

FAQ 2024 Forum

Frequently Asked Questions

Registration

What is included in my registration?

Registration to the second International Cooperation Futures forum includes all plenary and parallel sessions and social events such as the two evening receptions. You will receive a name badge and refreshments (breaks, lunch, hors d'oeuvres at social events).

Can I cancel my registration?

For cancellations made prior to September 9th, a \$100 administrative fee will be applied. However, until September 23rd, ticket holders may transfer their registration to another individual. For a ticket transfer please email futures@cooperation.ca.

Can I participate virtually?

No – Unfortunately we've had to take the difficult decision to hold the event in-person only, as projected participation indicated very little interest in virtual sessions. We do hope to make our events hybrid in the future and see this as an important way to ensure accessibility. If you have any questions or comments, please get in touch with us at events@cooperation.ca

Can I share a forum pass with a colleague?

Badges are provided to individuals and include their name and organizational affiliation. Recognizing that some organizations may face budgetary constraints, we invite you to reach out to us and we will see what we can do. Please contact us at futures@cooperation.ca and let's talk!

Can I volunteer for the Forum?

Yes! Please contact us at futures@cooperation.ca if you would like to volunteer. Like other forums, you will be asked to provide support for part of the day and will then be able to enjoy festivities for the remainder of the day on which you volunteer. Reach out for more details!

Planning your engagements

I am new to GlueUp, the forum App. How does it work?

GlueUp is available through a web app and on mobile (iOS and Android). The mobile app includes basic functionality, and it is aimed mainly at in-person attendees. Participants are strongly advised to use a desktop or laptop computer to enjoy the full GlueUp experience and functionality where possible. Cooperation Canada is also working diligently on a simple "Participant Guide" to support participants ahead of the Forum. This will be provided to all participants in advance of the Forum.

Do I need to sign up for individual sessions, plenaries and socials after I register for the conference?

We ask that all participants indicate their preferred sessions through the Forum application. While you can certainly change your mind about which sessions you will attend, this will enable us to ensure we have appropriate room allocations of Forum sessions and social events to accommodate participants. Please note we ask that you register for the Medicine Bag workshop planned for October 9th at 8:30 am in advance as supplies are limited. You can register [here](#) by October 7.

Where can I access the material and resources shared in the parallel and plenary sessions?

All materials and resources will be added to the GlueUp App prior and post the forum. For any missing material or specific information please contact futures@cooperation.ca

What is the Wi-Fi?

Free Wi-Fi is provided by Rogers to patrons all around the NAC. You will need to sign in from your device and agree to the terms of service to get connected.

Accessibility

What kind of provisions are in place to ensure accessibility?

The NAC has an [Accessibility Plan 2022-2025](#) and provides an overview of key accessibility features on their [website](#). This includes commitment to a universal design approach to meet the most stringent standards with accessible washrooms, ramps, doors and entry points and way finding, among other provisions. As Forum organizers, our registration page also includes an opportunity for all participants to indicate any provisions needed to support effective participation in the Forum.

Will interpretation services be available?

Speakers from Canada and around the world will provide their reflections on some of the biggest trends and disrupters facing international cooperation in French or English. Interpretation will be provided for plenary and parallel sessions.

Plenary sessions have live interpreters through zoom, participants must grab a headset from the registration desk. Parallel sessions will use an app called Wordly, participants can scan the QR code that is in the room and follow the instructions that are on the sign.

Our community and forum space

What can I expect in terms of the space I will be entering at the forum?

Cooperation Canada is committed to ensure an engaging and welcoming environment for all participants in the Forum. As an organization, we are committed to justice, diversity, equity, inclusion, and anti-racism, and a world that is fair, safe and sustainable for all. Cooperation Canada is a signatory to the [Anti-Racist Cooperation Framework for Canada's International Cooperation Sector](#) and the [Leaders' Pledge on Preventing and Addressing Sexual Misconduct](#) and abides by and promotes ethical principles through the Cooperation Canada [Code of Ethics](#). As such, we have developed a set of Community Guidelines that outline our commitment to a community space characterized by respect, inclusion, equity, humility, safety and solidarity. All participants and speakers are expected to agree to the guidelines as part of their registration and engagement in the Forum – both in person and virtually. The Community Guidelines can be found [here](#).

I expect there may be some uncomfortable conversations at the Forum given the important themes that will be addressed. Do you have any onsite support planned?

Uncomfortable conversations are important and we hope you will be prepared to engage with us as we tackle some of the most critical questions for international cooperation – decolonization, reconciliation, ethics, anti-racism and more. While it is ok for conversations to be uncomfortable, everyone should feel safe. We recognize that people will experience the Forum differently. At the forum, MAX Ottawa will have a booth with two trained staff members available throughout the event to provide psycho-social support as needed. They will also be floating throughout sessions and be recognizable by wearing a berry red colour or a black t-shirt with berry red "MAX" on the front.

Are there any sensitivities I should be aware of?

Please be advised that an art installation by Darcy Ataman will be on display in the Canada Room upon your arrival. A video will also be shared during the second evening entertainment feature Ukrainian artists. These works may evoke strong emotions or memories for some viewers. Darcy will present the installation and video during the second evening of the forum (October 9th). We encourage attendees to engage thoughtfully and be mindful of their personal responses.

Is it possible a protest might occur and if so, what happens then?

Cooperation Canada supports the right to peaceful protest, which is a fundamental part of civic space and is constitutionally protected. We also recognize that our Forum will engage a diverse group of civil society, private sector, academic, and government partners. While we cannot predict if a protest will occur, our team is prepared to manage the situation in a respectful, non-violent manner, ensuring the safety and well-being of all participants. Please be aware that the NAC does not allow any type of protest banners or signs to be visible during events.

Should a peaceful protest arise, it will be given space to occur without interference, provided it does not incite violence, block access, or disrupt the safety of participants. Senior team members,

Shannon Kindornay (COO) and Emre Eksi (Director of Finance and Operations), will be the primary points of contact for engaging with protesters. Their contact information is available at the registration desk.

Our priority is to ensure that everyone's rights are respected while maintaining a safe and inclusive environment.

Are there any other interesting or useful things I should know about the NAC and the space I will be entering?

The National Arts Centre (NAC) is Canada's bilingual, multi-disciplinary home for the performing arts. The NAC presents, creates, produces, and co-produces performing arts programming in various streams—the NAC Orchestra, Dance, English Theatre, French Theatre, Indigenous Theatre, and Popular Music and Variety—and nurtures the next generation of audiences and artists from across Canada.

You can find a lot more information about the core values and objectives of the NAC on their [About Us](#) page of their website, specifically their [Strategic Plan 2023-2026](#) which features their vision and goals. Some points that may be of interest to Forum participants:

- **Bilingual Services:** The NAC is committed to providing services in both English and French, ensuring that all participants can communicate and access information in their preferred language. This bilingual approach enhances the overall attendee experience by making it more inclusive and accessible.
- **Open Spaces and Meeting Areas:** The NAC is expanding and optimizing open and flexible spaces designed for informal gatherings, collaborative work, and side meetings. These areas are intended to support networking and productivity, offering attendees comfortable and accessible places to work or hold discussions during events. You can find many open spaces to work in front of the registration desk.
- **Sustainable Practices:** The NAC aims to implement environmentally sustainable practices, including reducing waste and energy consumption. These efforts reflect a commitment to sustainability, making the NAC a responsible choice for hosting events.

Please find any other information on the NAC directly on [their website](#).

Will there be photography, videos or the possibility that my image may be live streamed?

Please note that Cooperation Canada reserves the right to use any photograph or video taken at the International Cooperation Futures Forum or related events without the expressed written permission of those included within the photograph or video. Please contact us at futures@cooperation.ca if you have any concerns or if you wish to be exempted.

Safety provisions

Who will serve as my contact point in the event of an emergency?

If you are in an emergency, please reach out to a Cooperation Canada or the NAC staff person. For more minor incidents, we will have a first aid kit on hand. One member of our team are First Aid certified and will be ready for immediate response, while authorities and emergency responders are called.

What is the Forum approach to harassment?

At Cooperation Canada, we are dedicated to maintaining a safe and inclusive environment for all participants. While our [community guidelines](#) have always emphasized this, it is important to reiterate our stance against any form of harmful behavior.

Zero Tolerance Policy As a community, we do not tolerate hate, racism, sexism, homophobia, transphobia, harassment, ableism, gender-based violence, bullying, or any other forms of oppression. Enter our Forum space with the understanding that any hurtful behavior will not be tolerated. Individuals displaying such behaviors will be asked to leave immediately.

Mechanisms for Prevention and Reporting To ensure these behaviors are not repeated, we have implemented the following mechanisms:

1. **Clear Reporting Channels:** Participants can report any incidents of harassment or discrimination through our designated channels, ensuring confidentiality and prompt action.
2. **Response Team:** A dedicated volunteer is available to handle reports, provide support to affected individuals, and take appropriate action against perpetrators.
3. **Accountability Measures:** Clear consequences for those who violate our policies, including removal from the event and potential future bans.

We are committed to creating a forum environment that is safe, respectful, and inclusive for everyone. Thank you for your cooperation and support in upholding these standards.

Who do I get in touch with should I need to raise a concern or an allegation?

Please contact us through our anonymous reporting mechanism [here](#). This mechanism is monitored by Cooperation Canada staff. You can choose to provide your information or submit an anonymous complaint. Submissions will automatically be sent to our team, who will do their best to address the concern immediately and follow-up with individuals who wish to be in contact regarding the concern raised. We will also have a form and comment box on site for individuals who would prefer to raise a concern in this manner.

Will there be alcohol and cannabis consumption at the Forum? If so, what provisions will be in place to ensure safe social interactions?

Our community guidelines apply to all Forum events, including social events. Alcohol will be available for purchase at our opening reception, however cannabis will not be for sale on site. Water will be available throughout social events. Cooperation Canada approaches substance use through a harm reduction lens which means meeting someone where they are at with regards to their substance use through a non-judgmental and non-stigmatizing approach. Participants are expected to use substances with care and make travel arrangements accordingly. The NAC is within walking distance of most centrally located hotels, and there is a taxi stand just outside the main entrance.

Our second social event on the 9th will be an alcohol-free gathering.

Harm reduction supplies will be made available throughout the forum through various resources. There will be harm reduction counsellors from MAX Ottawa on site that you can speak with.

What provisions will you have in place for physical health?

Cooperation Canada is committed to ensuring the health and safety of all participants by adhering to the latest federal, provincial, and local public health guidelines, including with respect to COVID-19.

Safety Measures:

- **Colored Lanyards:** We will provide red and blue lanyards at registration for participants to indicate their comfort levels with mask-wearing and social distancing. The red lanyards for delegates who prefer to have more space.
- **Mask Availability:** Masks will be available onsite for those who may need them.
- **Testing Supplies:** A limited number of COVID-19 rapid tests will be available onsite if needed. Please inquire at the registration desk for assistance.

Travel

How do I get to the NAC and where can I park?

The NAC is centrally located on the unceded and unsurrendered territory of the Algonquin Anishinaabe People, colonially known as Ottawa.

The National Arts Centre (NAC) is conveniently located in downtown Ottawa at 1 Elgin Street. If you're driving, there is a parking garage located within the NAC, accessible from both Elgin Street and Albert Street. For public transit users, several bus routes stop nearby.

You can find further information on the [Plan Your Visit](#) page of the NAC website.

Is there a restaurant at the NAC?

Yes, the NAC boasts a lovely on-site restaurant, 1 Elgin, offering a delightful dining experience before or after your event. Enjoy a diverse menu and scenic views of the Rideau Canal, making your visit to the NAC even more special. You can make a reservation [here](#).

Where do I park?

Information on parking at and near the NAC is available [here](#), including a handy map. The NAC also provides information on bicycle parking and electric vehicle charging.

What is there to do in Ottawa?

There are many things to do during your visit. You can find a variety of attractions, events, and experiences in [our guide](#). Take a look and see what interests you!