service activities.	1	2	3	4	5	
14. Teachers are eager to listen to student concerns.	1	2	3	4	5	
15. Our school has signs that welcome students and community members.	1	2	3	4	5	
16. Our school has an official anti-bullying policy which is enforced.	1	2	3	4	5	
17. Our school administration is fair and listens carefully to students.	1	2	3	4	5	
18. All school employees are treated with respect.	1	2	3	4	5	
19. School administrators frequently ask students for their ideas about how to make schools better.	1	2	3	4	5	
20. We have a school award for students who are “most welcoming” to other students.	1	2	3	4	5	
21. Teachers and administrators talk about the importance of belonging and diversity at our school.	1	2	3	4	5	

TOTAL SCORE:

105

TWO ITEMS OF MOST INTEREST TO ME:

ITEM NUMBER:

ITEM NUMBER:

Our Ideas:

Welcome committee
Most welcoming award
Survey students about how to be welcoming
Everyone must speak to new kids
Assign someone to show new kids around
No excluding
Put more student artwork up around school
Welcome new students in newsletter
Paint school fun bright colours
Create welcome baskets with baked goods
Plant flowers and respect the environment
More clubs
Say hi
More sports
Laid back fun teaching with hands on activities
Better student to teacher communication
Student council democracy
Better advertising of volunteer opportunities
More one-on-one counselling
Personalized relationships
More music
Gender equal sports
School banner
Wheelchair ramps
Better gym equipment
No split classes
Talent shows
Sports team sponsorship by community
Inclusionary material
Tutors
Less favouritism

Our Ideas:

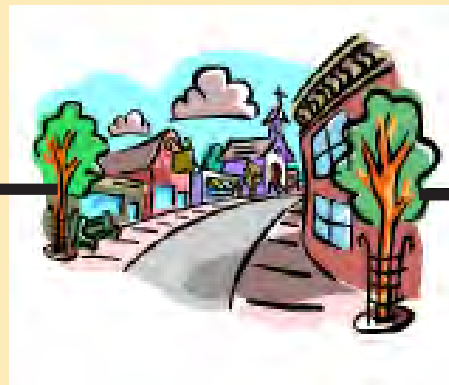
More assemblies and meetings
Earth day programs
Charity programs
Community events
Representative for the chamber of commerce
Group activities
Interest form (survey student interest)
Teachers should include kids with disabilities
School ground clean-up
Take bike locks off fences
Pictures of sunshine
Improve sports fields and track
More spirit events
Mingle parties
Working projects by students (student run)
Curriculum should have leadership class
Less opinions, more teaching
More effective student staff discussion
Better communication between school and community
Gay-straight alliance
Share a Smile
No more initiation
Teachers connect with grade 9s
Better follow through for student buddies
More trades courses
Mural of kids being friends
Better connections with guidance counsellors
Have students with disabilities participate fully
Having people able to clearly state their gifts and talents
Spreading awareness of the importance of acceptance
Better publicity for school events

Idea Time:

Your task as a group:
Come up with a total of three ideas

Two Ideas about school

One idea about your community



Welcoming Schools

Action Ideas

Date:

School:

School Idea One

Describe idea below:

Idea contact person:

School Idea Two

Describe idea below:

Idea contact person:

Comunity Idea One

Describe idea below:

Idea contact person:

ABCD Three:

Start a Welcoming Community Group

What is Vashon, Washington?

It has everything it takes, just like your town, to create a welcoming community



1. Boundaries. In this case, it's an island.
2. Typical assortment of retail, manufacturing, and civic/social organizations
3. 10,000 residents who have mixed interests, politics, and social ties
4. Many of us experiencing difficulty in current economic and social circumstances.
5. One person who wants something different and won't give up.

Community building
— large or small —
always starts with one
person.

Dan Kaufman



“My core gift is helping people be seen. I do this by letting them know they matter, that they are part of something larger, and that the more they allow themselves to ripen the sweeter they get and the more peace they will find.”





One conversation at a time...

Surfacing the Welcomers:

Utility Customer Service Manager

Ex-Special Education Director

3 High school students

Artist

Radio voice actor

Spanish language teacher

Community development consultant

College application coach

proof-reader

Activist with food bank and homeless coalitions

Mother of daughter with disability

Poet

Social services/community consultant

Tax preparer

Chamber of Commerce Director

Foundation fundraiser



THE RITUAL:
heat, soup, and
stories got us
started.



Out of our conversation, we
developed a name and a vision:



Welcome Vashon

...a creative hub for projects and activities that
make Vashon a welcoming place for everyone.

Approaching our Community

We Had Questions(worries):

- 1. Who are the other welcomers and can we surface them?**
- 2. Will others see this as urgently as we do?**
- 3. Do people have workable welcoming ideas?**
- 4. Will people actually DO something?**



They came!

165 folks showed up on Saturday morning to talk about welcoming.

What Welcoming Ideas Do You Have?:

**Are there places you would like to feel more welcomed?
What would make them more welcoming?**

**What are your gifts, talents, and interests? How could you
use those to create a welcoming activity in our
community?**

**Are you part of any groups that could be more welcoming?
What could you/they do?**

**Who do you believe could be more welcomed into our
community? What is one activity that would help
accomplish that?**

**Do you have a specific welcoming idea that gets you
excited?**



What are your ideas?

Tables had 30 minutes to come up with ideas...



What are you willing to host?

We asked people to ONLY offer ideas they were willing to commit to NOW.

Simple Formats for Groups to Capture Ideas and Members



Welcome Vashon
Action Groups

Action Info Sheet

Action Idea

Contact Person

Group Member

Email

Phone

OVER FOR MORE NAMES ...

"It happens on Vashon when we make it happen."



Idea Sampler



On The Verge

On the Verge:

On-going series of stories in
our local newspaper.

Michele and Johnnie Pratt, pictured at
the Food Bank Garden, are featured in
the On the Verge article "Couple Walks
Their Talk by Living Simply."



Weeds Expected Garden Tour



Weeds Expected Garden Tour

Marianne Twyman is advocating for welcoming imperfection in gardens and the usefulness of weeds.

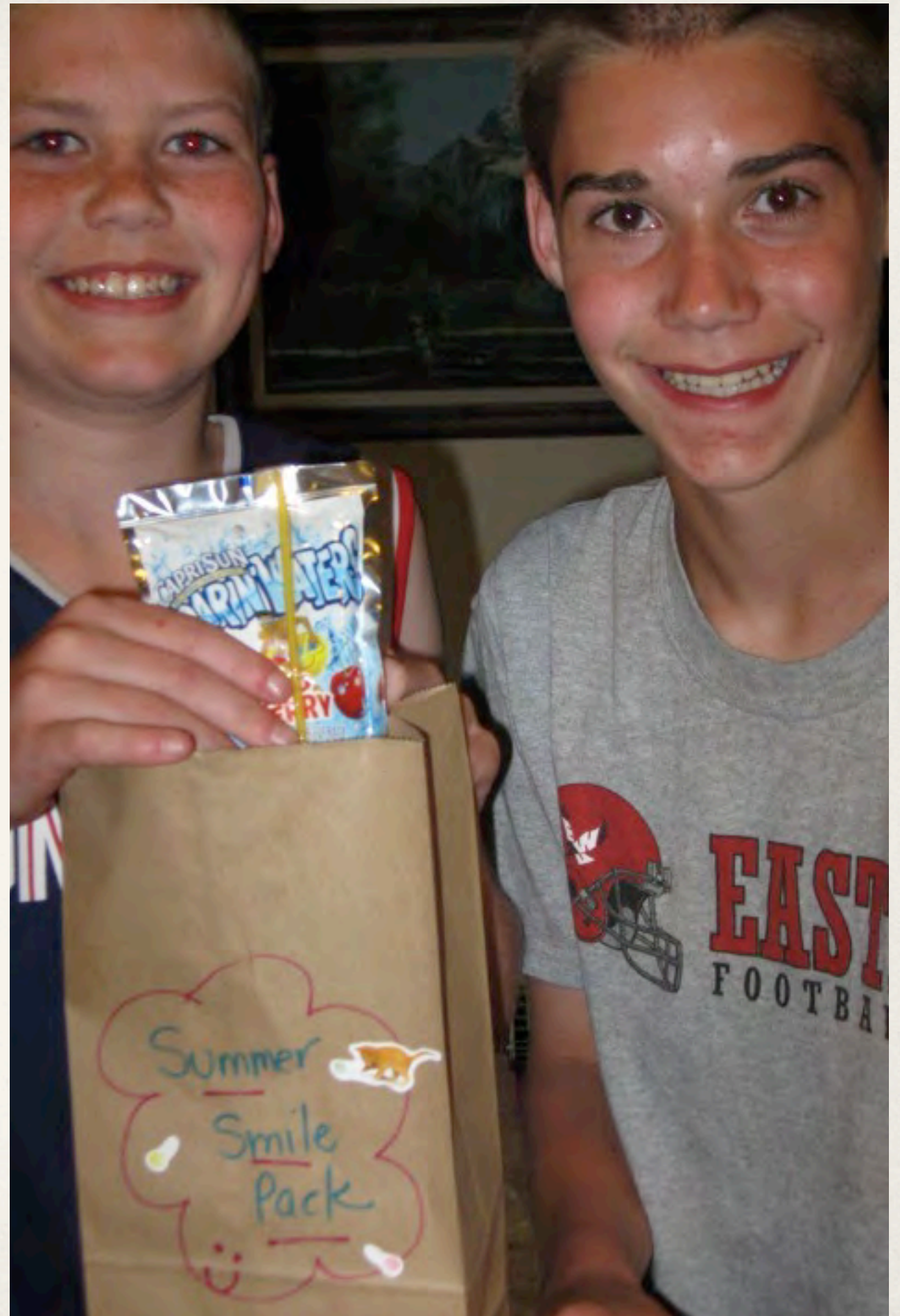




Smile Packs

Smile Pack Organizers:

Christopher and Andrew Walker





Ferry Dock Welcome Signs



**Artist rendering of new
community welcome signs**

Amigos en Vashon



Our Purpose: Creating bridges of friendship and trust between differing cultures on Vashon so we can all “convivir” (actively live together.) We will host afternoons of traditional Spanish bingo games “Loteria” and “Merienda” (a traditional afternoon time for people to pause and interact over a hot drink and a sweet bread).



¡Vengan a jugar Loteria Mexicana!

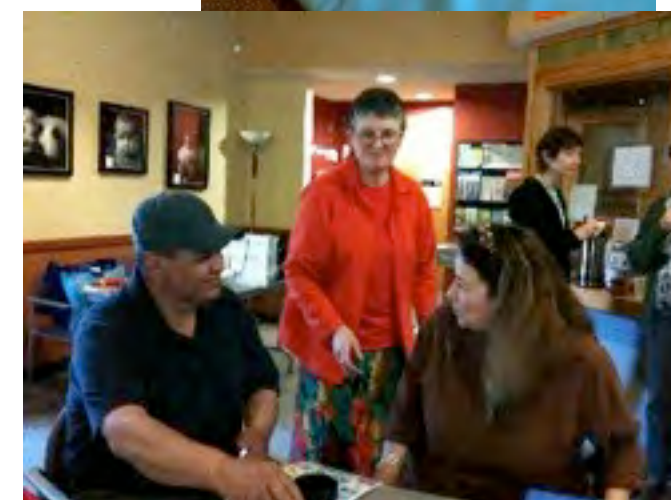
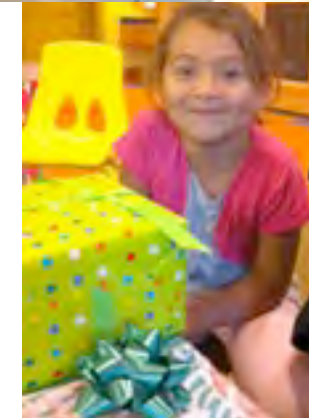
**El Domingo, 2 de Octubre
3 PM a las 5:30 PM
En Vashon Playspace
Vashon Highway y la calle Gorsuch,
norte del pueblo**

**¡Lindos premios,
merienda y amigos!**

**Evento gratuito para toda la familia
Esperamos verlos a todos**



Patrocinado por Amigos de Vashon y Vashon Welcome Project



We All Belong Cinema



WE ALL BELONG CINEMA

- A cooperative venture with a national film project to show social justice themed movies on Vashon with discussion afterwards.





Meet Your Island Neighbors Tent



Meet Your Neighbors Tent

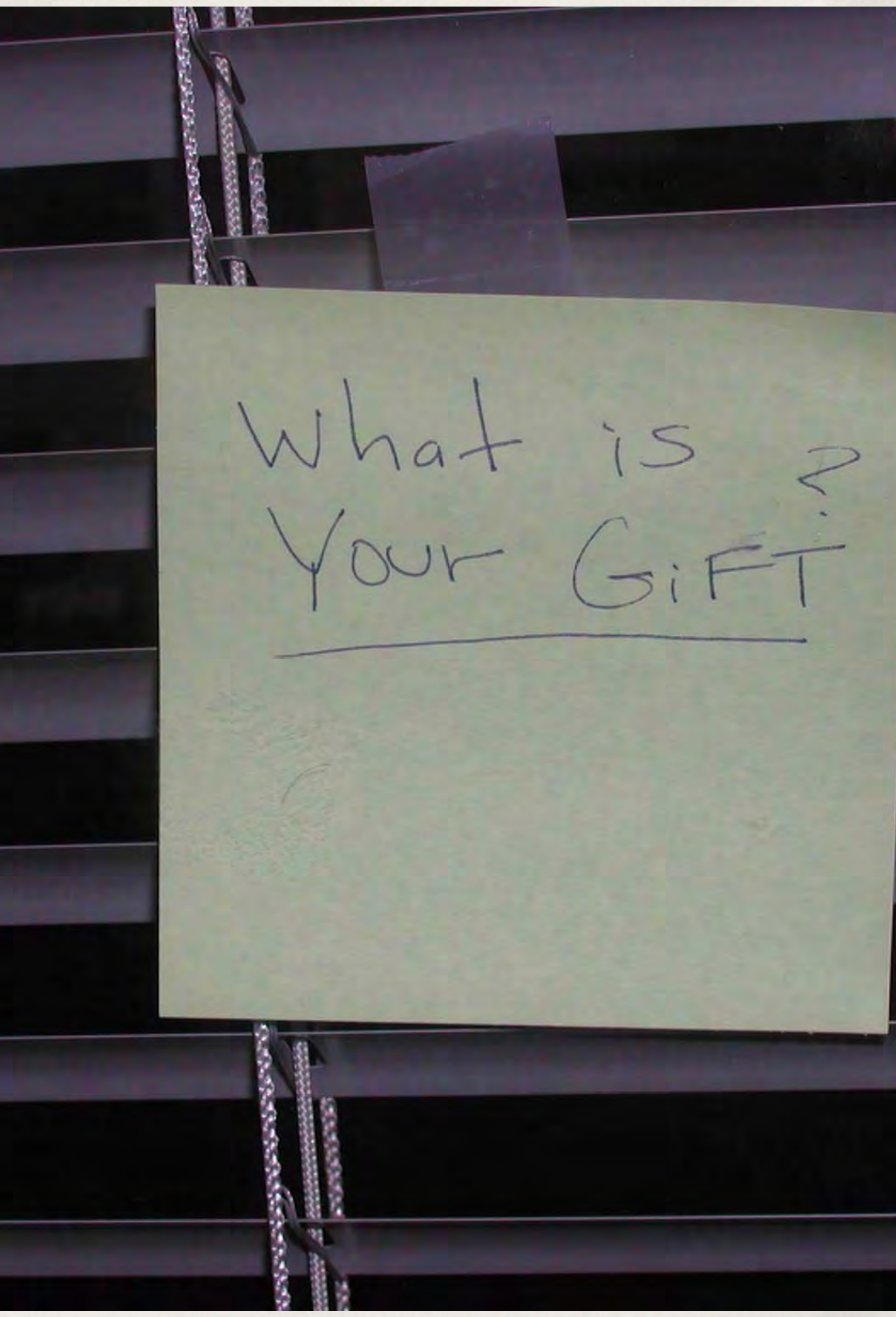
Island long-timers set up a tent at our annual Strawberry Festival to greet new-comers and answer questions about life on Vashon.



What's Your Core Gift?

Four community volunteers who meet with Vashon residents to help identify and find ways to use their gifts in our community.

“We believe gifts are the primary building block in our community.”



What is ?
Your GIFT

Karen Chesledon

My Core Gift is helping others have a soulful connection within themselves and others. I give it by cracking the code, being en pointe, and by being a fellow traveler.

Ken Maaz

My gift is bringing loyalty to every relationship. I offer security to others and unwavering support. I'm there when people need me. I give my gift by being honest in my opinion while being gentle in my expression, helping whenever I can and how ever I can, and by listening and problem-solving.

Janie Starr

My core gift is connecting people to one another and to the passions in their lives. I give it by openhearted listening & really seeing the other person, laughing without a plan, and by being sparkly, generous, and a pain in the ass.

Paula Cummings

My core gift is helping others to understand that there are many paths to being whole. I give it by helping others practice forgiveness of themselves and others; move beyond harmony to authenticity; and consider that loving human relationships may be the best that this life has to offer.

Izak Anderson

My Core Gift is helping people remember that most problems can be traced back to not loving. I do this by helping them remember there is lots of history in every situation, knowing when to listen and when to adapt your own beliefs, talking until you have come up with the best way, and knowing that the tough jobs are the crucial ones.

Raven Pyle-McCrackyn

My Core Gift is seeing and helping others see and work with what's real. I give it by loving unconditionally, fighting passionately, listening intently, and getting connected to their story.

Jim Diers

My core gift is connecting people in support of inclusive communities and social justice.

Patti McClements

My core gift is helping others to feel connected in the world. I give it by helping them to: tell their story, take the obligation and accept the reward, not overlook the possibilities, and do it to their heart's content.

Dan Kaufman

My core gift is helping others to be seen. I give it by letting people know that they matter, that they are part of something larger than themselves, and that the more that they ripen the sweeter they become.

Bruce Anderson

My core gift is helping people to use their imagination to find a new hopefulness. I do this by using a combination of humor and bluntness to gently provoke, remembering that the truth is often in the soft underbelly of what is unspoken, all good work has beauty in it, and that it's worth slogging through the muck of change to get to the thresholds where love is revealed so we can all find our way home.

Robin Blair

My Core Gift is helping others to have a sense that all is well in their world. I share my gift by letting others know that faith stands the test of time, there is always a surprise waiting around the corner, patience allows for an unfolding, and we are all intended to live connected.

Shannon Flora

My core gift is helping others feel included. I do this by being curious about the world and other people, trying new things that expand my circle, being transparent in my personal relationships, and being a gracious host and initiating social functions.

Fran Fravashi

My core gift is helping others to experience contentment and joy. I give it by providing tranquil sanctuary, giving space to the wild expression of life, and sharing my magical riches.



Welcoming Scholarship

Scholarship Announcement

The Welcome Vashon Scholarship committee is now accepting applications from high school seniors for the Welcome Vashon Student Scholarship. This award is not influenced by academic achievement or college-entry test scores. The scholarship is in the amount of \$1,500.

The award will be given to a student who has promoted welcoming and acceptance amongst students and/or community members. Scholarship funds may be spent on educational expenses or activities furthering the graduates understanding or ability to create welcoming interactions between individuals or groups.

Application deadline: April 20, 2012

**Request one-page application by email:
scholarship@welcomevashon.org**

“I’ve had years of experience in being unsure of myself and of my own identity and, from personal experience, understand on a very basic level how those who are not welcomed into their community feel.”





We All Belong Decal



We All Belong
Todos pertenecemos
我々は、すべての属す
Мы все принадлежим

WELCOMEVASHON.ORG



**The next six
months...**

We launched a website.

- ❖ ...and learned we needed to expand from listing only WelcomeVashon projects to including any activity that was about welcoming in our community.



WelcomeVashon

a creative hub for projects and activities that welcome, connect, and strengthen belonging for everyone on Vashon

**imagine. connect.
collaborate. celebrate.**

A Welcome Vashon Celebration is in the works. The tentative date is September 10 at the "O" Space. See [Current Events](#).



Caption about event

Join an Activity



Participants at the Welcome Vashon event on February 5, 2011 stood up and said they'd be willing to help develop and lead these activities to make Vashon a more welcoming place.

[Add an Activity](#)



Weeds Expected Garden Tour-June 2012

Tour of island organic gardens that are not professionally designed or maintained. Chauffeured tour service using island SUVs.

Contact person: Marianne Twyman
mmarianne@welcomevashon.org



Bring Restorative Justice to Vashon

Developing alternatives to criminal incarceration by using mediation and creative "repayment" for crimes committed on Vashon.

Contact person: Doug Dolstadt
dpdolstad@welcomevashon.org



Amigos en Vashon

Creating bridges of friendship and trust between differing cultures on Vashon so we can all "convivir" (actively live together.) We want to inspire and create genuine opportunities for equal exchanges.

Contact person: Victoria Clayton
spanistudio4all@welcomevashon.org



We All Belong Cinema****

A partnership with Community Cinema Seattle and the Vashon Theatre to offer a five-film series that focuses on the theme of belonging. Discussion afterwards.

Contact person: Jane.E.Berg
jane.e.berg@welcomevashon.org

Want to Add an Activity?

Current Events



Click for past event photos.

WelcomeVashon Celebration

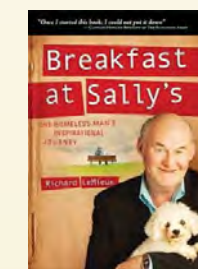
Check back for date and time!

A WelcomeVashon Celebration is in the works. The tentative date is September 10th at the "O" Space. All island projects aimed at making Vashon a more welcoming place will

be honored (not just those created at the February 5th workshop). Welcome Vashon would like to recognize all those doing good work and create an opportunity to strengthen the network of groups doing like minded work. For information contact Dan Kaufman at dankaufman@welcomevashon.org.

Shape Up Vashon (SUV) Kathleen Davis Begins September 17

The mission of SUV is to create a fun and supportive community for people of all ages to improve their health and well being. On September 17th all islanders will have an opportunity to begin signing up for this island wide challenge. This will be a collaboration with the school district, Thriftway Market, Vashon businesses and organizations.



Click to view event photos.

On the Verge

Click here for articles

Janie Starr and Julie Morser are continuing to write Beachcomber articles whose focus is to bring awareness to islanders who are Living On The Verge or struggling during these difficult financial times. These articles are in conjunction with the Breakfast At Sally's island wide read which highlighted the plight of the homeless. The articles are touching and thought provoking. Please don't miss them. You can find them in the Beachcomber and by clicking



**We gave away money
that was given to us.**

Some Nuts and Bolts

Nuts and Bolts:

All volunteer based...about 12–15 in core group.

We meet for lunch every month for 1 1/2 hours over soup at someone's home.

Meetings include storytelling, action-planning, and philosophical rumblings about welcoming.

We decide things by give and take. We do not agree on everything. Emotions run strong in welcomers. We have no formal rules.

Youth are essential and hard to kidnap from school.

We've spent a couple thousand dollars on website, bumper stickers, and misc. stuff...all donated anonymously. None of this was crucial to our success.

ABCD Four:

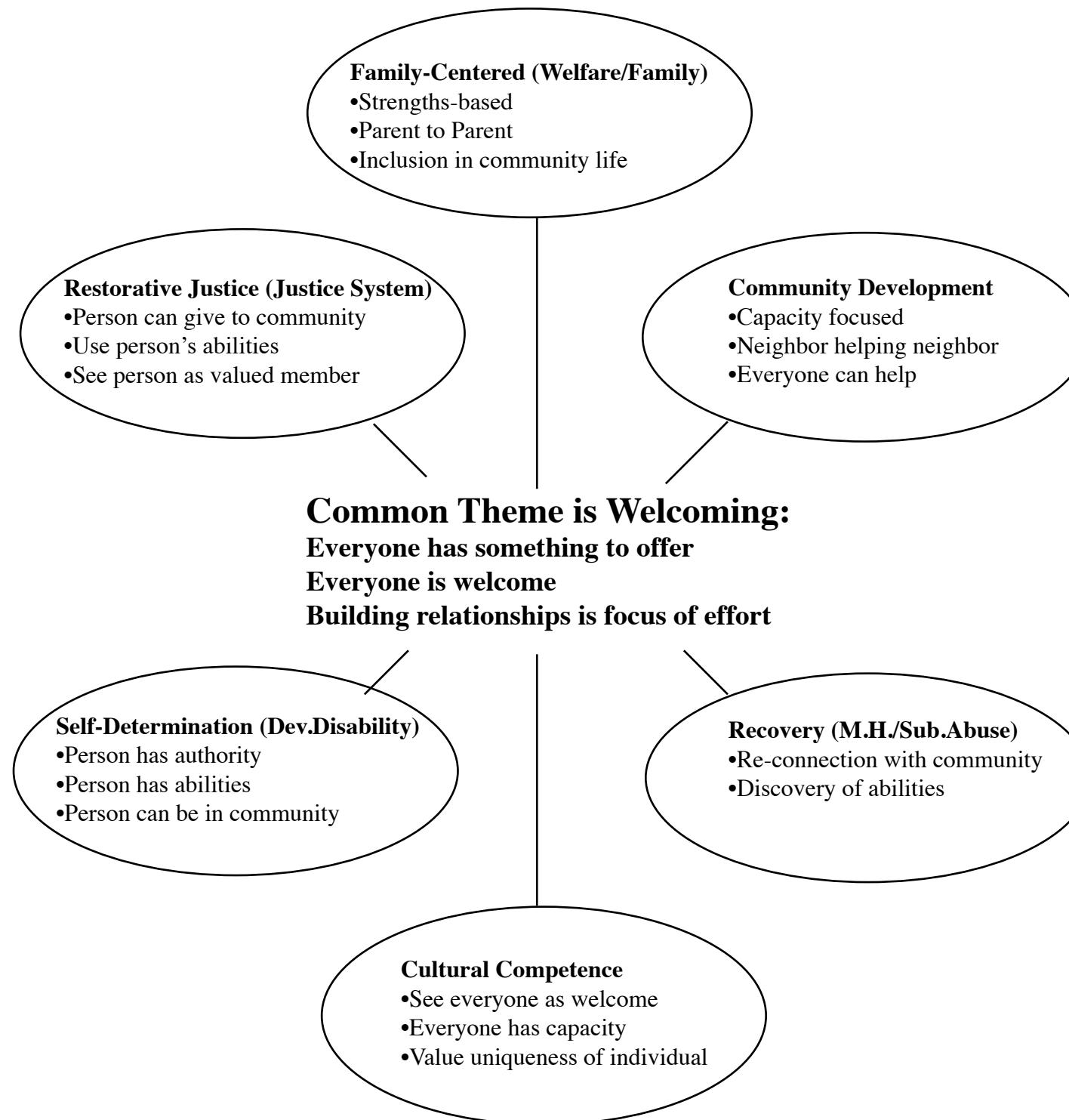
Create an intentionally
Welcoming Culture in
your Organization

Combining and Aligning Initiatives

Welcoming offers the opportunity to focus on three complementary and current initiatives in organizations.



Convergence of Strength-Based Social Service and ABCD Community Development Movements.



Beliefs That Define Action Strategies

Welcoming/Gift Orientation

Westernized Social-Services Orientation

Stories are exchanged between guest and host.

Stories travel only from guest to host.

Suffering is utilized as a path towards wholeness

Suffering is unwanted pain to be eliminated.

Individual has increased new capacity as a result of suffering.

Individual must recover whatever they can as a result of suffering.

Person has skills, talents, and gifts.

Person has strengths.

Wholeness results from homecoming.

Wholeness results from level of cure.

Welcoming is “root” problem.

Illness is “root” problem.

Interventions are to heal both person and community.

Interventions are to prepare and heal person.

Person is ready for community now.

Person needs to demonstrate readiness and “earn” right to be in community.



The Four Domains:

Transforming to a Welcoming Culture

Domain One:

**Helping people using services initiate
and sustain community activities**

Domain Two:

**Developing the welcoming capacity of
community places**

Domain Three:

**Welcoming people into our workplace
and services**

Domain Four:

**Creating a welcoming workplace
for employees**



Domain One:

Helping people using our services initiate and sustain community activities.

	NO			YES	
1. Our organization's Plans of Care focus on expectations for growth rather than maintenance, protection, and caretaking.	1	2	3	4	5
2. Our organization uses quality of life indicators rather than clinical or behavioral measures of success.	1	2	3	4	5
3. Our community integration work is usually with one person at a time rather than with groups of people who use our services.	1	2	3	4	5
4. We can clearly state the gifts, talents, and skills of individuals using our services.	1	2	3	4	5
5. Our Plans of Care utilize those specific gifts, talents, and skills as a primary tool for engagement and activities.	1	2	3	4	5
6. We have adequate resources to help people get and keep employment or other kinds of community participation activities.	1	2	3	4	5
7. We have adequate resources to help people learn how to use community transportation and other public resources.	1	2	3	4	5
8. We have an established mentoring or buddy system to support people in increasing his/her community activities.	1	2	3	4	5
9. Our planning processes with people accurately identify the places he/she would like to belong or participate.	1	2	3	4	5
10. We do not replicate already existing kinds of community clubs and activities within the services of our organization.	1	2	3	4	5
11. Service staff regularly discuss creative new strategies for helping people get connected in the community.	1	2	3	4	5
12. We have adequate and up-to-date space for community announcements, resources, and event notices.	1	2	3	4	5
13. We provide support groups for people to gain courage to further their life goals and increase their community participation.	1	2	3	4	5

TOTAL SCORE:

65

TWO ITEMS OF MOST INTEREST TO ME:

ITEM NUMBER:

ITEM NUMBER:



Domain Two:

Developing the welcoming capacity of community places.

	NO					YES				
1. Our leader has clearly articulated a vision which describes the connections between welcoming, people using our services, and the mission of our organization.	1	2	3	4	5					
2. Employees have been training in community organizing skills.	1	2	3	4	5					
3. Our organization's representatives to the Chamber and/or other service groups have brought up the idea of being more welcoming to the membership of those groups.	1	2	3	4	5					
4. Our strategic plan has development items related to increasing our involvement in the community.	1	2	3	4	5					
5. We actively collaborate with other community groups to accomplish our mission.	1	2	3	4	5					
6. We have the tools (cars, phones, flexible hours, etc.) to do community work that serves our mission.	1	2	3	4	5					
7. Employees work with churches and civic groups to increase their willingness to be inclusive of the people we support.	1	2	3	4	5					
8. Our business hosts and/or participates in community celebrations (chamber events, parades, 4 th of July, etc.)	1	2	3	4	5					
9. Our business advertising/literature specifically refers to us as a welcoming business.	1	2	3	4	5					
10. We provide workshops and presentations to community groups who would like to be more welcoming.	1	2	3	4	5					
11. We allow employees time off (paid or unpaid) to participate in community events that our business is promoting or believes in.	1	2	3	4	5					
12. We sponsor activities which offer opportunity for the people we serve to tell their stories to other citizens.	1	2	3	4	5					
13. Our business has adopted one "favorite cause" in the community for its focus.	1	2	3	4	5					

TOTAL SCORE:

65

TWO ITEMS OF MOST INTEREST TO ME:	ITEM NUMBER:	ITEM NUMBER:
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North Lake Tahoe-Truckee

Welcoming Places Initiative

Program Participant Guidebook



“The Welcoming Places movement is about every organization’s obligation to the heart of the community, creating places where all citizens feel included and have a contribution to make. When businesses, non-profits and civic groups align around these strategies, powerful results happen”





Sponsored by:
North Lake Tahoe Chamber of Commerce
Community Collaborative of Tahoe Truckee
Truckee Donner Chamber of Commerce



WELCOMING PLACES INVENTORY

Basic Training

- | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------|-----------|------------|
| 1. At least one or more, of our business owners, managers, or senior staff has attended a workshop to learn the basics of Welcoming Places. | No | Yes |
|---------------------------------------------------------------------------------------------------------------------------------------------|-----------|------------|

Storefront and Interior

- | | | |
|------------------------------------------------------------------------------------------------------|-----------|------------|
| 2. Signage in our office uses the word "welcome", "hello" or other inviting language. | No | Yes |
| | 1 2 3 4 5 | |
| 3. We have artwork, plants, music or other additions to increase the "home" feeling of our business. | 1 2 3 4 5 | |
| 4. Our building is clean inside and out. | 1 2 3 4 5 | |

Community Engagement

- | | |
|---------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 5. Our organizational or business plan has development items related to increasing our involvement in the community. | 1 2 3 4 5 |
| 6. We have identified methods to reach customers in all segments of our community as well as visitors. | 1 2 3 4 5 |
| 7. We allow employees time off (paid or unpaid) to participate in community events that our organization is promoting or believes in. | 1 2 3 4 5 |
| 8. Our business advertising/literature specifically refers to us as a welcoming business. | 1 2 3 4 5 |

Customer Interaction

- | | |
|---------------------------------------------------------------------------------------------------------|-----------|
| 9. Our employees, as a group, have brainstormed ways our organization could be more welcoming. | 1 2 3 4 5 |
| 10. Our employees are never too busy to truly welcome a customer. | 1 2 3 4 5 |
| 11. Our employees have been trained in initial customer welcoming approaches and follow our procedures. | 1 2 3 4 5 |
| 12. Our employees have been trained in how to deal with difficult customers and follow our procedures. | 1 2 3 4 5 |

Employee Support

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 13. Job duties include a description of the employee's obligation to be welcoming. | 1 2 3 4 5 |
| 14. We have identified the talents and strengths of each employee and provide opportunities for them to contribute using these talents and strengths. | 1 2 3 4 5 |
| 15. We routinely ask employees for their ideas. | 1 2 3 4 5 |
| 16. We regularly celebrate the accomplishments of our organization and individual employees. | 1 2 3 4 5 |
| 17. We provide for employee training in Welcoming Places practices at least once a year. | 1 2 3 4 5 |

Business _____ Name _____ Score



Domain Three:

Welcoming people into our workplace and services.

	NO			YES		
1. Our employees, as a group, have met to talk specifically about the importance of being welcoming.	1	2	3	4	5	
2. Our employees, as a group, have brainstormed ways the business could be more welcoming.	1	2	3	4	5	
3. We have written policies and procedures which demonstrate our intention to be welcoming.	1	2	3	4	5	
4. Our offices minimize the separation between staff and people using services.	1	2	3	4	5	
5. Our services are provided with a minimal amount of waiting time.	1	2	3	4	5	
6. We have pertinent information in multiple languages when appropriate to our customer base.	1	2	3	4	5	
7. People using services are always warmly greeted when they enter.	1	2	3	4	5	
8. There is clear signage in and around our business.	1	2	3	4	5	
9. Signage in our offices is focused on welcoming, not rules.	1	2	3	4	5	
10. Our initial meetings with a new service user have equal amounts of time spent discussing their strengths/dreams and their current difficulties.	1	2	3	4	5	
11. We have “home” touches in the public areas of our business that increase the feelings of hospitality.	1	2	3	4	5	
12. Our employees have been trained in how to deal with difficult customers and follow our procedures.	1	2	3	4	5	
13. We have asked our customers to tell us what is welcoming and unwelcoming about our business.	1	2	3	4	5	
14. We visited other businesses to get welcoming ideas we can use.	1	2	3	4	5	

TOTAL SCORE:

70

TWO ITEMS OF MOST INTEREST TO ME:

ITEM NUMBER:

ITEM NUMBER:



Domain Four:

Creating a welcoming workplace for employees.

	NO			YES		
1. We have identified the dominant gifts/talents of each employee and provide opportunities for them to contribute those things.	1	2	3	4	5	
2. Our workplace has a diverse mix of employees.	1	2	3	4	5	
3. Supervisors are seen as careful listeners and fair decision-makers.	1	2	3	4	5	
4. Our new-employee orientation has an emphasis on welcoming.	1	2	3	4	5	
5. Conflicts between employees are typically resolved within a reasonable period of time.	1	2	3	4	5	
6. Supervisors have been trained in conflict resolution methods.	1	2	3	4	5	
7. Job duties include a description of the employee's obligation to be welcoming.	1	2	3	4	5	
8. We provide a positive and "strength-describing" introduction of new employees to existing employees.	1	2	3	4	5	
9. It is safe for employees to speak up about workplace issues.	1	2	3	4	5	
10. We regularly celebrate the accomplishments of both our business and the accomplishments of individual employees.	1	2	3	4	5	
11. We assign new employees a mentor during their first few weeks of employment.	1	2	3	4	5	
12. Our leadership routinely asks employees for their ideas.	1	2	3	4	5	
13. Our organization has a variety of activities that demonstrate a commitment to employee cohesion and health.	1	2	3	4	5	
14. Employees have structured time for getting to know each other's stories and deepen relationships with each other.	1	2	3	4	5	
15. We focus on employee benefits, paid and unpaid, to demonstrate that we value our employees.	1	2	3	4	5	
16. Our meetings are positive and do not allow excessive complaining.	1	2	3	4	5	

TOTAL SCORE:

80

TWO ITEMS OF MOST INTEREST TO ME:

ITEM NUMBER:

ITEM NUMBER:



Creating and Sustaining Inclusive Teams

“Inclusive teams are built on a foundation of belonging. They are characterized by open communication, transparent decision-making, and active acceptance and use of a wide variety of viewpoints and abilities. Team members feel and see a level of support so that everyone—individually and collectively— can do their best work.”

Welcoming Action Planning Sheets

Community Living St. Mary's

Site:

Domain #:

Domain Leader

Start Date

Completion Date

Change Goal:
(stated in outcome or behavioral terms)

Evidence that change is needed:

**How will you measure change
or goal completion?**

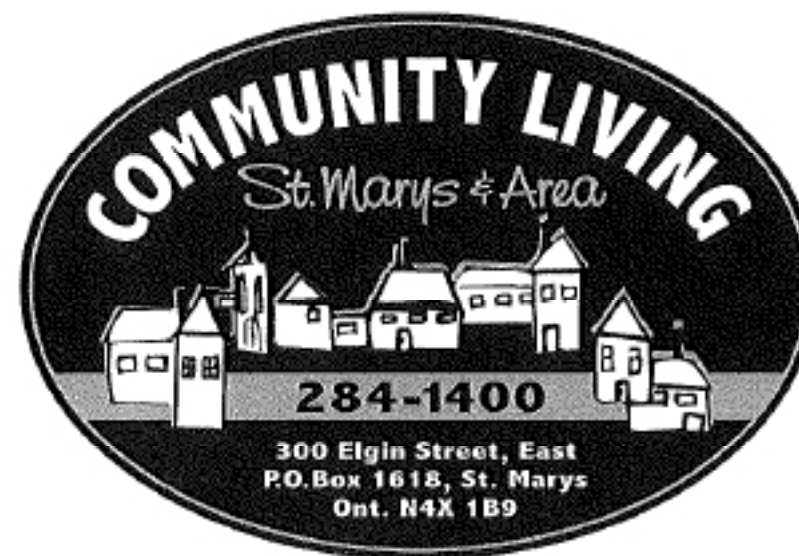
Methods you will use to sustain change?
(if goal requires on-going support)

February 2011

It's time to celebrate!

***Four months and look what we've
accomplished!***

***“Transforming to a
Welcoming Culture”***



ABCD Six:

Leave to Learn: Wander in
the ABCD movement
for inspiration and practical
ideas.

www.abcdinaction.ning.com

www.abundantcommunity.com

www.communityactivators.com

www.facebook.com/communityactivators

Places to start...

1. Not-belonging stories, NOT disability stories, are the foundation for action.

2. Creating welcoming schools rather than focusing on inclusion.

3. Start a “Welcoming Community” group.

4. Create a welcoming culture within your organization.

5. Partner with your Chamber to create a welcoming business initiative.

6. Leave to Learn: Wander in the ABCD movement for inspiration and practical ideas.

