

One of the roles you will have as a CARS Facilitator is to introduce the CARS process to others in your community. This fact sheet was developed to help you share the concept of CARS with others so that they will participate in your community's CARS project activities and events. Below are some "phrases" or thoughts that you might use when talking to others about CARS. Use them as a way to remember the key concepts of the CARS process, but don't worry about using the phrases exactly as written. It is important to explain CARS in your own words, using phrases and local examples that will have meaning to members of your community.

### **CARS is about communication .....**

- CARS is a process or a journey that members of the community go on together
- The CARS journey has been broken down into smaller steps so that community members can manage and learn new ways of working together as a community
- As a CARS Facilitator, you will help the community learn and go through each of these steps
- The steps take the community where ever **they** want to go.....CARS does not direct where your community will venture, it only creates the opportunity for members of the community to journey together
- What is most important is communicating and listening to each other along the way

### **CARS is about partnerships.....**

- Sometimes organizations or services get created in communities that are supporting the same type of people or the same age group
- Despite their similarities, these organizations or services often operate independently of each other, and in some cases, one organization may not even know that these other services exist
- Each of these organizations or services have their own uniqueness and strengths, and they play an important role in our community
- Sometimes the people who use community services and supports have a hard time understanding which group provides which service in the community, or they get to know one group or service in a community, but have no way of knowing what other supports or services are available to them
- CARS helps community groups and services come together and look for ways to make it easier for community members to find and use community services
- CARS provides the opportunity for groups and services to explore their similarities while recognizing and respecting their differences

### **CARS is about community participation.....**

- Sometimes community members feel that the services or supports available to them do not really meet their needs.
- Maybe they are offered at a time that is difficult for them, or perhaps in a location that they can not get to
- Often organizations or groups feel there are many more people in their community that could benefit from their services, but do not know why they are not using the services that are there
- CARS provides an opportunity for community members to have a say in how community services are delivered, and what community services should look like if they are to meet specific community needs

## **Key Messages about the CARS Process using Difference Scenarios**

### **1. You want to use the CARS Process to explore ways in which groups or organizations that provide services to the same target group can work more closely together**

- The CARS Process is an opportunity for the community to work together to ensure the health and well being of community children and their families
- We have services in our community, but they are not well connected
- The CARS Process allow us to explore how communities grow relationships and partnerships that celebrate and support the potential of community families and children
- By working together we will make it easier for families to learn about and find the services that they need
- The CARS Process will help us use our resources effectively and efficiently, allowing us to make the best of the limited resources that we have

### **2. You want to use the CARS Process to develop a new service in your community**

- Families and children have needs in our community that are not being met
- The CARS process provides an opportunity to explore methods of responding to the needs of community families and children by inviting community parents to participate in the development of new services
- The CARS process begins by exploring what already exists in the community so that any new service will work in partnership with existing community services, making the best use of the community's resources and assets

### **3. You want to use the CARS Process to improve the responsiveness of a service in your community**

- Having access to community services does not always mean that the services will meet your needs
- Often people get the wrong impression and think that people do not use a service because they don't need the service or are not interested in the service, but sometimes people do not use a service because it does not meet their specific needs
- Sometimes people just feel uncomfortable about using a service, and it is important for them, and for the providers of the service, to understand why
- The only way to ensure you are meeting the needs of community parents is to talk to them directly. Get parents to tell you what needs are presently being met by community services, what needs are not being met by community services and what actions the community could take to meet these unmet needs. This gives the community a plan to collectively work on to improve services in the future

### **4. You want to use the CARS Process to work on improving or changing public policy around a certain issue in your community**

- CARS creates a link between developing services in a community and the creation of government public policy
- Public policy matters because what the government decides effects in what way and with what resources you will be able to support community families
- Governments cannot make good public policies without getting important information from community people, like parents and service providers, on the policy issue
- CARS creates an opportunity for community members to share their progress and learning with all levels of government