



User Guide

RESPECTMap

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1. Generic features

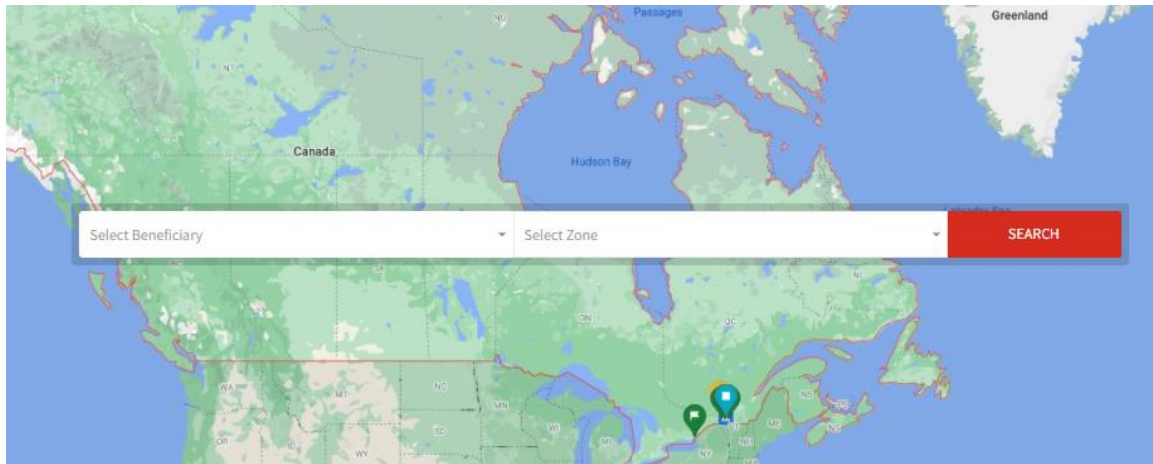
1.1. Search for services/organizations

1.1.1. *External users of the Respect Forum*

Users external to the Respect Forum can search for services and/or organizations offering services online or in person. These organizations are organized by types of beneficiary, locality, service area and types of services.

The RESPECTMap homepage allows you to launch a generic search based on:

- Type of beneficiary, or;
- Geographical zone.



Once a first selection has been made, it is possible to refine the search via the filters available under the following icon:



You may then refine your search further according to:

- Type of beneficiary, and/or;
- Type of service, and/or;
- Geographical zone, and/or;
- Language of service, and/or;
- Method of service delivery, and/or;
- Phase of service (see section 2.4.).

RESPECTMap will display all of the organizations in the directory that match your search criteria. You can access an organization's profile by clicking on its name. There you will find contact information, the various types of services offered as well as the methodologies and metrics used by the organization, as relevant.

1.1.2. *Internal users of the Respect Forum*

The RESPECTMap is also useful for all Respect Forum facilitators and coordinators to build local service maps. With the different search filters (see 1.1.1. External users), you can generate lists of organizations specific to your own geographical and service and/or beneficiary criteria.

We are currently working on means of generating and exporting .csv files of search results so that you can save and distribute the lists produced for various events.

1.2. Presentation of the organizations

Organizations in the RESPECTMap appear as a profile that corresponds to the answers provided upon listing (see section 2.2. Adding your organization to the directory).

Name of Organization

Ability New Brunswick
Type of Organization
Non-profit
Delivery Method
In person
Languages
Both, Other
Other languages
Other languages when interpreters available.

Contact Information

| | |
|---|--|
|  Moncton, New Brunswick (NB) | Organization phone number 506-462-9555 |
|  506-462-9555 | Contact Name Haley Flaro |
|  haley.flaro@abilitynb.ca | Contact phone number 111-111-1111 |
|  https://www.abilitynb.ca/ | Organization website URL https://www.abilitynb.ca/ |
| | Contact email address haley.flaro@abilitynb.ca |
| | Organization email address info@abilitynb.ca |

Geographic zones of services

Provincial
Choose location
Canada, New Brunswick (NB)
Locations
New Brunswick (NB)
Choose provinces you serve
New Brunswick (NB)

- . .

2. Integrating your organization into the RESPECTMap

Any organization (mandated, for-profit, non-profit), association, or individual committed to the welfare of uniformed personnel is invited to list their organization and services in the RESPECTMap. This is done in two steps: 1) Registration for the RESPECTMap, and 2) Addition to the directory.

2.1. Register for the RESPECTMap

Individuals or organization representatives must register and create a user account to be able to create a new listing, or claim and modify an existing profile. To register, you must provide an email address and create a secure password.

Login

Username or E-mail Address *

Password *

Remember Me

[Login](#) [Lost your password?](#)

OR

Register

Username *

E-mail Address *

Password *

Confirm Password *

I have read and agree to the Privacy Policy

[Register](#)

Once registered, you will have access to your "Dashboard":

Dashboard

Votes ▾

👍 Votes

📌 Bookmarks

☆ Ratings

Account ▾

🔑 Change password

👤 Delete account

| <input type="checkbox"/> | Title | Content Type | Date ▾ | ⌵ |
|--------------------------|-------|--------------|--------|---|
| No entries found | | | | |

Bulk Actions ▾ [Apply](#)

Once your organization is added to the RESPECTMap, the corresponding record will be available in your personal "Dashboard".

2.2. Add your organization to the directory

Adding an organization to the RESPECTMap is possible thanks to a form that requires you to indicate:

- General information about your organization (name, contact information, service method, service areas, service language, organization mission, etc.)
- The Respect Forums you want your organization to be invited to
- Your beneficiaries
- Your service offerings
- The methodologies used for your services
- Metrics (if used)
- The agreement to share information with our partner organizations.

To facilitate the description of your services and methodologies, we offer several categories and subcategories. This allows a common taxonomy/terminology for the whole RESPECTMap. Terminology definitions are available on the platform. You can also specify your services, methodologies, and metrics in the corresponding text boxes. For more details on how to fill in the questionnaire, see section 5.

The questionnaire ends with a mandatory question authorizing us to share information with our partner organizations (see section 3. RESPECTMap partners).

2.3. Questionnaire validation process

All submitted questionnaires are analyzed by our mapping coordinator. We will contact you for additional information to best present your services. Once the validation process is completed, a profile of your organization will be shared on RESPECTMap.

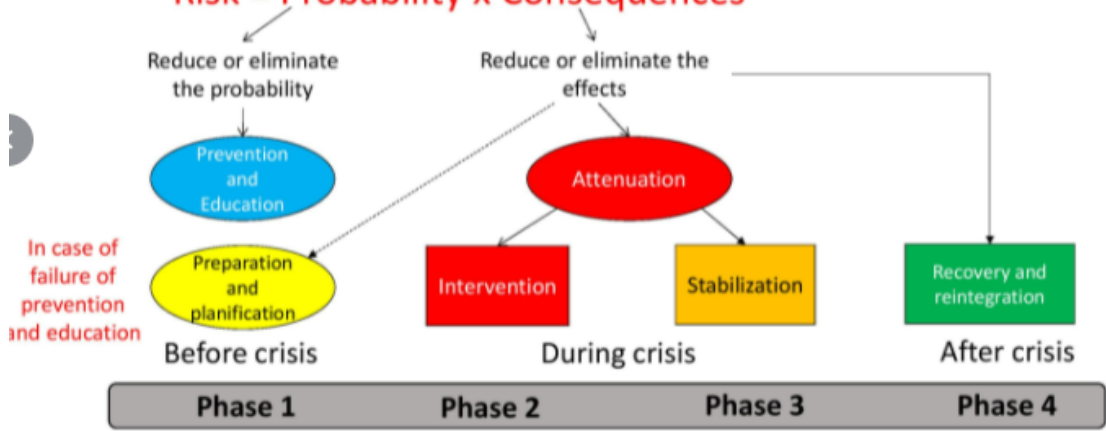
2.4. The RESPECTMap methodology

Our methodology is based on a progressive crisis risk management model. By looking at crises in this way, we can analyze and act on crisis risks before, during, and after they occur.

To better understand the landscape of services for Canadian Armed Forces and RCMP veterans, emergency responders, and their families at the local, regional, and national levels, we analyze service offerings in 4 phases:

- Phase 1: Before the crisis to reduce the likelihood of its occurrence through **prevention, planning, preparation and education**.
- Phase 2: During the crisis to reduce its negative consequences through **intervention** services (immediate action).
- Phase 3: During the crisis to reduce its negative consequences through **stabilization** services (sustained action).
- Phase 4: Post-crisis, to assist recovery and foster resilience through **recovery and reintegration** services.

Risk = Probability x Consequences



Better together. *Mieux ensemble.*

3. RESPECTMap's partners

By adding your organization to the RESPECTMap, you agree that the information in the questionnaire may be shared with our partners. Considering the relevance of the different service directories that exist across Canada and, to limit duplication of effort, our collaborative commitment is to allow you to integrate your organization into the platforms of all our partners.

In May 2021, the Respect Forum launched a collaborative project with Newfoundland and Labrador Local 211 and United Way NL. This collaboration aims to support more effective and relevant mapping by limiting duplication of effort.

In October 2021, following our collaboration with 211NL, we were able to expand our joint work with 211 New Brunswick and 211 Saskatchewan.

In December 2021, our list of partners expanded to include 211 Greater Montreal and EMBER.



211
Newfoundland
and Labrador



211 New
Brunswick



211 Saskatchewan



211 Grand
Montreal



4. Evaluation and updating of the RESPECTMap

4.1. Evaluation of the RESPECTMap

The RESPECTMap is a relevant tool for support organizations to help them research and understand the service landscape for uniformed personnel. Aimed at creating a national, provincial, regional, and local support network, the RESPECTMap is constantly being evaluated to ensure relevant functionality for its users. That's why, by joining the RESPECTMap, you will receive semi-annual evaluation survey that will allow you to assess your experience on the RESPECTMap. This survey is shared by email to the coordinates indicated in your platform integration questionnaire.

4.2. Update of the RESPECTMap information

In conjunction with the RESPECTMap assessment process, you will be asked to update your organization's information. Note that you may update your organization's information at any time (see section 2.1. Registering for the RESPECTMap).

5. How to fill in the questionnaire?

5.1. General information

The first part of the questionnaire focuses on general information about your organization such as:

- Your organization's name (*if you are an individual dedicated to the cause, please provide your first and last name) [Required]
- Type of organization: select according to whether you are a non-profit organization, for-profit organization, mandated organization, association/volunteer grouping and/or individual dedicated to the cause [Required]
- The method of delivery of your services: online/remote, in-person or both [Required]
- The language in which your services are delivered: English, French, both and/or other (you can specify all the languages used within your organization) [Required].
- Your organization's mission [Optional].

5.2. Contact information

The purpose of this second part of the questionnaire is to obtain contact information for the organization as well as the contact person (the person responsible for the questionnaire). Please indicate:

- First and last name of the contact person (responsible for the questionnaire) [Mandatory].
- Contact phone number (can be the same as the organization's) [Required].
- Contact email address (can be the same as the organization's) [Required].
- The organization's website [Optional]
- The organization's email address [Optional]
- The organization's phone number [Required].

5.3. The geographical area of your organization

This part is essential to allow the RESPECTMap to locate your services. We propose choices conditional to your answers.

- The first step is to find out if your services are offered at the national, provincial, regional, or local level
 - If you answer National, your organization will be listed across Canada
 - If you answer Provincial, you will have to select the corresponding province(s).
 - If you answer Regional, you will have to select the corresponding province(s) and region(s).
 - If you answer Local, you will need to select the corresponding province(s), then the corresponding region(s) and the corresponding city(ies). If the city(ies) served by your organization are not in the list of suggestions, you can select "Other" and write it in the space.
- The second stage is to find out which Respect Forums you want to join. By selecting one/several Forum(s), you will receive invitations to the Respect Forum events corresponding to your answer.
- The third stage allows you to precisely locate your service offering. This is particularly relevant if you offer services in person. You can also choose to indicate the location of

your head office. If your services are offered online, indicate "Online" in the various mandatory sections. If this section is not relevant to your organization, indicate "N.A.".

5.4. Beneficiaries

This section allows you to specify who your services are intended for.

- Considering the beneficiaries covered by our RESPECTMap, please indicate if your services are for:
 - Members of the Canadian Armed Forces, and/or
 - Families of Canadian Armed Forces members, and/or
 - Canadian Armed Forces Veterans, and/or
 - Families of Canadian Armed Forces Veterans, and/or
 - Member of the Royal Canadian Mounted Police, and/or
 - Families of members of the Royal Canadian Mounted Police, and/or
 - Firefighters/rescue workers, and/or
 - Families of Firefighters/Rescue Workers, and/or
 - Police/Peace Officers, and/or
 - Families of Police/Peace Officer, and/or
 - Paramedics/Ambulance technicians/91, and/or
 - Families of Paramedic/Ambulance technicians//911, and/or
 - Other: Indicate if your services are available to other types of beneficiaries.
- To specify the type of services you offer, please indicate if you have programs/services **specifically built** to serve specific beneficiaries such as:
 - People with reduced mobility, and/or
 - Women, and/or
 - LGBTQ2+ community, and/or
 - Survivors of sexual assault or abuse, and/or
 - Indigenous, and/or
 - Canadian Armed Forces Reservists, and/or
 - Part-time employees/Volunteers or
 - Other or
 - None.

5.5. Your services

To support you in the description of your services - and with the objective of using valid Canadian terminology common to other service directories such as 211 (see section 3. RESPECTMap's partners) - we offer you several choices and sub-choices. These choices are built in conditional form.

- First level of service: it allows you to choose the service area(s) of your organization between,
 - Basic needs and/or;
 - Legal and criminal justice services and/or;
 - Education and/or;
 - Health and/or;
 - Financial support and Employment and/or;

- Organizational/community/international services
- Second level: it allows you to choose the category(ies) of services according to the areas chosen in the first level.
- Third level: it allows you to specify your services according to the service categories selected at the second level.
- *If none of the second and third level categories correspond to your service offering and/or if you wish to specify your service offering, a free text field is available after the conditional choices.

5.6. Your methodologies

This section seeks to know the methodology(ies) used in your service offering. These, like the service offering, are categorized according to the service areas and categories you selected earlier. The different choices are proposed according to our terminology but are not exhaustive. That is why you have a free text field if you wish to specify your methodology(ies).

5.7. Your metrics

In this section, you are invited to specify - if you use them - your different metrics (data collection methods, annual report, program evaluation, etc.).

5.8. Other

This section is entirely free and allows you to specify any information that you find relevant and that you were unable to include in the other sections of the questionnaire.

5.9. Confidentiality agreement

The RESPECTMap is a collaborative project (see section 3. RESPECTMap's partners). That is why we ask for agreement of the organizations answering our questionnaire to share this questionnaire with our partners. This will allow you to include your organization in our partners' directories by answering a single questionnaire.

6. The different sections of the RESPECTMap

6.1. The home page

The RESPECTMap homepage allows you to run a generic search for services/organizations based on a geographical zone and/or type of beneficiary.

6.2. The "Add Listing" page

The "Add Listing" page gives you access to the listing form allowing you to describe your organization according to the different categories proposed by the RESPECTMap. This questionnaire is associated with your user account (see section 2.1. Registering for the RESPECTMap). You are responsible for the information you share and for keeping it up to date. Before publication on the RESPECTMap, all listings go through a validation process by the mapping coordinator.

6.3. The "Dashboard" page

The "Dashboard" page gives you access to your profile or account within the RESPECTMap. You will find your organization's profile. It is from your "Dashboard" that you can make changes and updates to your organization's profile. You can also modify your login information and delete your account.

6.4. The "Directory" page

The "Directory" page gathers all the organizations in the RESPECTMap without selection fields. Here you can visit all the organizations present and/or refine your search via the different search filters proposed by the RESPECTMap (see section 1.1.1. External users of the Respect Forum).

6.5. The "Login or Register" page

The "Login or Register" page allows you to access your RESPECTMap account. If this is your first visit, you will be invited to create a RESPECTMap account (see section 2.1. Register for the RESPECTMap). If you are already registered, you may log in to access your "Dashboard" (see section 6.3. The "Dashboard" page).

6.6. The "Privacy Policy" page

The "Privacy Policy" page gives you access to the various policies established by our governance committee in its management of the RESPECTMap.

6.7. The "About Us" page

The "About Us" page presents the main mission and objective of the RESPECTMap. It is also on this page that you will find relevant information about our service classification methodology (see section 2.4. The RESPECTMap methodology) as well as the presentation of our organization, the Respect Forum.

6.8. The "Terminology" page

The "Terminology" page provides definitions of the various service categories and methodologies used in our organizational enrollment questionnaire. This terminology is based on the 211 taxonomy.