

How we do

# COMMUNITY ENGAGEMENT

at the Municipality of the County of Kings

*Community engagement is the process of connecting all people through the use of participatory methods to encourage innovation and dialogue to help make sustainable decisions*

## BENEFITS OF ENGAGEMENT:

Better decisions

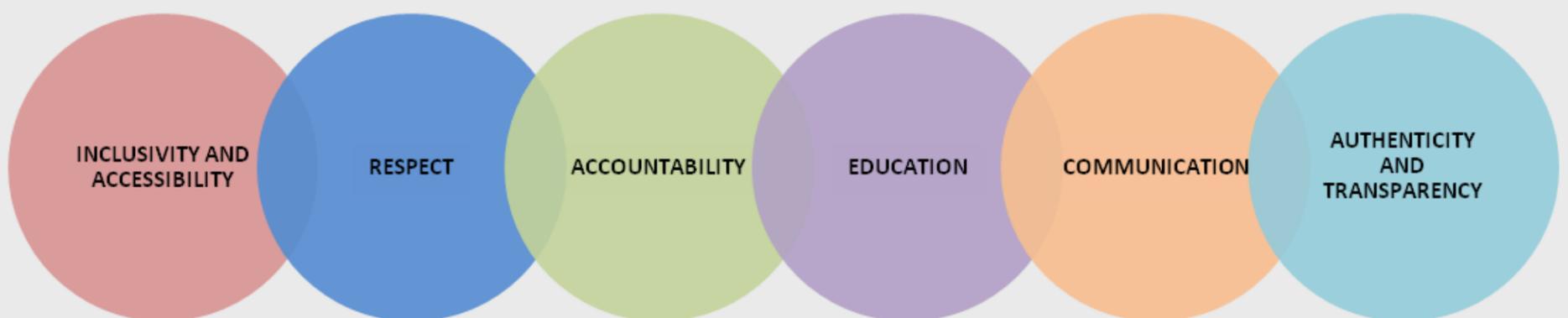
Save time & resources

Build stronger relationships

Better informed citizens

## OUR CORE VALUES:

*Our core values were established through consultation with the public. Furthermore, goals and objectives were created to help ensure we are constantly working towards improving our values.*



## COMMUNITY ENGAGEMENT WORKBOOK:

*Our Workbook is designed to lead staff through the Community Engagement Process step by step in a thorough and inclusive manner. In the early years Engagement Staff will work with departments to create community engagement plans until tailored initiative workbooks can be created.*

TEP	ACTION	GOAL
1	Gain Internal Commitment	To determine the expectation of the decision-maker(s).
2	Learn from the Public	To determine the issues with stakeholders.
3	Select the Level of Participation	To select a level of participation.
4	Define the Decision Process and Objectives	To define the decision process and identify community engagement objectives.
5	Design the Community Engagement Plan	To communicate what tools and evaluation methods will be used to meet your objectives.

## 3.2 IMPLEMENTATION PLAN

The implementation plan is designed to implement the strategy into our everyday work. The implementation is envisioned to occur over three years under the direction of the Chief Administrative Officer. Below is a summary of the three year implementation plan.

Our accomplishments to date include:

- Hired a Diversity & Engagement Specialist
- Pursued youth engagement
- Developed the Terms of Reference for the Kings Youth Council
- Trained a staff member in IAP2
- Council approved a budget line for engagement
- Began to use the strategy in designing engagement for large projects
- Launched online engagement tool: PlaceSpeak
- Updated the Community Engagement Strategy and Workbook

### 2017 – Creating a Culture of Community Engagement



Promote strategy and train Staff and Council



Communication Strategy developed & implemented



Update policies and by-laws



Increase youth engagement e.g. Youth Council

In 2017, the CAO will ensure a staff person is responsible for the entire portfolio of Community Engagement. To begin implementing the new engagement process, training will be provided to Council and the majority of staff. Engagement Champions will also be selected and trained. These will be the administrators of engagement for the organization as we move forward and build capacity. In addition, staff will seek to review and

update Council's existing policies and by-laws to support the Community Engagement Strategy. Staff and Council will work to improve youth engagement by such means as establishing a Youth Council. By the end of the year, departments will begin working with Engagement Staff to create Community Engagement Plans for projects using the Community Engagement Workbook and a section will be added on reports to Council which indicates the level of public impact and input on the matter should the project qualify. Online forums will also be created to improve communication between Council and the public.

### 2018 – Building Capacity for Engagement



Develop youth & public education programs



Departments using the Workbook on their own



Barrier Reduction Plan



District Engagement Initiatives

In 2018, education programs will be developed for youth and the public. These programs will increase knowledge of how the public can engage with the Municipality. Staff will also look across Municipal departments and examine internal

processes to capitalize on opportunities to utilize the strategy. A Barrier Reduction Plan will be created and integrated into the Community Engagement Workbook to improve our efforts to be inclusive in our daily workings. District engagement initiatives will be established to provide a grass-root method of communication between citizens and Councillors.

### 2019 – Good Governance to Great Governance



Employ new means of engagement



Tailored "Community Engagement Workbooks"



Deliver youth & public education programs



Begin review of strategy and policy

In 2019, review of internal processes will continue and new forms of engagement will be employed, for example, how input is given into the budget process. Tailored Community Engagement Workbooks will be created for regular occurring engagement initiatives such as by-laws, policies, and planning applications. During this year, staff will re-evaluate the engagement processes. The public education programs will be delivered through a variety of channels to help educate the public including classroom education. Staff will also seek information and feedback on the Community Engagement Strategy and give consideration to the four year review of the Community Engagement Policy.