

First Impressions Community Exchange Program



Coordinator's Manual

3rd Edition

In 2005 the Ontario Ministry of Agriculture, Food and Rural Affairs introduced the First Impressions Community Exchange Program (FICE). Since then more than 200 FICE projects have taken place in communities across Ontario.

This manual is designed to support communities that want to use FICE as a way of identifying economic development opportunities. It provides a step-by-step guide and the resources to assist a Coordinator with the completion of the tasks associated with each of the four stages in the FICE process.

For more information, please contact the Agricultural Information Contact Centre
At 1-877-424-1300 or visit www.Ontario.ca/Rural.

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Introduction

The First Impressions Community Exchange (FICE) provides an opportunity for communities to gain a fresh perspective on how they are seen through the eyes of first-time visitors. The program provides a structured opportunity for communities to learn about the first impressions they convey to visitors.

Volunteer teams from partnered exchange communities each conduct an unannounced visit and record their observations on a variety of topics such as community entrances, downtown amenities, services available in the community, and tourist attractions. The observations from the visit serve as the basis of a report back to that community. The report can assist decision makers with economic development planning.

There are three FICE assessment options:

- Full Picture (the entire community)
- Downtown
- Tourism

FICE can be undertaken as a stand-alone project for communities who are seeking information that will help guide future economic development plans, or as a component part that will support a broader strategic plan.

FICE can help communities:

- Source new ideas to improve competitiveness
- Identify its strengths, weaknesses, and opportunities
- Support a strategic or community action plan
- Foster community linkages

There are four stages to every FICE. The first two stages involve the preparation for and execution of the community exchange. The third and fourth stages involve the report back meeting that will take place when your exchange community will present their observations to you. This report back will then allow your community to develop and implement action plans.

1. **Prepare:** Preparation is critical to the success of any project. A realistic assessment of community readiness, and a clear understanding of the resources required, will help the project run smoothly.
2. **The Exchange:** The exchange visits are where volunteer teams visit their exchange community and note observations in order to prepare a report back. Ideally exchange visits occur within a month of each other so each team is visiting at a time when there are some similarities such as the season.
3. **Report Back and Action Plans:** A presentation of the report back will be made to you by your exchange community coordinator. This meeting should take place

while the information is still fresh. The information you receive will help support your community when developing specific action plans.

4. **Implement and Monitor:** Implementation of your action plan/s and then monitoring is at the heart of the FICE program and requires commitment and resources from your community.

To make FICE a success you will need the right team in place:

- Lead Organization – has the commitment and resources to complete the project
- Coordinator – appointed by the lead organization to manage the project
- Visiting Team Members – volunteers visit the exchange community, note observations and contribute to a final report back

The best matches are communities that are similar but not identical. The geographic area covered may include a single town or village, or multiple communities within a region.

In southern Ontario, staff from the Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA) can help communities determine whether a FICE will help support broader planning initiatives. Ministry of Northern Development and Mines (MNDM) staff provide this service in northern Ontario.

For more information on FICE, please contact the Agricultural Information Contact Centre at 1-877-424-1300, visit Ontario.ca/rural, or contact the OMAFRA advisor in your region: Ontario.ca/bxb3.



1. Prepare

There are four steps in the first stage:

- 1) Assess Community Readiness
- 2) Choose an Assessment Focus
- 3) Find an Exchange Community
- 4) Build the Team

1.1 Assess Community Readiness

Before your community decides to undertake a FICE, you should be able to answer the following questions:

- **Do you have an organization that will commit to the project?** Is there an organization in your community to lead the FICE? Do you have the support of community partners such as the following:
 - Municipal, county or regional government
 - Chamber of commerce
 - Business improvement area
 - Tourism association
 - Community futures development corporation
 - Sector organizations
 - Citizens' and residents' groups
- **Do you have the necessary financial resources in place to implement the program?** The cost of carrying out the exchange is minimal. The average cost to communities is approximately \$500, not including staff time. However, the real costs for FICE are in implementing action plans developed as a result of the report back.
- **Do you have a team in place?** You will need to identify a:
 - Coordinator who is skilled at organizing, facilitating, report writing and communications.
 - A team of volunteers that represents a variety of perspectives, who are objective and willing to provide constructive feedback.
 - The team should be four to eight people, depending on the size of the community.
- **Are you committed to developing appropriate action plans based on the report back presentation from your exchange community?** FICE strives to provide an honest assessment of your community and the resulting report will offer

constructive praise and identify opportunities. Developing action plans are a critical part of a successful FICE experience.

If you answered yes to all of these questions, your community is ready for FICE.

Not sure or need more information? You might require additional preparation before taking on a FICE project. Contact your OMAFRA Agriculture and Rural Economic Development Advisor in southern Ontario or your MNDM Northern Development Advisor in northern Ontario for more information. It is important to determine if FICE is the right process for your community and if the resources are available to move a FICE forward at this time.

1.2 Choose an Assessment Focus

There are three FICE assessment options to choose from:

1. First Impressions **Full Picture** is a comprehensive guide to help the visiting team evaluate the overall community. This includes entrances, housing, education, health services, business activity, environment and the extent to which new residents are welcomed.
2. First Impressions **Downtown** is focused on downtown revitalization, appearance, businesses, infrastructure, entertainment and recreation.
3. First Impressions **Tourism** is focused on tourist attractions, services, amenities and environment.

1.3 Find an Exchange Community

Provincial staff can help you find your exchange community. This may take some time. Your exchange community should be within a reasonable driving distance to allow for maximum visiting and assessment time, but should be far enough away so the visiting team members are not too familiar with the community. Ideally, exchange communities will be those that are similar to yours in some of these respects:

- Size
- Proximity to a major population centre
- Demographics (e.g., proportion of seniors)
- Unique tourism attractions, including natural features

There should be sufficient differences to enable the communities to learn from each other, but they should not be so different that they cannot relate to each other.

Statement of Commitment

Once the exchange communities have been identified, the communities should discuss and agree on:

- Timing and format for the exchange community visits

- Focus of each community's assessment
- Program costs
- Timing for presentation of report backs

It is advisable to set out the terms of the exchange in writing, which is signed by representatives from both communities. See Appendix 1 for more information.

Timing and Format

The exchange visits should occur within a month of each other to reduce the variability of perceptions due to the change of seasons.

Consider whether to conduct the visit on a weekday or weekend. Your decision about timing will depend on the services being evaluated and FICE focus area. Note that municipal offices and other organizations you will want to visit may be closed on weekends.

The format for the visit should be based on discussions with the exchange community as well as volunteer input and availability. The visit can take place within a day or it can be spread out over two half days.

There are advantages and disadvantages to both formats. The **one day approach** means the visiting team will not require overnight accommodation. However, this format will limit the assessment of night life and some facilities. Breaking the visit into **two half days** requires more volunteer time and is more costly, but provides an opportunity to assess the quality and availability of the community's night life, dining and accommodation. It can also provide the visiting team with more time to review findings and identify gaps yet to be covered by the visit.

Program Costs

Volunteers will incur costs related to travel (gas, accommodations if overnight) and meals. Coordinators can ask volunteers to retain their receipts for reimbursement or provide a per diem.

There may also be costs incurred for:

- Printing the surveys
- Meeting room rental and refreshments
- Preparing and printing the report

The average cost of the visit portion of the FICE program is approximately \$500, not including staff or volunteer time.

1.4 Build the Team

Lead Organization

The Lead Organization is responsible for providing the resources and direction necessary to complete the project.

Coordinator

The Coordinator is responsible for liaising with the lead organization, exchange community and provincial staff. They also recruit and manage the volunteer team; prepare the report back for the exchange community; participate in the action planning for their own community; and provide general administrative support.

Visiting Team Members

Visiting Team Members travel together to the exchange community. While in the community, they complete the First Impressions survey, while playing a designated role (visitor, potential new business, new resident, etc.). At least one team member will accompany the Coordinator to present the report to their exchange community.

ROLES AND RESPONSIBILITIES				
PROJECT STAGE	Lead Organization	Coordinator	Visiting Team Members	Provincial Staff
Prepare	<ul style="list-style-type: none"> Secure community support for the program Identify a Coordinator for the FICE program Prepare a budget for the exchange 	<ul style="list-style-type: none"> Liaise with Lead Organization, exchange community and provincial staff Recruit Volunteer Visiting Team Sign Statement of Commitment on behalf of the community Plan the visit to the exchange community (timing, format, etc.) 	<ul style="list-style-type: none"> Attend training/orientation meetings to prepare for the visit Work with the Coordinator to assign role-playing responsibilities Review the survey before the visit 	<ul style="list-style-type: none"> Identify community matches Training, coaching and orientation for the Coordinator Share all resource materials Assist the Coordinator with training the Visiting Team Members
The Exchange		<ul style="list-style-type: none"> Participate in the exchange visit Gather all photos and surveys from the visit Facilitate the preparation of a report back presentation to the exchange community 	<ul style="list-style-type: none"> Complete the First Impressions survey Take photos, as appropriate, and share with Coordinator Participate in the preparation of the report back to the exchange community 	<ul style="list-style-type: none"> Provide surveys to Coordinators
Report Back & Action Plans	<ul style="list-style-type: none"> Host the report back meeting Prepare and approve action plans Communicate results with community partners 	<ul style="list-style-type: none"> Coordinate report back meeting in your community to hear your exchange community's report Present the highlights of the report during a public meeting in the exchange community Arrange planning session to develop action plans 	<ul style="list-style-type: none"> At least one Visiting Team Member will accompany the Coordinator to present the report to the exchange community 	<ul style="list-style-type: none"> Attend the report back presentations to facilitate action planning, as needed Provide report back and action plan template
Implement & Monitor	<ul style="list-style-type: none"> Coordinate implementation of action plans 	<ul style="list-style-type: none"> Complete the program evaluation 	<ul style="list-style-type: none"> Support the implementation of action plans 	<ul style="list-style-type: none"> Provide advisory services as required Follow-up a year after the report back presentation

Recruiting Visiting Team Members

The Coordinator recruits volunteers who become members of the visiting team. The size of your team will depend on the size of your exchange community and the type of first impression community exchange being conducted (Full Picture, Downtown, or Tourism).

Before trying to recruit team members, decide how they will be reimbursed for their expenses, such as lunch and mileage to the exchange community. Select team members who represent a variety of perspectives in your community. Their varied perceptions will enhance the assessment process and their participation could broaden interest in your own community and economic development efforts. There are no “experts” in this process. Each person’s perceptions and first impressions are valid.

These volunteers should be outgoing, and they should be capable of making an objective assessment and providing constructive feedback to the exchange community. Volunteers who have report-writing and presentation skills, and who are comfortable using a tablet or smart phone will be an asset to the team.

Try to recruit volunteers who are not familiar with your exchange community so that they can truly offer a first impression.

When recruiting, clearly communicate:

- The time commitment
- What you expect from the volunteers
- The learning opportunity that this program offers to them
- Any costs they might incur

Training Visiting Team Members

Provincial Staff (Regional Advisors) will assist the Coordinator with training the Visiting Team Members.

- Introductions of team members
- Overview of FICE program
- Roles and Responsibilities
- Review the survey
- Confirm exchange visit logistics

Your training session will set the stage for a successful exchange process. The more the participants understand the process and their roles and responsibilities, the more likely their experience will be positive

Team Member Role Playing

Depending on the FICE focus area, the volunteer team may find it useful to role play. Here are some roles to consider:

- New resident
- Property developer
- Job seeker in this or a neighbouring community
- Business start-up or expansion
- Tourist
- Shopper
- Student

To play your role convincingly you will have to have your story ready. For example, if you are a visitor and just passing through, where will you say you are from and where will you say you are going? If you are playing the role of a business person, what kind of business do you run and where are you from?

The role you choose will determine some of the places you visit and questions you may ask.



2. The Exchange

The exchange visits are where volunteer teams visit their exchange community and note observations (based on questions from the FICE assessment focus area chosen) in order to prepare a report back. Visits should occur within a month of each other to reduce the variability of perceptions due to the change of seasons.

2.1 Coordinator's Responsibilities for the Exchange

One week before the visit:

- Distribute the links to the online FICE questions or distribute hardcopies to the team
- Have team members complete "Part A – Before the Visit" section of survey
- Confirm time and place to meet on the exchange day
- Send each team member an itinerary for the day
- Remind team members to review and familiarize themselves with the survey questions
- Assign roles for role playing

Day of the exchange:

Encourage team members to split up during lunch or dinner so a variety of dining establishments can be evaluated. Avoid fast food. Encourage each individual to complete his/her survey so that everyone's first impressions are captured.

Supply checklist for the exchange:

- Itinerary
- Maps
- Surveys (digital and print)
- Clipboard, pens and pencils for hard copy surveys
- Smartphone, tablet and camera (charging cables)

2.2 Visiting Team Members' Instructions during the Exchange

- Try to discover not only the community's shortcomings but also the way it shines!
- Pick up materials such as community profiles, tourism brochures and travel guides
- Re-group with the team part way through the visit to identify any sections of the survey that still need to be completed.
- Be observant. Have a good time!

2.3 Example One-Day Visit Itinerary

8:00 am	<ul style="list-style-type: none">• Meet in home community and prepare to travel to exchange community
10:30 am	<ul style="list-style-type: none">• Arrive in exchange community• Complete "Five Minute Impression"• Drive through to assess community entrances, residential and industrial areas
11:30 am	<ul style="list-style-type: none">• Split up and role-play to assess other areas: municipal services, tourist attractions, etc.
12:30 pm	<ul style="list-style-type: none">• Enjoy lunch and assess the downtown and retail areas
1:30 pm	<ul style="list-style-type: none">• Continue to explore retail areas• Continue role playing to assess other areas• Continue to assess public infrastructure• Gather information from community residents
4:30 pm	<ul style="list-style-type: none">• Complete assessment and review photos before leaving
5:00 pm	<ul style="list-style-type: none">• Travel home



3. Report Back and Action Plans

The report back to your exchange community signals the end of the data collection period and the beginning of the development of community action plans. Just as you will provide a report back to your exchange community, they will provide their report back to your community. This will signify the development of action plans for your community.

3.1 Prepare Report Back

After the visit, the Coordinator, along with some Visiting Team Members, will complete a report that summarizes the survey results.

One approach to preparing the report could be that the Coordinator draft report based on each section of the survey. The draft report is then circulated to team members for comments. If possible, the Coordinator should facilitate a group meeting with the team members to finalize the report.

The time required to prepare the report will depend on the amount of discussion amongst team members. Summarizing multiple comments will also take time. Use a couple of bullet point slides for each section of the survey, along with the photos. Include positive images to help the community celebrate its assets and achievements, along with photos that show areas and issues that need to be addressed.

A copy of the report back should be sent to the Coordinator from the exchange community prior to the report back meeting.

Guidelines for giving constructive feedback

Providing constructive feedback is vital to the success of the FICE. Constructive feedback is not the same as advice: it is descriptive rather than evaluative. The challenge is to provide information that will help the exchange community improve while minimizing critical comments that elicit a defensive response. At the same time, most communities appreciate frank, honest comments rather than “sugar-coated” observations. Provide specific rather than general feedback, and focus on things that can realistically be changed.

Give feedback that is accurate and based on observations. Provide positive feedback first and then describe areas that you feel need the community’s attention. Ensure that the feedback message is clearly understood. Focus on the value of your message to the receiver. Use phrases like, “From our/my perspective; we observed that...” as opposed to, “You don’t have, you should have,” etc.

Receiving feedback is an important part of the exchange process. When receiving feedback, listen to the whole message — for positive feedback and suggestions for improvements. Be open. Listen closely without making excuses. Do not explain, defend or deny. Ask for clarification and allow time to absorb the information. Recognize that a community cannot “grow” unless it is open to constructive feedback.

3.2 Hosting a Report Back Meeting

The report back meeting is an opportunity for you to hear from the team that visited your community. The meeting should occur within four to six weeks of the team’s visit to your community. This meeting is an important part of the FICE process and requires careful and thoughtful planning. It can be elaborate or simple —involving just a small group of community leaders or an open meeting with social time to allow for networking.

The meeting is a chance to celebrate the community’s positive features, identify issues that need attention, and inspire other volunteers to get involved in community and economic development activities. Community leaders, business owners, municipal representatives, economic development organizations, residents and the media should be invited to attend.

Example Agenda:

Agenda	Who is responsible?
Welcome and overview of the FICE Program	Host community
Present the report back	Exchange community
Review of lessons from the exchange community visit	Host community
Next steps – schedule Action Plan meeting	Host community

The report back presentation is meant to stimulate thought and discussion around the issues identified by the visiting team.

3.3 Prepare Action Plans

The FICE does not end with the visiting team report back. It is critical that each community consider the observations provided by their exchange community and identify actions to address shortcomings and opportunities. It is recommended that each community channel this feedback into an action planning session to ensure that the issues are addressed or acted on while they are still fresh in everyone’s mind.

Participation at your action planning meeting should include the FICE Visiting Team Members, representatives from the sponsoring organization(s) as well as additional representatives from business related associations, the municipality and residents at large.

As action plans are established, you need to consider which actions:

- Support broader community plans by building on the existing strengths and resources in the community
- Establish Quick Wins – Which actions could be implemented quickly, achieving rapid and visible change
- Could be delegated or affect other groups, events or projects in the community

An action plan should describe, in detail, the specific steps the community will take to meet its goal(s). For each action it is important to clarify the timeframe, performance measures, resources required, and who is responsible. Appendix 3 has a sample action plan as a reference.

Need more help building your action plans? Refer to the Province's Strategic Planning Manual: <http://ontario.ca/cxyy>.

3.4 Communicate Results

It is important to share the findings and associated actions of the FICE project with your community. These could be shared via your local media, social media and presentations to community organizations.



4. Implement and Monitor

4.1 Implementation

The lead organization should ensure that action plans:

- Are adequately resourced (human and financial)
- Have realistic completion dates
- Are implemented and monitored

4.2 Monitoring Progress

Celebrate success! It is important to provide updates to the community on the actions undertaken as a follow up to the First Impressions exchange. Congratulate those who have completed tasks and celebrate what has been achieved.

The lead organization, with the assistance of the Coordinator, should develop a process for tracking the results of the FICE program against the action plans developed. This will help identify the impact the program is having on the local economy and community.

Monitoring the plan will:

- Indicate if the plan is effective
- Identify if changes are needed (e.g., are the action plans helping to reach the goals?)
- Help communicate progress to partners and external funding agencies

Additional benefits of monitoring your plan include:

- Helps to leverage additional resources
- Generates enthusiasm and public interest
- Promotes and celebrates success

Once an action plan has been implemented, the lead organization should work with the broader community in identifying further actions to contribute to and build on community assets. A follow-up FICE project is one method of identifying future priorities.

4.3 Follow up Evaluation

It is important that you also evaluate how effective the FICE was in helping to identify priorities for community change. Assessing the overall results or impacts of the FICE program should consider both quantitative (numerical) and qualitative information (people's perceptions, opinions, experiences).

A FICE program evaluation survey (see Appendix 4) will be sent to the Coordinators after the date of the report back meeting. Provincial staff will follow up with the Coordinators one year after the report back presentation date to see how FICE Program-related action plans are progressing and the impacts they are having in the communities.

The Ontario government provides all resource materials and regional staff support for FICE. In return, the government requires communities to provide feedback on the resources and services provided, in order to ensure quality service to future participating communities.

Appendix 1: Statement of Commitment

The First Impressions Community Exchange (FICE) provides an opportunity for communities to gain a fresh perspective on how they are seen through the eyes of first-time visitors. FICE can be undertaken as a stand-alone project for communities who are seeking information that will help guide future economic development plans, or as a component part that will support a broader strategic plan.

Communities that agree to take part in a FICE commit to:

- Obtaining the commitment of community and organization leaders to the FICE program
- Putting the necessary financial resources in place to implement the program
- Building a team to carry out the responsibilities of the FICE program
- Completing the four stages of the FICE program
- Complete evaluations

Signed -----day of -----, 20____.

FOR Community/Organization

FOR Community/Organization

Name & Position

Name & Position

FOR (The Government of Ontario) OMAFRA/MNDM

Name & Position

Appendix 2: Steps to Completing the Online and Printed Surveys

Steps to complete Online Surveys

Step 1: Coordinators get their visiting teams assembled (and each member's email address).

Step 2: Coordinators send Visiting Team Members email addresses to Provincial Staff.

Step 3: Provincial Staff distribute the survey (Full Picture, Downtown, or Tourism) by email to each of the Coordinators and Visiting Team Members. This way each person has their own customized web link to the survey for inputting their answers.

Step 4: Coordinators and Visiting Team Members answer “Part A – Before the Visit” questions before the exchange visit and “Part B – During the Visit” questions during the exchange visit. Completed survey results are then automatically stored in the Provincial Survey Monkey account.

Step 5: Once all have finished their surveys, the aggregate results will be forwarded by Provincial Staff to each community's Coordinator for preparing the report back presentations to their exchange community.

Steps to complete Printed Surveys During Visit; Online Surveys After Visit

Step 1: Coordinators get their visiting teams assembled (and each member's email address).

Step 2: Coordinators send Visiting Team Members email addresses to Provincial Staff.

Step 3: Provincial Staff send relevant survey (Full Picture, Downtown, or Tourism) to community Coordinators by email in printable PDF format. Provincial Staff also distribute the online survey by email to each of the Coordinators and Visiting Team Members. This way each person has their own customized web link to the survey for inputting their answers after the exchange visit.

Step 4: Coordinators print a copy of the survey for each of the Visiting Team Members.

Step 5: Coordinators and Visiting Team Members answer “Part A – Before the Visit” questions before the exchange visit.

Step 6: Coordinators and Visiting Team Members each bring their own printed surveys to the exchange visit during which they answer their own “Part B – During the Visit” questions.

Step 7: After the exchange visit, Coordinators and Visiting Team Members transfer and record their answers from their printed surveys to their own online survey in the web link provided by Provincial Staff in Step 3. Completed online survey results are automatically stored in the Provincial Survey Monkey account.

Step 8: Once all have finished their online surveys, the aggregate results will be forwarded by Provincial Staff to each community's Coordinator for preparing the report back presentations to their exchange community.

Appendix 3: Sample Action Plan

After visiting the community in the fall, the visiting team suggests that the community's heavily travelled southern entrance could be more inviting and should highlight the community's popular Summer Folk Festival.

The host community discusses the issue and concludes that the community does a good job with the southern entrance during the summer season, but there is room for improvement in the off-seasons. The issue is addressed with the following action plan:

PERFORMANCE MEASURES AND ACTION PLANS WORKSHEET

GOAL: Improve the appearance of the community's southern entrance and use it to promote the Summer Folk Festival during the off-seasons					
ACTION:					
PERFORMANCE MEASURES			METHOD (how will you track this)		TARGET
1	Call made, information known within the week				
2	Meet with municipality, Working Group created				
3	Options developed, budget in place				
4	Municipal approval				
5	Beautified southern entrance signage promoting the Summer Folk Festival year-round				
#	ACTIONS Please insert your actions here	TIMEFRAMES What is your timeframe?	RESOURCES What resources (human, financial, other) are required?	CHAMPION / OTHERS WHO ARE INVOLVED? Who is taking the lead in this initiative? Are there partners or stakeholders?	REPORTING STATUS Choose one of: • Complete • In Progress • Incomplete
1	Contact the municipality to determine who is responsible for community entrance beautification and signage	7 days	Human	Art	Complete
2	Meet with the individual responsible and form a working group with interested citizens	21 days	Human	Joanne	Complete
3	Explore possibilities for off-season beautification, new signage, and funding source	90 days	Human, financial	Working Group	Complete
4	Present preferred option to council	30 days	Human	Working Group	Complete
5	Municipal community group implement recommendations	60 days	Human, financial	Municipal or community group	Complete



First Impressions Community Exchange (FICE) Evaluation

FICE Coordinator Evaluation

Based on your experience, rate your level of satisfaction with the FICE tools and process.

1. Overall satisfaction

1 (Very Low) 2 3 (Neutral) 4 5 (Very High)

☐ ☐ ☐ ☐ ☐

2. Initial training/orientation

1 (Very Low) 2 3 (Neutral) 4 5 (Very High)

☐ ☐ ☐ ☐ ☐

3. Comment on the FICE training provided

4. Coaching and advice provided throughout the process

1 (Very Low) 2 3 (Neutral) 4 5 (Very High)

☐ ☐ ☐ ☐ ☐

5. Comment on the FICE coaching and advice provided

6. How satisfied were you with the following FICE assessment resources?

	1 (Very Low)	2	3 (Neutral)	4	5 (Very High)
Coordinator's Manual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Survey(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Report template	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Comment on the FICE assessment resources provided

8. Did you complete the survey(s) online?

Yes ☐

No ☐

9. How likely are you to implement your action plans as a result of FICE?

1 (Very Low)	2	3 (Neutral)	4	5 (Very High)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. What were the goals and/or objectives you wanted to achieve as a result of FICE?

11. Would you undertake a FICE again in the future?

Yes ☐

No ☐

Contact Information

Agricultural Information Contact Centre: 1-877-424-1300
www.Ontario.ca/Rural



Également disponible en français