ample LABS

Co-designing Chalmersbot with LGBTQ Youth

IDRC Community Meeting - May 15 2019

1 About Ample Labs

2 Workshop Context

3 Learnings from last session

4 Plan for upcoming session & opportunity for feedback

1 About us

aMple LABS

Our mission

Ample Labs is a non-profit empowering those of us at risk or facing homelessness with **technology**.

Our vision

We envision a world where **no one** has to face homelessness.

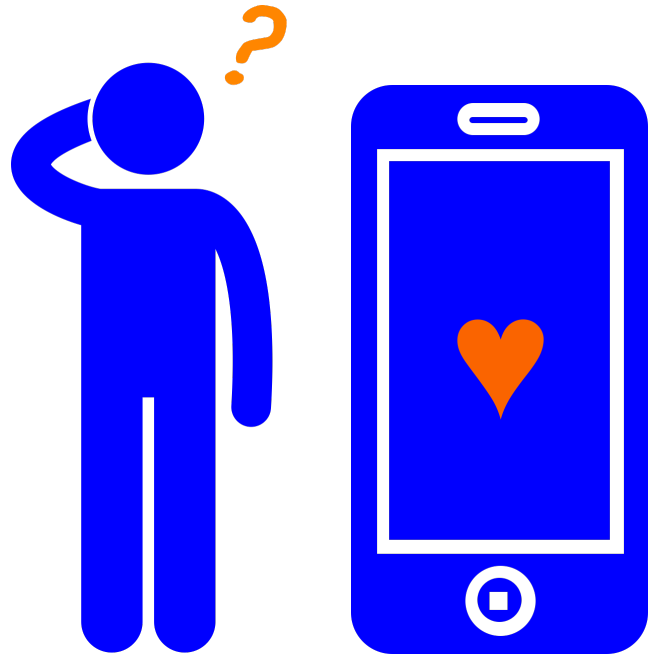
Who we are

We are a grassroots organization comprised of **40+ designers, developers, researchers, social workers** and **people with lived experience** who share a passion for empowering marginalized communities through technology.

We are 100% volunteer run.

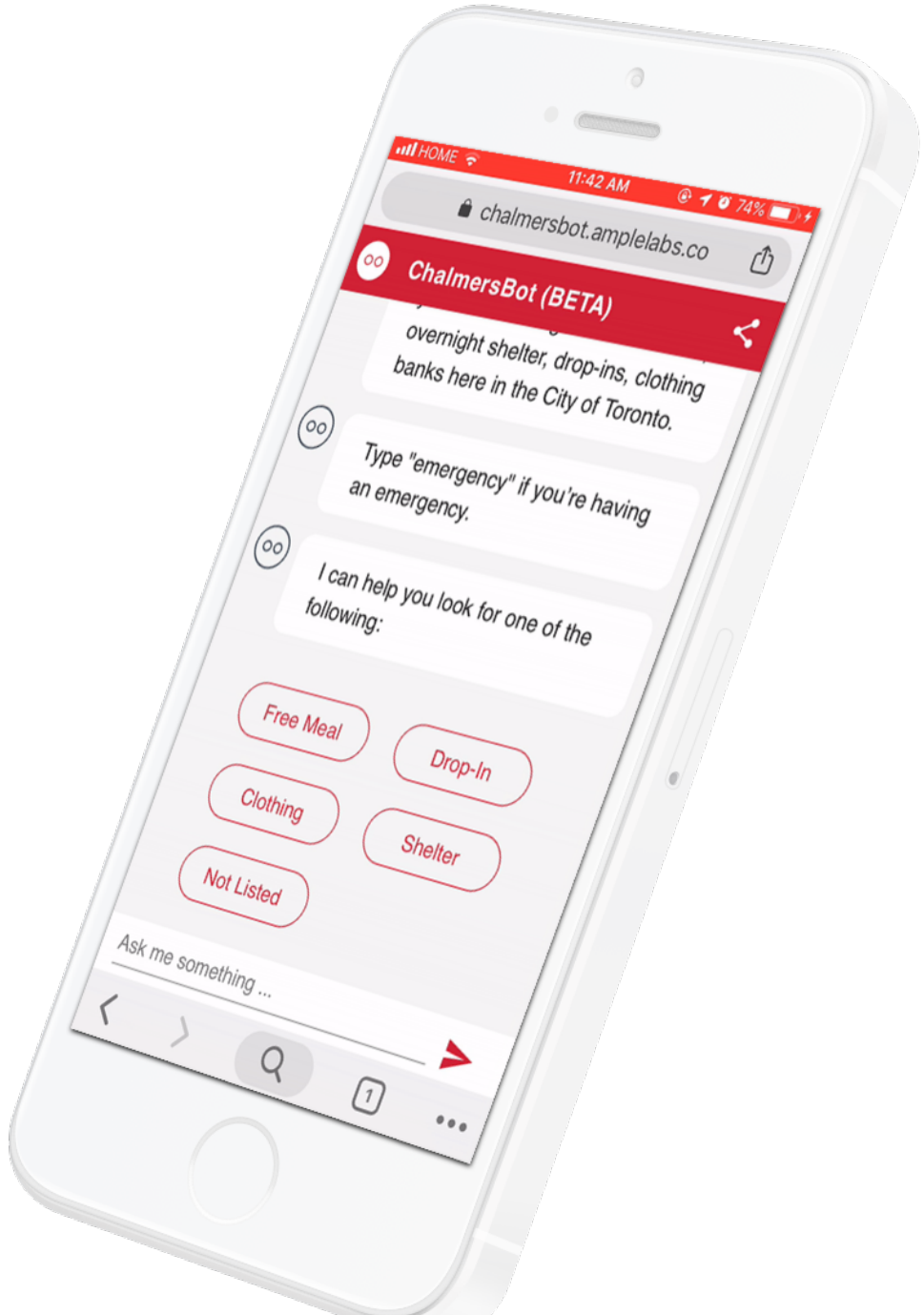
Problem & Insight

We found that 90% of people who find themselves about to homeless turn to Google as the first stop; it takes anywhere between 15mins ~ 24hours to find a services like free meals, overnight shelter, emergency contacts. Majority of people experiencing homelessness own a mobile-phone.



Our solution

ChalmersBot, a web-based app that is easy to use, user-friendly, accessible on any device; it uses your device location and recommends real-time free meals, overnight shelter, drop-ins, clothing banks and emergency numbers.



Demo

Co-designing Chalmersbot

- **Serving Our Youth (SOY)**
  A program out of Sherbourne Health Centre that offers programming and activities for LGBTQ youth

- **Stella's Place**
  Provides mental health services for 16-29 year olds through peer support & clinical, employment, wellness, studio, and recovery programs

2 SOY Workshop Context

Workshop participants @ SOY

- Under 29
- LGBTQIA2S+
- Some are living with homelessness, most have experienced homelessness
- Some have experienced mental health issues
- Very diverse ways of engaging & listening
- Very knowledgeable about community resources

Workshop participants @ SOY

- Learning about the workshop either a few days before, or on the day of - drop in basis
- No prior interaction or knowledge of Ample Labs
- Many of them come as they can benefit from the honorarium

What’s informing our facilitation

- Anti-oppression frameworks
- Trauma-informed facilitation

Workshop constraints

- 7:00-8:15
- Small room, with a space outside that we can potentially leverage
- Big table in the space that we cannot move
- Facilitators are confined to one area when facilitating - not easy to move around
- We have wall space

3 Learnings from our last session

Our learnings

- Highly diverse modes of expression, need to enable multi-modal ways of participation
- Need to accommodate people's flexible schedules
- Need to be able to deconstruct & reconstruct our activities on the spot based on level of participation
- Co-designers tend to have short attention spans
- Keeping activities & instructions dead simple
- Need faster pacing to keep co-designers engaged

4 Plan for upcoming session

aMple LABS

Our topic to explore

Branding of Chalmersbot:

What is the identity of Chalmersbot, and how is that identity expressed through different mediums?

Agenda

5 mins	Arrival, setup and greet
10 mins	Introduction
15 mins	Activity 1– What does it look, sound and feel like?
8 mins	Review and discuss
2 mins	Introduce Activity 2
15 mins	Activity 2– Project ChalmersBot
15 mins	Presentations
5 mins	Debrief and closing

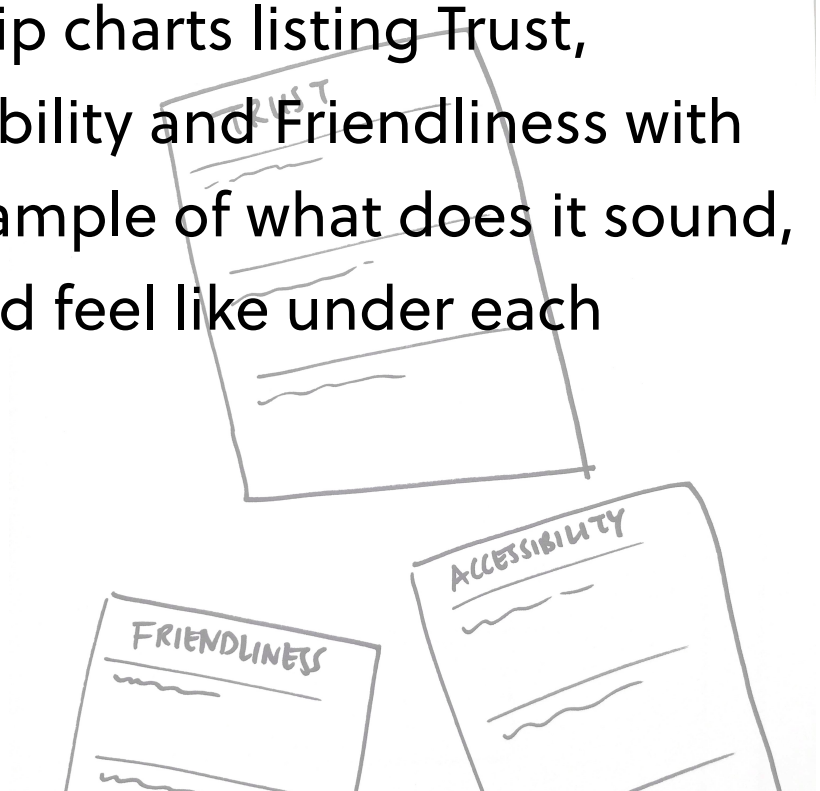
Introduction

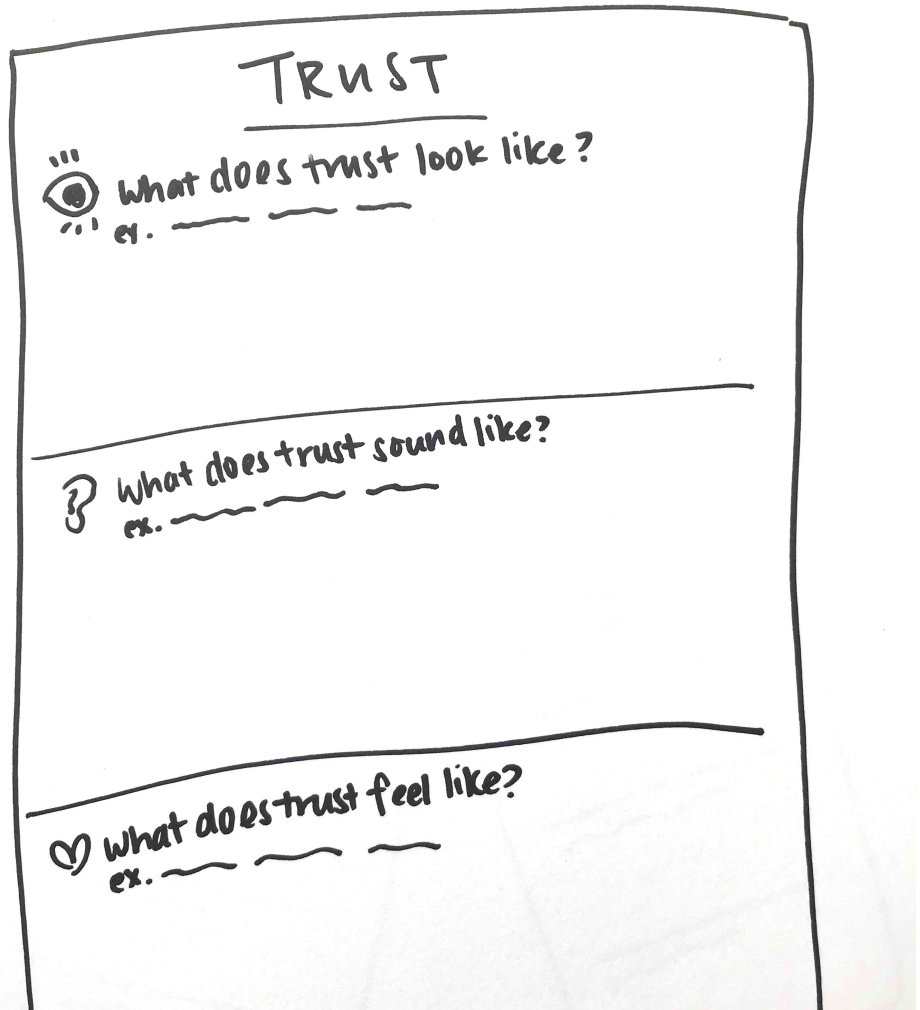
10 min

- Land acknowledgement
- Guidelines and intentions
- Facilitators introduce themselves
- Participant intro and check in
- Share agenda
- Introduce Activity 1

Activity 1: What does it look, sound and feel like?

1. Participants brainstorm and fill three flip charts listing Trust, Accessibility and Friendliness with one example of what does it sound, look and feel like under each





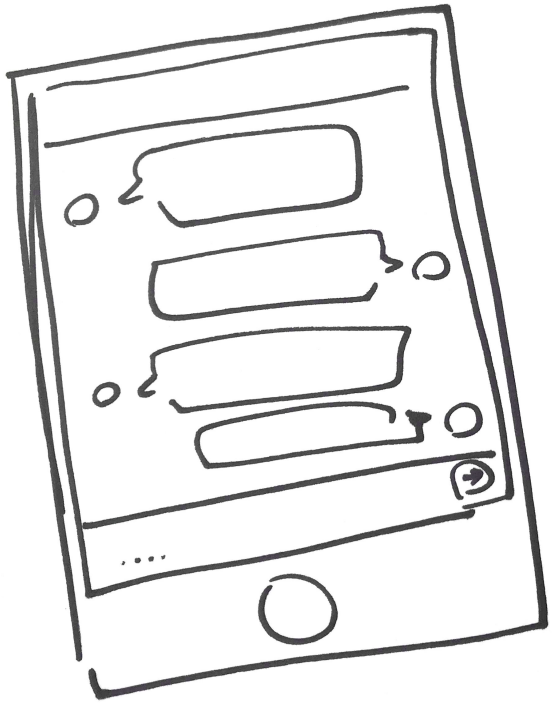
Activity 1: What does it look, sound and feel like?

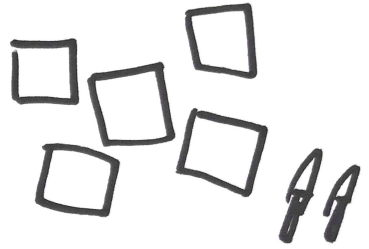
2. Wall Walk - Review & Discuss

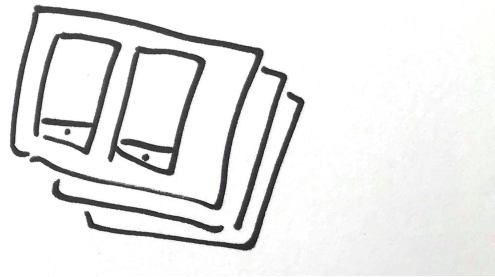
Facilitators and participants go around the room to observe, discuss and reflect on the results of the activity which will be put up on the walls

Activity 2: Project Chatbot

1. Participants redesign/ customize/dress up the chatbot on the flip chart provided based on the learnings that emerge from Activity 1







2. Presentations

Three teams share their ideas with the room (5 min each)

project RUNWAY

Feedback

Based on **our learnings** & **your knowledge** of co-design, what could we improve about our co-design session?

ample LABS

Thank you!