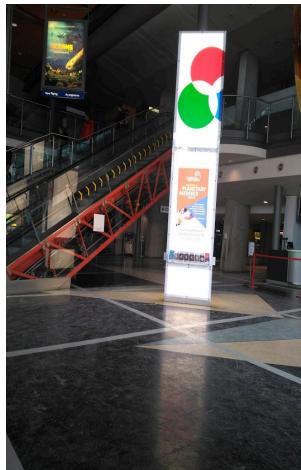
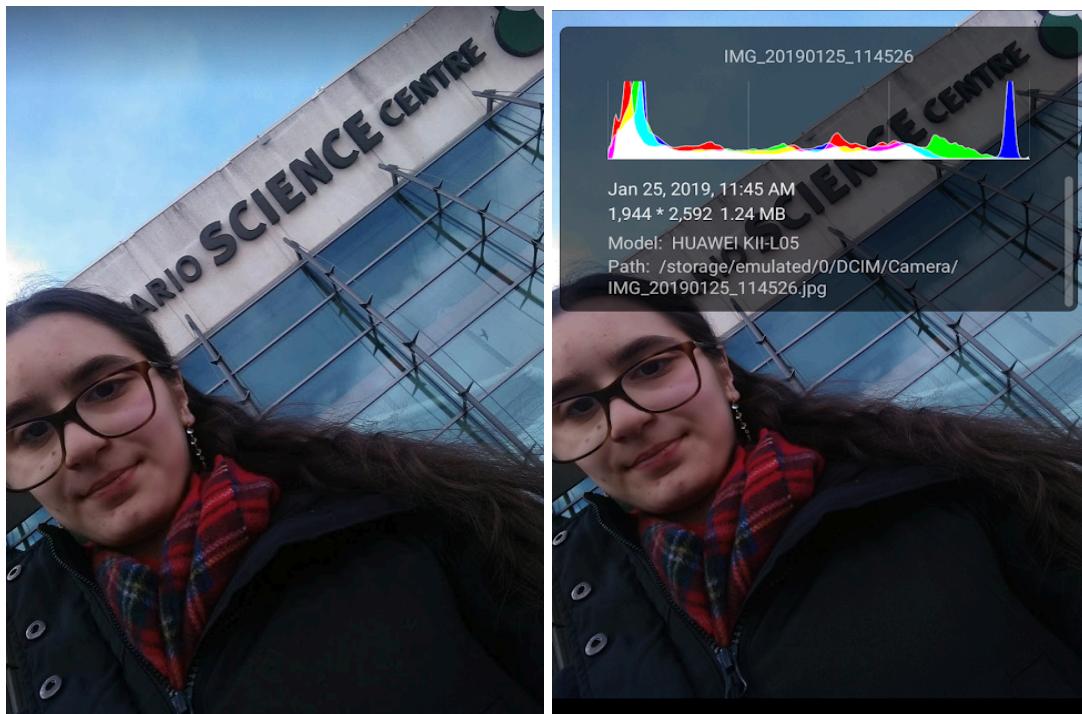


Field Notes: Ontario Science Centre

By Victoria Spada



Time Log: January 25, 2019

9:00 - 9:20 Meeting Julie Jones(OSCSS Coordinator) at Front Entrance
9:20 - 9:30 Discussion with Melanie Checkeris (Manager of School Programs)
9:30 - 10:15 Casual conversation with Julie
10:15 -10:35 Discussion with Vishnu Ramcharan (Visitor & Community Engagement Specialist)
10:35 - 10:50 Discussion with Cathie Spencer (International Sales and Project Consultant)
10:50 - 11:05 Discussion with Melanie Greupner (Manager of Weston Family Innovation Centre, CISCO Science Fellow in Innovative Learning Technologies)
11:05 - 11:25 Discussion with Heather Myers (Supervisor, Protective Services)
11:25 - 11:50 Exploring exhibits, particularly KidSpark and the Rainforest.

Background and Summary

Background:

I made a visit to the Ontario Science Centre (referred to as “OSC” from here onward) on Friday, January 25 for my field notes. I initially considered visiting the Science Centre for three key reasons/assumptions:

1. I was a student at the Ontario Science Centre Science School (referred to as “OSCSS” from here onward) in 2018 and positively interacted with several communities within the OSC during that time; I anticipated a positive reaction when suggesting a visit.
2. I liked the idea of reconnecting with people and having the possible chance of giving back to a community with the common value of inspiring/enjoying learning.
3. While I was a student at the OSC, I observed during presentations, classes, and volunteering that most staff had the common, openly expressed objective of constantly improving themselves and the OSC as a whole; this gave me the impression that given a viable opportunity for my team, the OSC may be interested in engaging with us in the long term.

Before making the visit or doing any prior research I figured that I could possibly interact with any combination of the following communities: OSCSS teachers and students, security, cleaning staff, tickets staff, visitors, and presentation hosts.

Upon doing further research I verified on the OSC main website’s mission statement is: “Our mission: To inspire passion for the human adventure of discovery.” [R1]. The highlighted shows and exhibits of the OSC *Who We Are* page include: KidSpark, The Energy Show, AstraZeneca Human Edge, the Rainforest, Cohon Family Nature Escape [R2]. I know each of these exhibits fairly well from my time with the OSCSS.



Figure 1. The Simulated Rainforest and KidSpark

My preliminary research yielded two really interesting facts that I did not already know:

1. A new exhibit, the Inventorium 2.0, opens on January 28, 2019 [R4].
2. A new Astronaut exhibit and set of programs commences May 19, 2019 [R4].

Looking further into these new exhibits appealed to me, as well as looking further into all other exhibits and their structure. Since these two particular exhibits are new and coming, I believed that they could yield several opportunities. However, I did not want to overthink the exhibits as “opportunities” and instead approached the visit as an opportunity to learn more about the OSC as a community and its environment. The visit is summarized below.

Summary:

I emailed the OSCSS Coordinator, Julie Jones, on Saturday, January 19 about a visit to the OSC, and a date was scheduled at 9:00 am on Friday, January 25 for me to speak with her and then interact with other staff on the floor [B1].

Julie seemed interested in coordinating a structured visit at the OSC and emailed some of the staff about me having quick chats with them. I had planned conversations with the following staff members:

1. Julie Jones, OSCSS Coordinator
2. Melanie Checkeris, School Programs Manager
3. Vishnu Ramcharan, Visitor & Community Engagement Specialist
4. Cathie Spencer, International Sales and Project Consultant
5. Sabrina Greupner, Manager of Weston Family Innovation Centre, CISCO Science Fellow in Innovative Learning Technologies
6. Heather Myers, Supervisor, Protective Services [B3]



Figure 2. Business Cards from the OSC Staff

I asked each of these individuals the following planned questions:

1. How would you describe your role at the Science Center? What is your long-term objective?
2. What particular community(ies) within the Science Center do you feel you belong to? These do not have to be formal communities and may be as general as having shared values.
3. Elaborate on the above response. What makes your community unique/interesting/uninteresting/(however the you may feel)?
4. What common activities do you engage in on a daily basis? Describe one of your "typical" days at the Science Center.
5. Do you have anything else you would like to mention about yourself, the Science Center, or its communities?

I took very quick notes during these conversations [A1] to document interesting responses and features of the OSC. One key observation that I made during each of these conversations was that each staff member referred to the OSC community as a whole as their "family" at least once. I will discuss this observation and other observations more under Interpretation.

I additionally visited some of the exhibits at the OSC, including the Hot Zone, the Rainforest, and KidSpark. My direct observations can be described as such:

The Hot Zone	The Rainforest	KidSpark
<ul style="list-style-type: none"> - Empty at 9:00 am opening. - Extremely crowded at 11:00 am; difficult to even walk through. - Large projector showing videos, children playing games projected on screens. 	<ul style="list-style-type: none"> - Generally empty at all hours of the day (this was also noted during my time as an OSCSS student). - Frogs, fish, turtles, and lizards on display. - Artificial rainforest is quite humid, with a small stream, a bridge, shrubbery, and a turtle. 	<ul style="list-style-type: none"> - Children's play area: only those below age 12 may enter. - Games including bubbles, farming game, building bridges/towers, human anatomy figure. - Incredibly noisy - Mostly very small children here.

After 10:00 am the entirety of the OSC floor was filled with school groups, families, and staff. It is quite noisy in most exhibits, particularly KidSpark and Human Edge. I left the OSC at around 12:00 noon.

Interpretations:

My understanding of the framework of the OSC has greatly expanded due to my visit. From being an OSCSS student I already had an idea of the generally shared values of the staff: inspiring learning, having fun, learning through interaction, and building connections. I now see that these values extend into the positions of the staff that visitors do not usually see on the floor. Each of the staff members I interacted with described the OSC as a family at some point. This really solidified my impression of the highly welcoming, friendly environment at the OSC. I already had this impression from my time at the OSCSS but this observation was very notable nonetheless. This gave me the impression that I, along with my team, would be welcome to revisit the OSC with open arms.

I also learned how many connections the OSC has with outside organizations; this was something that I did not anticipate despite how obvious as it may seem. The first and only time I had previously interacted in the OSC was when I was a student there and when I worked there over the March Break; I only ever thought about it in terms of my immediate peers/coworkers. The staff that I interacted with on January 25 described connections with communities such as the Toronto Education Committee, the TCDSB, the Caribbean Carnival, Jazz Festivals, Making Waves, and many more.

It was overall a very pleasant morning at the OSC; not only did I learn a lot about the staff and their activities, but also about the OSC environment. One particular staff member, Vishnu Ramcharan, prepared a file for me to peruse [A3] about what he does and he also forwarded me the document [B2]. He and Melanie Checkeris gave me free OSC pins and heat-activated colour pencils [A4]. This gave me the impressions that I was not only welcomed, but the staff enjoyed my visit and curiosity.

One particular “opportunity” that was quite obvious during my time there was the school program scheduling system for the hosts. While talking with Melanie, she mentioned that the current system in use, FileMaker Pro, is several years out of date because the staff intend on

implementing a new system soon, possibly Sirius Files. This decision seemed fairly loose and tentative, as she mentioned that she “did not know what they were going to do about it”. She even showed me how the current FileMaker Pro system is used.

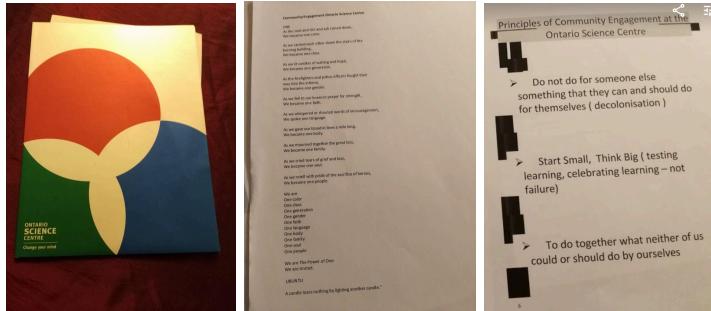


Figure 3. The file that Vishnu prepared for me. This included a poem about community, a list of his job values, and a description of his role.



Figure 4. Gifts from Melanie and Vishnu

Based on my observations I would like to have either a follow-up visit or maintained connection with the OSC in the future. Due to there being a short amount of time and large number of people to meet, I know that there are more people/communities I can talk to within the OSC who I did not have the opportunity to chat with on January 25. This includes Senior Host, Catherine Harris, who I ran out of time to meet, and the OSCSS teachers, who I did not want to disturb on the day of OSCSS graduation (I actually found out that it was graduation day upon my arrival). I have already met both of these parties during my time with the OSCSS and though I do not know where these conversations would lead me, I certainly do not believe they would be fruitless.

I would also like to have a follow-up chat with Melanie about the program scheduling system and its future. This project being an opportunity seemed quite evident during our discussion, but my team and I would require more information before moving forward because we may or may not have the capacity to help. I may email her in the next week to follow up with her. Some of the involved stakeholders would include Melanie, Program Hosts, Senior Hosts, Co-op Students, and any other parties whose schedules are inputted to the current system. I wish I had asked more questions regarding this topic but I can easily follow up about it.

The main issue I had with the field notes process was my failure to delve into the specifics of things that I immediately found interesting. The process of field notes felt like such a whirlwind that I did not take the time to quickly come up with follow-up questions about certain topics and instead focused on broader topics. To learn more about viable opportunities within the OSC I would have to ask more specific, thought-provoking questions.

Direct Evidence

Appendix R: Preliminary Research

[1] “Ontario Science Centre: Home,” *Public trust in science news is dangerously low, new Ontario Science Centre study reveals*. [Online]. Available: <https://www.ontariosciencecentre.ca/>. [Accessed: 22-Jan-2019].

About Us

The Ontario Science Centre delights, informs and challenges our communities, offering hands-on experiences and engagement with science of local, national and global relevance. The Science Centre has welcomed more than 52 million visitors since it opened in 1969, implementing an interactive approach adapted by science centres around the world. The Science Centre is the public centre for innovative thinking and the prime venue for public dialogue about science, technology and society. As a publicly assisted organization, the Science Centre relies on generous individuals, corporations and foundations who share a commitment to science and education for additional operating support.

[2] “Who We Are”. *Public trust in science news is dangerously low, new Ontario Science Centre study reveals*. [Online]. Available: <https://www.ontariosciencecentre.ca/WhoWeAre/>.

Our mission: To inspire passion for the human adventure of discovery.

Our purpose: We believe science, technology and innovation will help us shape a better future for society and our planet. We provide opportunities to explore, learn and collaborate. We make a positive and enduring impact on the lives of individuals and communities.

Our ambition: Global leader in lifelong learning. Vital link in Ontario's innovation and education ecosystems. Convenor of public dialogue on technology, science and society.

[3] “Science School,” *Public trust in science news is dangerously low, new Ontario Science Centre study reveals*. [Online]. Available: <https://www.ontariosciencecentre.ca/School/ScienceSchool/> . [Accessed: 22-Jan-2019].

[4] “What’s On,” *Public trust in science news is dangerously low, new Ontario Science Centre study reveals*. [Online]. Available: <https://www.ontariosciencecentre.ca/School/WhatsOn/> . [Accessed: 22-Jan-2019].

What's On

Special Exhibitions, Programs and More



Inventorium 2.0

Opens January 28, 2019

The scientific method meets the artistic process in this space for creative collaboration. Bring your imagination to life through a range of hands-on activities, including coding, lasering, making and weaving.

Here are a few activities you'll find:

- **Art:** Interact with installations created through the Idea Projects Artist-in-Residence program.*
- **Loom:** Design and code a punch card to help weave a one-of-a-kind creation!
- **Forest:** Craft leaves, bark and creatures for a wire-framed Canadian woodland.
- **Maker Place:** Solve design-and-build challenges using tools, tech and creativity.
- **Design:** Test drive and exchange ideas for innovative projects and products.
- **Maker Bean Café:** Create a laser-cut coaster or mini-loom to take home.
- **Gorilla Store:** Buy kits and bits to power your projects at home or in your classroom.

Space is limited; some activities can only accommodate small groups.



Astronaut

Special Exhibition: Opens May 19, 2019

Discover what it's like to live like an astronaut, including how to sleep, eat, shower and use the toilet in space! Through hands-on and full-body exhibits, students can tackle challenges together in the astronaut training center, experience a rocket launch, investigate life on the Space Lab and find out how to do science in space. This revealing exhibition uncovers the realities of space exploration, including the physical and psychological effects of living in microgravity on the human body and the technology used to complete a mission.

Related IMAX Film:

- [Journey to Space](#)

Related School Programs:

- [Matter and Materials \(1-3\)](#)
- [Simple Machines and Forces \(1-3\)](#)
- [Body Works \(4-8\)](#)
- [Destination Space \(4-8\)](#)
- [Solar System Revealed \(4-8\)](#)
- [Space Mission: Voyage to Mars \(5-8\)](#)
- [Human Anatomy and Physiology \(9-12\)](#)
- [Space Mission: Voyage to Mars \(9-12\)](#)

APPENDIX A: Personal Observations

[1] Conversation notes from discussion with staff

Videos: Community engagement

Key Questions I will definitely ask:

- ① What's your role in the Science Center?
- ② What would you say that you belong to any particular communities/what communities in the OSC? What are they? Explain their values/ goal of community?
- ③ What is it exactly that you do? What common activities do you engage, explain a regular day in your life here.
- ④ Do you have anything else to say about yourself/the OSC?
- ⑤ Any day-to-day challenges?

For OSCSS parties:

- ① What distinguishes OSCSS from other experiences?

Session

Hosts:

- ⑥ rundown of the hosts?

Melanie:

- manager of school programs
- 60 ops interns
- 180 000 students
- diverse target

Margaret Ann

HR manager, international sales, IT

HOSTS

30 years experience

#InspiredEngineer
#IngénieurInspiré

lots of experiences

- mentor - many people

international community (US, China)

Committee: interesting

Personal

Ago ROM

200 members

CN tower

- strong networking

- ~~not alone~~ 111

- destination held trips

- all women + Herman

Sharing scheduling

resources

- OSC-wide

- sometimes it works sometimes it doesn't

to make your case.

SCHEDULE PRIORITY

- meetings, programs, training, project

- good, new

- trying to find a different way of doing

- F10 MAKER - not up to date for 30 yrs

Inverse thinking

Sometimes the most effective approach to finding the best way to do something is to understand the worst ways.

Consider your problem. What are the things you can do to ensure it absolutely fails? List as many as you can. Then for each item, find the positive alternative.

Penser inversée

Parfois, pour trouver la meilleure façon de faire quelque chose c'est d'y réfléchir en utilisant une logique inversée.



SIBELA MARKER

- Platinum: keep track of money
- Pro - transfer funds, meetings, file notes
- Schools
where they're from
about host
 - Artifacts
- sample calendar, ?, O-Mask?
- WHOLE YEAR - not updated
 - Students come here? we go there? - Science
living best experience for students North
 - unique creative smart presents
Mac family
- craft fair samples

VISHNU

- No hydrogen
dry in the U.S.
OSCIC: you're thinking
well
renewable energy
program
1. New Museum
Collaboration
between Europe - boundaries
between building borders
① garlic with school
② many cars
③ TCDSB
④ under water / sea

White lines

Try sketching your ideas on graph paper with white lines to make it easier to see your drawn lines.

Lignes blanches

Essayez d'esquisser vos idées sur du papier quadrillé à lignes blanches pour voir plus facilement les lignes que vous avez tracées.

#InspiredEngineer
#IngénieurInspiré

- Very tight with time, people, & money
- P-1
- someone is very well

LEVEL 1: OSC CIVIL DISSEMINATION

Administration

- big heavy function
- leaders at decentralized more by own countries
- starts small \Rightarrow OSC
- who is very difficult for stories of different Indigenous countries
- mostly 4 or 5 in
 \Rightarrow blind, deaf, speakers

CATHY

intended sales: having osc, urban product
- showing in others: building travelling exhibitions

- Smiling
- consistency, exhibit hall, from OSC \Rightarrow product
- dependence OSC: rely on others to help others researchers, fabricators
- immediate contacts, Native, numerous groups
- education community
- started? no : conference will in China
at 10pm

exhibition contacts

- client intentions: charity well at End Sport
- Ryan, item testing
- it is exciting! enjoy the last days
thrive on the energy of the craziness



engineers canada
ingénieurs canada

Any Questions?

- how important
- how developed, very advanced
- more than just rights
- no rule book, what happens?
- is there a sustainable model?
- ↳ planning succession
- less / know less connections!
- ↳ today + young → OSE, not as much
→ as us.
- seeing the department has corrections
- establish the value!

SABRINA

Community → Manager at western
Cisco

- IT : tech for western and staff
museum professionals
Museums in Africa
- project management : lots of meetings
- piloting blur website back micro-controles
- equipment test.
- sensors, detectors

What inspires you in your engineering career?

"From the reward of solving a problem.
From the satisfaction of making the world
better. But mostly how cool solution can
be - technology rocks."
-Richard

Share with us what makes you an #InspiredEngineer!

#InspiredEngineer

"Engineers can master several seemingly
unrelated disciplines. Inspiration comes
from connecting the dots."
-Roman

Exposure to tech

- tech awareness! → opportunities
- start work hard → ingenuity
- good friends + family

- interests, cause culture is consistent
- view perspectives same mission
new approach

→ outcome delivery ⇒ collaboration and synthesis

HEATHER

broad and major
→ FIXER

- determination of practice
- tries into all areas
- f: interior service, health safety
paramedics
- education, society

Finance: bank aware
Society

↳ culture shock & team
↳ diversity

- (+) never know who to expect
- international

Qu'est ce qui vous inspire dans votre carrière en
général?

« Réaliser des projets dans les délais et
budgets prévus. »
- Kanigalingam

« Pouvoir améliorer les produits et
services de façon continue pour faire
environnement sûr et agréable. »
- Moutaz

Partagez avec nous ce qui fait de vous
#IngénieurInspiré



Security

- flexibility + busy - intuition
- share promote values
- people
- look around us
→ people observing
tend to communicate
- some more reactive
- they don't talk
- family sense & - family!
- spider web/floor of family
- comes jazz music, R&B

Six casquettes

Edward de Bono décrit les six casquettes différentes que portent les gens selon les situations. Lorsque vous participez à une réunion ou que vous travaillez avec d'autres, quelle casquette portez-vous habituellement? Quelles casquettes vos collègues portent-ils? Quelles casquettes votre équipe ne porte-t-elle jamais? Si vous portez toujours la même casquette, essayez-en une autre. Cela change-t-il votre façon de faire les choses?

Casquette blanche : neutralité. Vous vous concentrez sur les faits.

Casquette jaune : optimisme. Vous recherchez les opportunités et les avantages que l'on peut tirer d'un

Casquette verte : créativité. Vous

[2] Follow-up questions and thoughts

Thoughts Follow-up Questions

- more information on work scheduling software
 - ↳ Siri spa?
 - ↳ Filmmaker pa?
 - How do they work? Criteria? How imminent? Deadlines or else?
- Environment: every person referred to the OSC as "family" at least once: this was slightly anticipated (expected)
 - Fairly loud environment
 - interesting exhibits: Rainforest *
 - Kid Space
 - lots of families w/ children
 - schools groups
 - very calm within offices
 - very friendly environment, everyone says hello to everyone.
 - people seemed happy base we interested in the OSC
- Impressions

inspires you in your engineering career?
you can show your projects for your
en."
vlav

"Engineers can master several seemingly unrelated disciplines. Inspiration comes from connecting the dots."
-Roman

with us what makes you an #InspiredEngineer!

QUESTION & FOLLOW UP:
- ask more info scheduling
- learn more about the OSCSS!
↳ teachers + students + coordination
- more about exhibits

Q'est ce qui vous inspire dans votre carrière en génie?

"Etre ingénieur, c'est être capable de résoudre des problèmes. Pour bien y arriver, il faut savoir écouter pour comprendre toutes les perspectives, les interfaces, contraintes, les besoins et les complexités d'un système."
-Stephanie

Partagez avec nous ce qui fait de vous un #ingénieurInspiré

#InspiredEngineer

engineerscanada
ingénieurscanada

[3] Vishnu's files on Community Engagement

file:///C:/Users/Victoria%20Spada/Pictures/Inspiration%20source%20for%20Community%20Engagement.pdf

file:///C:/Users/Victoria%20Spada/Pictures/Draft%203%20Jan%202019%20%20next%20phase%20of%20%20V%20&%20CE%202018%20-%202019.pdf

Community Engagement Ontario Science Centre

ONE
As the soot and dirt and ash rained down,
We became one color.

As we carried each other down the stairs of the
burning building.
We became one class.

As we lit candles of waiting and hope,
We became one generation.

As the firefighters and police officers fought their
way into the inferno,
We became one gender.

As we fell to our knees in prayer for strength,
We became one faith.

As we whispered or shouted words of encouragement,
We spoke one language.

As we gave our blood in lines a mile long,
We became one body.

As we mourned together the great loss,
We became one family.

As we cried tears of grief and loss,
We became one soul.

As we retell with pride of the sacrifice of heroes,
We become one people.

We are
One color
One class
One generation
One gender
One faith
One language
One body
One family
One soul
One people

We are The Power of One.
We are United.

UBUNTU

A candle loses nothing by lighting another candle."

Civic Engagement is not easy or instantaneous. It is highly complex process that by necessity incorporates multiple viewpoints and willingness to compromise. It requires the ability to grapple with conflicting ideas about how to proceed, and a willingness to accept the ambiguity. Museum professionals who respond to their communities by initiating change within their institutions appear to reap significant benefit for the museum, the staff and the Board. Civically engaged museums serve the public better and see increases in their attendance and credibility, employee productivity and morale, and community support.

Phase One of OSC's brand of Community Engagement, to take the OSC beyond the walls, expand the idea of where the exhibit halls and the IOSC exists.

Phase One of OSC's brand of Community Engagement, to take the OSC beyond the walls, challenge the accepted understanding of where the exhibit halls and the OSC exists.

Phase Two: To break down the walls. We ask, " Who put them up in the first place? Who do they belong to? What are the benefits to these walls? What are the risks, challenges to removing these walls?

program-based relationships and audience development. This has helped establish community connections by finding common ground with organizations and people we may not have considered as partners, colleagues, visitors, or members. Program-based relationships have introduced diverse voices to exhibition and program development. Audience development efforts have helped us segment prospective audiences, identify underserved groups, and focus resources on targeted programming. And we can continue this with our 2018 – 2019 focus on ASD and Indigenous community sectors.

Museum community research dialogues revealed that although these strategies are community-oriented, they are not necessarily civic-minded. They do not always foster deep civic engagement. Working together or diversifying audiences is not enough. What is needed are reciprocal, co-created relationships that connect the assets and purposes of organizations. Otherwise, though there may be some residual value after the program has ended or the audience goals have been met, the museum and the community will not be ready to work together to support healthy community life. One-sided "collaborations" created wholly in service to the museum's mission or in response to funders' agendas; with inadequate attention the missions of other participating organizations, leave the partner organizations feeling manipulated, exploited, and skeptical of the museum's motives. When audience development is the focal point and "community" is a code word for race, class, ethnicity, educational level, or other demographic characteristics, a museum's efforts can seem token and patronizing. This is a sentiment that is encapsulated in the Phrase "going beyond the walls" and while this vision has taken us very far it also has its limitations, for it still accepts that there are walls. And with decreased resources the efforts to continue to go beyond can have diminishing returns.

The logical next step for museums is to learn and master the process of civic engagement. This task is critical to their evolution, their relevance, and their survival. Museums have a civic role beyond that of cultural symbol, economic engine, and provider of educational experiences. Other organizations and people in communities are confident that museums can fill this role.

Civic engagement is invigorating. Museums that are fully and imaginatively engaged in community life have dynamic, risk-taking boards and staff leaders; committed staff who bring civic-minded values to museum work; and the ability content with ambiguity, reinvent conventional approaches, and learn

from failure. There is a deeply internalized belief that community engagement matters; that the rationale for it does not need to be explained repeatedly; and that it should happen on many levels within the institution.

Civic Engagement

Museums face unprecedented opportunities to exert even greater influence in society. We are becoming places of dialogue, advocates of inclusions, places of values, and incubators of community.

Change is process, and the Museums & Community Initiative is about the process of change and about the process of inclusion as a means of community engagement.

Civic Engagement occurs when museum and community intersect- in subtle and overt ways, over time, and as an accepted and natural way of doing business.

The museum's fiscal health reflects the community's strong endorsement; funding organizations respond positively to the museum because it is engaged with its community, and individuals willingly lend their support because of the museum's civic-minded mission and values.

2018 - 2019 the What

Aligned with the OSC's new Strategic planning document, we need to establish a unique Ontario Science Centre Civic Engagement brand that will continue to model:

- Application of new 21 century problem solving strategies , not "brainstorming" to achieve new outcomes " To employ methods and processes to enjoin organisational, not individual or departmental partnership
- Intentional achievement of broader organisational commitment to partnership development and maintenance
- A focus on sustainability of the approaches as well as the goals to engaging with communities so that we are a part of their consciousness, not just their event planning and vice versa
- The demonstrated understanding of the impact of the consciousness of the principle in civic engagement , "Nothing for you Without you"

Consequently the next phase of evolution of OSC's CE strategy cannot not focus on the Products of CE, (see the events listed in report #2) but the Process to shape the direction, frame the commitment and guide the implementation of expanded or repeated initiatives as well as forays into new territory.

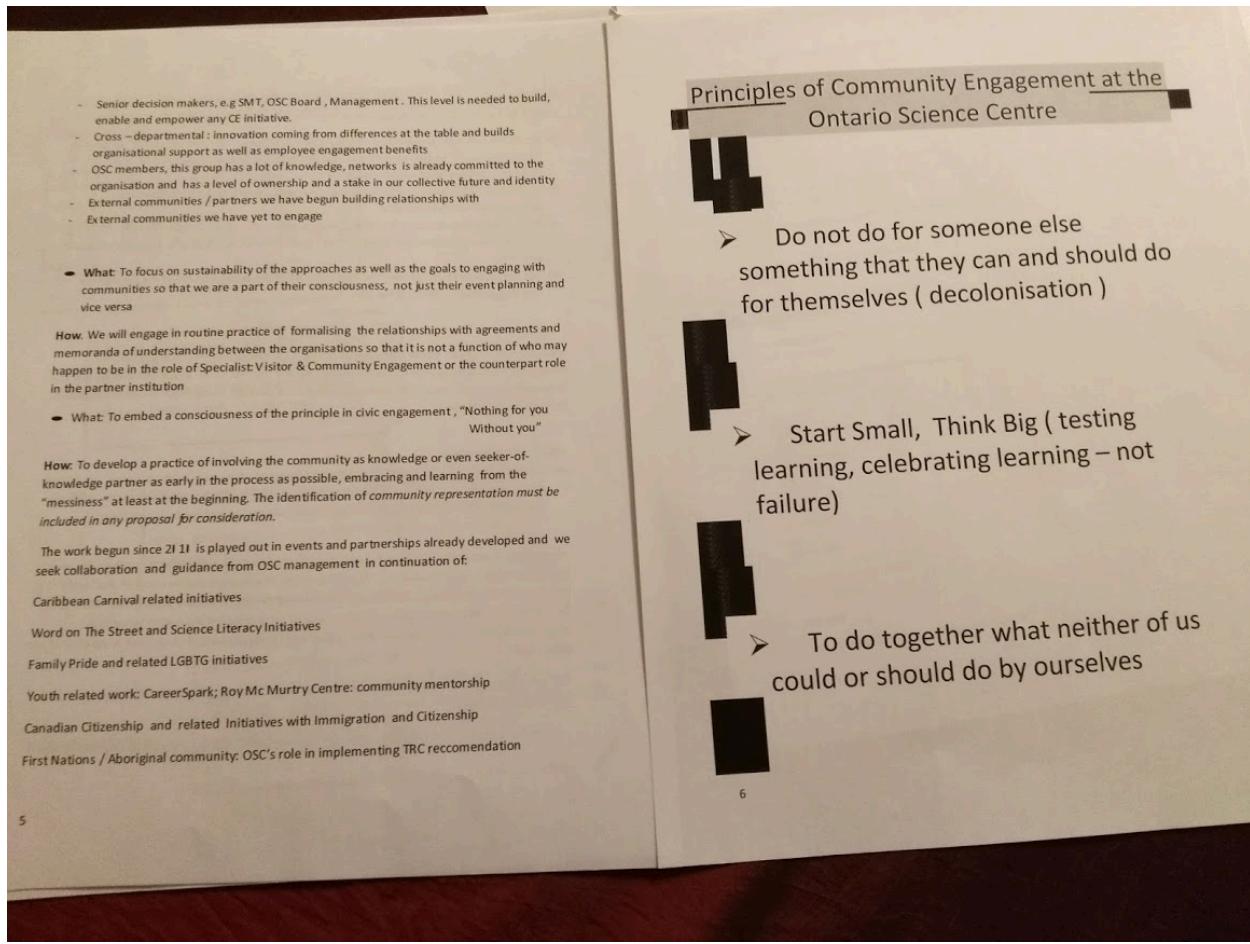
2018 - 2019 The How

- What: to apply new 21 century problem solving strategies , not "brainstorming" to achieve new outcomes "... and ... "to employ methods and processes to enjoin organisational, not individual or departmental partnership: Institution to institution commitment.

How: We will engage in the Rapid Idea Generation process as a way of not getting new ideas, but releasing the hold of old ideas. We will examine the institutional removal of the "walls" by looking at where do they exist? Who do they belong to? Who benefits from them? What is the cost of maintenance of the walls? What is the cost of removal of the walls? What is the organisational structural / cultural change that will be needed etc. ? And what is the cost of not changing?

We will engage the following groups in this process of strategic thinking which pushes innovative thinking

- OSCSS: youth bring benefits of courage, new ideations and connection to popular culture



[4] Gifts from OSC staff



APPENDIX B: Conversations and Correspondence

[1] Organizing the visit

Hi Julie! Semester 72 Visit



Victoria Rose Spada
Sat 2019-01-19, 10:13 AM
Julie.Jones@osc.on.ca ▾

↶ ↲ → ...

Hello Julie,

My name is Victoria Spada and I was one of the OSCSS Semester 72 students. I am now an Engineering Science student at U of T and was wondering if I could visit the OSCSS in the coming week to learn more about the communities within the Science Center.

Myself and a team of engineering students are seeking opportunities to identify and connect with communities within the GTA, and I think the Science Center would be a great place for me to start.

I would love to have a chat with you, the teachershosts, the students, and/or anyone who is willing to spare some time to give me a greater idea of their role, community, or anything interesting about the Science Center! If I am welcome, I would love to pay a visit this Wednesday morning, or Friday morning if Wednesday does not work. I look forward to hearing from you.

Have a lovely day,
~ Victoria

JJ

Julie Jones <Julie.Jones@osc.on.ca>

Mon 2019-01-21, 9:07 AM

You ▾

HI Victoria:

Good to hear from you.

We could potentially participate. Could you provide me with a bit more information?

What is the purpose of the interviews? What do you want to find out?

How many staff? From how many different departments?

How much time will you need from each staff member?

This will help me to organize on this end.

And I need a confirmation of date and time.

Julie



Victoria Rose Spada
Mon 2019-01-21, 1:04 PM
Julie Jones ▾

↶ ↷ → ⋮

Hello Julie,

The general purpose of the visit is to learn more about the communities within the Science Center. This is particularly for an engineering design project myself and my peers are tackling; our goal is to not only meet with a few communities within the GTA, but also to identify factors within these communities that involve engineering design (or could potentially involve it) and how (if possible/feasible) these factors can be improved. If we find a possible opportunity we think we could help with we may follow up. Nevertheless, I thought it would be a great chance to reconnect with the Science Center, learn more about the Science Center, and possibly give something back!

The structure of the visit would essentially be having discussions with some staff about what they do, their daily lives at the Science Center, and anything else interesting about their community that they would like to share. Topics such as the structure/environment of their community and how they approach their daily tasks will definitely come up. I do not need much time from each staff member, I would estimate that ~10-15 minutes would be great. In terms of how many staff I would like to meet, I think ~1-3 people from a given department would be fantastic. Some departments I think would be interesting in engaging with are the hosts, teachers, front desk staff, cleaning staff, and maybe even a few students (OSCSS or co-op) if they are willing. I should mention that this list is not restricted or set in stone and I would love to interact with anyone who can spare a few minutes and chat with! Of course, I would also love to have a chat with you whenever you have a moment that day.

Wednesday morning would be the best time for me. Would 9:30am work? I would probably stay for around 1.5-2 hours (more or less, depending on how it goes) because I have lectures in the afternoon. Thanks again for taking the time to respond and I look forward to hearing back from you!

Thanks so much,
~ Victoria

JJ

Julie Jones <Julie.Jones@osc.on.ca>

Tue 2019-01-22, 9:36 AM
You ▾

Hi Victoria
I have an ok from Lorrie Ann Smith to go ahead.
Here is the next catch. I am not here tomorrow.
Any chance you could come on Friday instead?
Julie



Victoria Rose Spada
Tue 2019-01-22, 12:48 PM
Julie Jones ▾

↶ ↷ → ⋮

Hi Julie,
Thank you for taking time out of your day to make this possible. I am free on Friday morning; would 9:00 be a good time?
Thanks,
~ Victoria

 JJ

Julie Jones <Julie.Jones@osc.on.ca>

Tue 2019-01-22, 1:33 PM

You ✎

↶ ↲ → ...

Yes.

Will you be coming by bus or driving?

I will meet you at the appropriate entrance 9:00. Hopefully with a few interviews lined up for you.

Do you have a set of questions already? Can I get a copy and share it with the participants so they have had a chance to think about the answers?

Julie



Victoria Rose Spada

Tue 2019-01-22, 3:47 PM

Julie Jones ✎

↶ ↲ → ...

Hi Julie,

I will be coming by bus. Just to clarify on the entrance we are meeting at: it would be the front entrance?

Also: I hope by lining up interviews you are not putting yourself far out of your way; I am only needing a few minutes of some staff's time to chat and do not require a lot of structure in the visit. Nevertheless, the set of questions that I have predefined is as follows:

1. How would you describe your role at the Science Center? What is your long-term objective?
2. What particular community(ies) within the Science Center do you feel you belong to? These do not have to be formal communities but may be as general as having shared values.
3. Elaborate on the above response. What makes your community unique/interesting/uninteresting/(however the you may feel)?
4. What common activities do you engage in on a daily basis? Describe one of your "typical" days at the Science Center.
5. Do you have anything else you would like to mention about yourself, the Science Center, or its communities?

I would like to note that these questions are loosely defined for my visit and I will probably have additional or alternate questions that may arise during the discussion. Thanks again for accommodating my visit!

~Victoria

 JJ

Julie Jones <Julie.Jones@osc.on.ca>

Tue 2019-01-22, 4:41 PM

You ✎

↶ ↲ → ...

You are coming by bus so I will meet you at the front entrance.

Thanks for sharing the questions.

See you on Friday.

Julie

[2] Notes from Vishnu Ramcharan

FW: Web - 'Visit Us' Call Centre Inquiry

JJ

Julie Jones <Julie.Jones@osc.on.ca>

Fri 2019-01-25, 12:11 PM

You ▾

↶ ↷ → ⋮



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Please see the note below from Vishnu

[3] Business Cards

