



Organizational assessment tool

FOR COMMUNITY ORGANIZATIONS

Use this assessment tool with staff at your organization to assess strengths and areas for growth. Consider inviting others from your organization to assist in completing it. Remember this is a starting point, and this tool may not address every aspect of your agency. It is always important to grow and respond to emerging needs.

INSTRUCTIONS

- ▶ Answer each of the questions below from your perspective.
- ▶ Use the tool on page 6 to review your answers and see how many times you answered “yes,” “somewhat or sometimes” or “not yet.”
- ▶ Answer the reflection questions.
- ▶ Review your answers after a month, or even a year, to see where your organization has made progress, and identify further learning goals.

Let's get started. >>



ACTIVITY C: ORGANIZATIONAL ASSESSMENT FOR COMMUNITY AGENCIES

Policies are an important starting point to ensuring we have the capacity to do strong, positive, welcoming work with people who are living with HIV, or who face structural risk factors for acquiring HIV. They often can provide a backbone to the work.

#	QUESTION	YES	SOMEWHAT OR SOMETIMES	NOT YET
1	POLICIES			
1	Our organization has policies about confidentiality that respect women's* right to privacy.			
2	Our organization has policies that ensure people's health information, such as HIV status, is kept confidential and protected from staff who do not need access to it.			
3	Our organization has hiring policies which include actively recruiting, hiring and training members of the community we work with, including Trans and gender diverse people, ACB and Indigenous women, women who use drugs, and / or women living with HIV.			
4	Our organizational human resources policies respect the privacy of staff living with HIV, including their right to choose to disclose their HIV status or not.			
5	Our organization has policies about our commitment to anti-racism and anti-oppression.			
6	Our organization has policies to use universal precautions for all community members and staff.			
7	Our organization actively seeks input on policies and programming from ACB and Indigenous women, Trans and gender diverse people, and other communities disproportionately impacted by HIV and HIV risk.			
ADD UP SECTION 1 TOTAL				

It's important to regularly engage with women who access your space as well as with those who face barriers to accessing your space for feedback. The information provided can be key in providing helpful insight into how well your organization is supporting women living with or at systemic risk for HIV. A simple question added to your client feedback form can help to ask how you're doing.



**FOR TIPS ON SUPPORTING
WOMEN LIVING WITH HIV SEE**
WHAI's HIV Disclosure Toolkit for
Service Providers, Strategies for
Supporting Women: A Journey of
Support whai.ca/resources



ACTIVITY C: ORGANIZATIONAL ASSESSMENT FOR COMMUNITY AGENCIES

#	QUESTION	YES	SOMEWHAT OR SOMETIMES	NOT YET
2 TRAINING, EDUCATION AND PUBLIC INFORMATION				
Our organization actively trains staff and volunteers on the following:				
1	HIV, HCV and STBBI's (sexually transmitted infections)			
2	Harm reduction and overdose prevention			
3	Anti-oppression, anti-racism, equity and inclusion			
4	Universal precautions			
Our organization actively displays information in community spaces (i.e. lobby, waiting room) about:				
5	HIV			
6	Safer sex			
7	Harm reduction and overdose prevention			
8	Gender identity			
9	Confidentiality & HIV disclosure			
10	Anti-racism and equity			
ADD UP SECTION 2 TOTAL				



GAINING PERSPECTIVE

"Our policies seem to be centred on making sure all the ticky boxes are completed and the paperwork done, rather than actually assisting clients."

Check in with yourself and your staff team. How are you interacting with clients and your work? It's always helpful to slow down and reflect on how we engage in this work.



ACTIVITY C: ORGANIZATIONAL ASSESSMENT FOR COMMUNITY AGENCIES

#	QUESTION	YES	SOMEWHAT OR SOMETIMES	NOT YET
3 RESOURCES & CONNECTIONS				
Our organization has the following resources available in both public and private spaces, so that people can access them either privately without having to ask a staff person, or in community spaces where engagement, information and supports are available:				
1	Harm reduction equipment & information (i.e. safer injection equipment, safer inhalation equipment, sharps containers, overdose prevention information and supplies such as naloxone, etc.)			
2	Safer sex supplies and information (i.e. internal and external condoms, lube, dental dams, safer sex information, etc.)			
3	HIV information & resources (i.e. information about PEP & PrEP, HIV testing, and how to access support)			
4	Information about community resources			
Our staff team is knowledgeable and able to refer people to:				
5	HIV service organizations			
6	Harm reduction and overdose prevention programs and services			
7	HIV clinics			
8	HIV testing			
ADD UP SECTION 3 TOTAL				



GAINING PERSPECTIVE

"I would never pick up my needles in the harm reduction program because people criticize me as a woman and because I have kids. I only go to private places so nobody knows."

Tip: Having harm reduction supplies available in multiple locations or through various access points can make all the difference for those who fear stigma, judgment and discrimination



ACTIVITY C: ORGANIZATIONAL ASSESSMENT FOR COMMUNITY AGENCIES

#	QUESTION	YES	SOMEWHAT OR SOMETIMES	NOT YET
4 SPACE AND ACCESSIBILITY				
1	Our organization has all gender washrooms, and signage ensuring access for Trans and gender-diverse individuals is free from discrimination.			
2	Our organization provides transportation assistance (i.e. ride shares), financial support for transportation, or is located close to public transportation.			
3	Our organization provides childcare and / or has a play area / children's toys.			
4	Our organization has hours that accommodate various schedules including daytime, evening and weekend hours.			
5	Our organization offers programming both onsite, in the community, and through phone and virtual technology.			
6	Our organization considers safety in the design of our space (i.e. lighting and site lines).			
7	Our organization prioritizes presenting information clearly (i.e. font size, plain language and multiple languages).			
8	Our organization is welcoming to people with varying accessibility needs (i.e. automatic doors, elevator or ramp, accessible washrooms).			
9	Our organization has welcoming visuals when you enter. (i.e. posters, "hello" in different languages etc).			
ADD UP SECTION 4 TOTAL				



FOR MORE INFORMATION YOU CAN CHECK OUT

Women, HIV & Stigma: A Toolkit for Creating Welcoming Spaces at www.whai.ca






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NOW THAT YOU'VE COMPLETED THE ASSESSMENT:

- ▶ Have a look to see how many times you answered “yes.” Celebrate your knowledge!
- ▶ Ideally, you’ll want to work towards answering yes to all the questions.
- ▶ Take some time to answer the reflection questions on the following page.

SECTION	POSSIBLE POINTS	YES	SOMEWHAT OR SOMETIMES	NOT YET
① Policies	7			
② Training, Education and Public Information	10			
③ Resources & Connections	8			
④ Space and Accessibility	9			
ADD UP SECTION TOTALS	34			

TOP THREE AREAS FOR LEARNING

- 1  _____
- 2  _____
- 3  _____

Take these areas to Section 8: Action Planning for Change >>




REFLECTION QUESTIONS


- What are your organization's strengths?
- In which areas could your organization improve?
- What resources can the organization access to help?
- Which areas are most vital to the organization's work?





Further reflection

Choose an area for learning from the previous page and work your way through these questions to land at a potential solution.

1 AREAS TO STRENGTHEN OUR WORK


2 RESOURCES TO STRENGTHEN OUR WORK:


3 STEPS WE CAN TAKE TO SHIFT OUR WORK:


4 TIMEFRAME FOR CHECKING IN ON OUR PROGRESS:


Flow diagram showing the sequence of reflection steps: 1 to 2, 2 to 3, and 3 to 4.



Additional notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.