

Community Engagement Framework

PHASE 2

WHAT WE HEARD



Learn more at: letstalk.cnv.org/EngagementFramework

city
of north
vancouver



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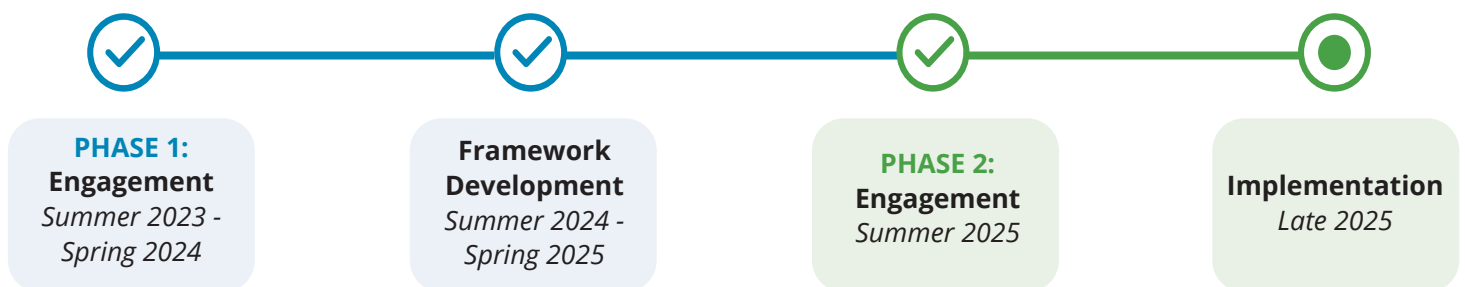
What is the Community Engagement Framework?



The City of North Vancouver's Community Engagement Framework is a guiding document that outlines how the City informs and involves the community in decision-making. It sets out core principles and provides a consistent approach for staff to plan and carry out public engagement. The goal of the Framework is to ensure that engagement across all City projects is meaningful, accessible, and reflects the needs and values of the community. It helps guide when and how to seek input from the public and how that input will be used to inform City policies, programs, and services.

Development of the Community Engagement Framework

The City's first Community Engagement Framework was created through a two-phase engagement process. In Phase 1, the City asked community members to share their thoughts and ideas to help shape the Framework, especially around the values that should guide the City's work. Using that input, a draft version of the Framework was developed. In Phase 2, the City shared the draft with the community and gathered targeted feedback that helped strengthen and finalize the Framework.



In this report, we briefly summarize Phase 1 of the engagement and the draft Community Engagement Framework; however, the main focus is on the findings from the Phase 2 engagement process.

PHASE 1 OF THE ENGAGEMENT

The initial Phase 1 of the engagement process took place June to July 2023, and later in April to June 2024. It involved a range of public-facing opportunities for interest holders to share their experiences and expectations about engagement with the City. These activities included both online and in-person components and collected input from the general public, City Council, and Advisory Committees.

Our primary focus in Phase 1 activities was to understand several key aspects:



The values that must underpin high-quality engagement at the City of North Vancouver



Peoples' preferred ways to participate



Barriers to participation that participants experience



Accessibility and inclusion needs



Preferred ways to receive information



Feedback gathered during Phase 1 was summarized in seven key themes that reflect the community's values and expectations for public engagement. The seven themes were explored in the [Phase 1 What We Heard Report](#) and are listed below:

- Transparency and communication
- Community involvement and inclusivity
- Accessibility
- Action-oriented
- Collaboration
- Relationship and trust
- Meaningful impact and future-focused



City staff used the information from Phase 1 activities to develop a draft Community Engagement Framework that reflected the input from residents, interest holders, and partners.

Draft Community Engagement Framework

The draft Community Engagement Framework defined the City's approach to meaningful and inclusive public engagement. It explained what engagement is, why it matters, and how it supports decision-making within the City. The Framework set clear goals, outlined roles and responsibilities, provided guidance for selecting engagement methods, and supported implementation and continuous improvement. It also included six guiding principles grounded in feedback from the first phase of engagement, which were:



TRANSPARENCY AND TIMELY COMMUNICATION

Share clear, accurate, and up-to-date information early and often. This ensures that participants are informed and can engage meaningfully, fostering accountability and trust.



INCLUSIVITY AND ACCESSIBILITY

Create equitable, barrier-free opportunities for participation so that people of all backgrounds, identities, and abilities feel welcome and heard.



IMPACT-ORIENTED

Focus on engagement that influences decisions and leads to meaningful community outcomes.



DATA-DRIVEN

Use evidence and analysis to inform engagement strategies and support better decisions.



RELATIONSHIP-FOCUSED

Build and maintain trust through respectful, ongoing dialogue collaboration.



CONTINUOUS IMPROVEMENT

Regularly evaluate and adapt engagement practices to ensure they remain relevant, effective, and responsive.

To learn more, you can read the [draft Community Engagement Framework](#) here.



PHASE 2 OF THE ENGAGEMENT

Phase 2 activities took place between May 22 and June 14, 2025. The City of North Vancouver engaged with the community to present and gather input on the draft Community Engagement Framework. The information collected through this process was used to evaluate the draft Framework and to inform next steps for implementation.

During the engagement process, the City aimed to:

- Test the guiding principles developed through the Phase 1 engagement of the Framework, to see if we had missed anything,
- Detail the tools and processes needed to implement the guiding principles in City engagement processes,
- Build relationships with community and partner organizations that can support future engagement activities.

Phase 2 engagement focused on connecting with two main groups: equity-deserving groups that may face unique challenges in participating in City processes, and community and partner organizations critical to the successful implementation of the Community Engagement Framework in the City.

Conversations with equity-deserving groups helped to better understand how to make City processes inclusive and accessible to the greatest number of people possible. To ensure participants felt comfortable, staff partnered with local organizations to meet people where they are — in places and spaces they trust.

In sessions with intergovernmental organizations, City partner organizations, Council Committees, and community organizations, the City collected valuable information about how the Framework can be implemented effectively across different levels and sectors.

How We Engaged

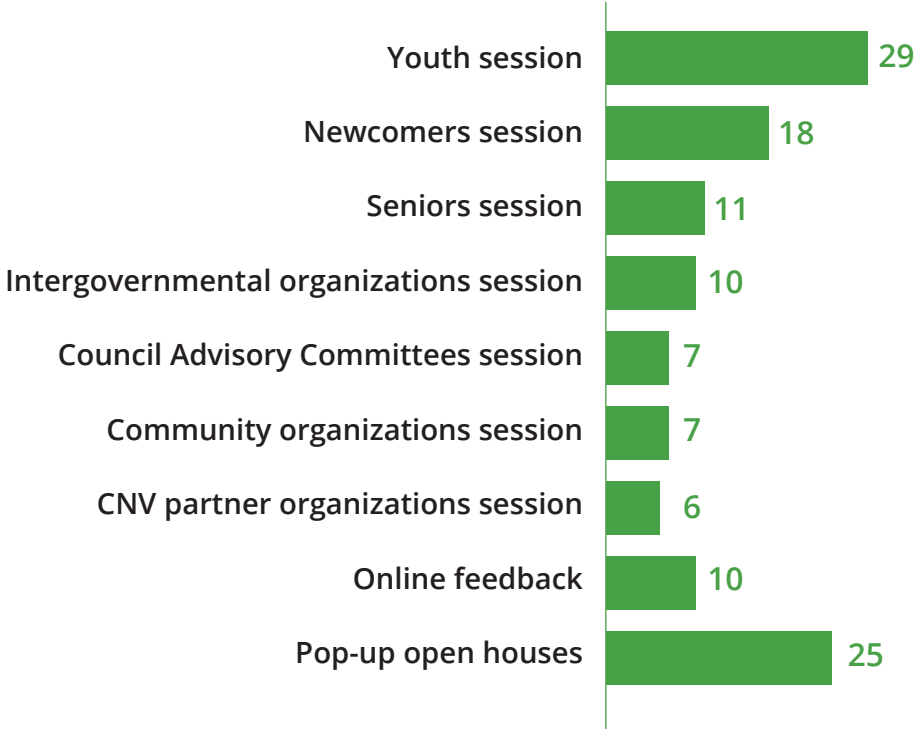
The following table summarizes the engagement activities conducted in Phase 2.

INTEREST HOLDER	DESCRIPTION
Youth	The City hosted a workshop for youth at Sutherland Secondary School, focusing on understanding tools, processes, and considerations to make engagement inclusive for youth.
Newcomers	City staff collaborated with Impact North Shore to hold a session emphasizing equity in the Engagement Framework process. Newcomers were invited to discuss motivations and barriers to participation. The session was held in person at Impact North Shore.
Seniors	The City worked with Silver Harbour Centre to gather seniors' perspectives on improving engagement, with an emphasis on identifying existing barriers to participation. The session was held in person at Silver Harbour.
Intergovernmental Organizations (e.g., səlilwətał (Tsleil-Waututh) Nation Districts	Intergovernmental organizations were invited to join a session to explore ways the City can strengthen engagement processes and activities through collaboration and partnerships. The session was held in person at City Hall.
Council Advisory Committees	Members of all City Advisory Committees were invited to participate in a session emphasizing the role of advisory committees in bringing the Framework to life. The session was held online.
City Partner Organizations (e.g., MONOVA, NV Library)	City partners were invited to join a session exploring ways the City can strengthen engagement processes and activities through collaboration and partnerships. The session was held in person at City Hall.
Community Organizations	Community organizations participated in a session to explore how the City can bring the Framework's guiding principles to life with their collaboration. Held in person at the City Library.
Online Feedback	The general public was invited to share comments and feedback on the draft Community Engagement Framework through the City's online engagement platform, Let's Talk.
Pop-up Open Houses	Two pop-up sessions were hosted to gather feedback on the Engagement Framework from the general public, one at City Hall on a weekday and one at Civic Plaza on a weekend.
Project Engagement Page	A project engagement web page was created to provide information about the project, including timelines, key dates, and research.
Digital media campaign	A digital media campaign shared information about the Framework and promoted engagement.



Who Participated

In total, **123 people participated** in data collection during Phase 2 engagement activities. These participants took part through a combination of in-person and virtual sessions, online feedback, and pop-up events. The following breakdown summarizes the number of participants in each of the various engagement opportunities.



In addition to direct engagement activities, the project’s online presence helped raise awareness and encourage participation. The project page received over **132 visits** during the engagement period. On social media, there were **11,341 organic impressions** across **Facebook, Instagram, and X (formerly Twitter)**. A paid social campaign, delivered through a Meta-boosted post on Instagram, generated an additional **38,235 impressions**.

What We Heard

The following section provides a summary of input received across all engagement opportunities. Key themes are organized by most relevant guiding principle, but it is important to note that many themes apply to multiple different principles.

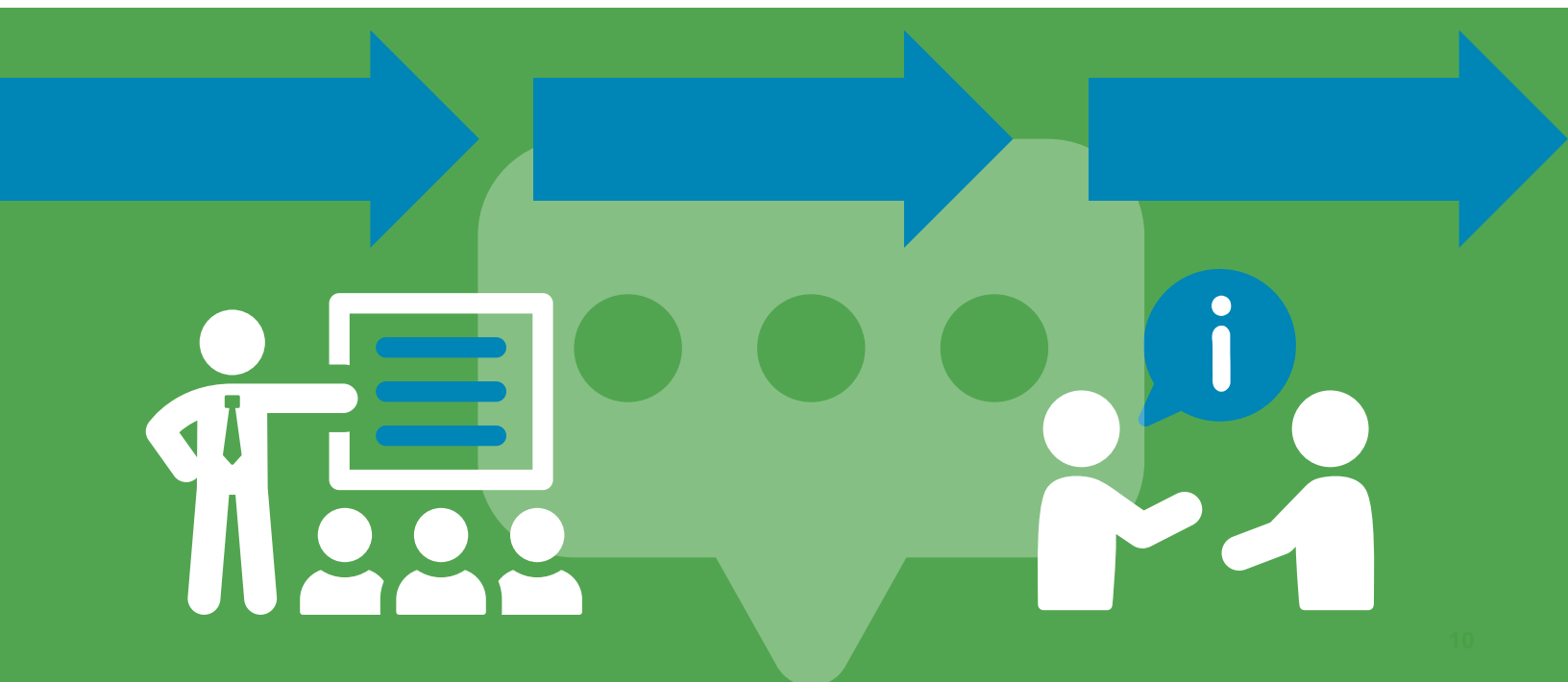


Guiding Principle: Transparency & Timely Communication

The most frequently repeated themes during Phase 2 engagement that relate to transparency and timely communication are reported below. Transparency and timely communication refers to ensuring that the City shares clear, accurate and up-to-date information at the right time. All information reported reflects the opinions expressed by Phase 2 participants.

Promotion of Engagement Processes

Participants highlighted the importance of using a range of methods to share information about engagement processes, suggesting tools and channels such as billboards, social media (including Telegram, Instagram and Facebook), QR codes in public spaces, emails, newsletters, news articles, banners, and going door-to-door. Additionally, they stressed that the information being shared should be relevant and engaging (using less traditional language and visual branding), and should clearly explain clearly how the project might affect someone and therefore why they might be interested.





Strengthening Community Channels

Multiple participants recommended maintaining and building connections with community organizations, community leaders and partner and intergovernmental organizations as critical channels through which to disseminate information about upcoming engagement projects, as well as findings and the actions that results.

Similarly, some participants highlighted the need for the City of North Vancouver to help share out the activities of partner organizations and vice versa. This way, members of the public can receive timely information about activities that may not be conducted or led by the City, but are nonetheless of importance to residents and visitors.

Use of Plain and Conversational Language

Participants indicated that City processes must avoid technical jargon and instead use accessible language suitable for a wide audience. Further, the quantity and complexity of information provided in any given engagement opportunity must be proportionate to the time available to discuss; for example, a brief pop-up interaction should be designed to require less information for meaningful engagement, while an in-depth workshop could explore more complex issues.

Reporting Back

The importance of high-quality reporting was stressed by many participants. Community members wanted clear information about the data that was collected, the actions taken as an result of the engagement findings, and to understand why and how City staff and elected officials made related decisions. Participants suggested the creation of tools such as a dashboard to help the public more easily find and follow this information; they indicated that long reports are difficult to use and interpret. These tools would allow people to track progress and see how community input shaped the final outcomes, fostering trust and a sense of shared ownership over city decisions.



Guiding Principle: Inclusivity & Accessibility

The frequently repeated themes during Phase 2 engagement that relate to inclusivity and accessibility are reported below. Inclusivity and accessibility relate to proactively identifying and removing barriers to participation so that everyone has an equal opportunity to participate, particularly for historically underrepresented communities. All information reflects the opinions expressed by Phase 2 participants.

Diverse Engagement Methods

Participants emphasized the importance of using a wide variety of engagement methods to ensure that all community members, regardless of age, ability or access to technology, have meaningful opportunities to participate. Participants indicated that this multi-channel approach is essential to accommodate different communication preferences, physical abilities and access constraints, and to make engagement more inclusive and responsive to diverse needs. Suggestions included blending in-person and digital methods, including options such as phone lines, door-to-door conversations, community events, through social media platforms (Instagram, TikTok, Facebook), email, discussion boxes, and digital surveys.

Language Translation

Many participants spoke to the need to provide engagement materials and communication in multiple languages to effectively reach newcomers, seniors, and culturally diverse groups. Participants recommended partnering with language-specific community organizations to ensure cultural sensitivity, build trust, and improve outreach. They also stressed the importance of using simple and clear language in all materials to accommodate varying literacy levels.



Removing Barriers to Participation

Ensuring that engagement venues are physically accessible was a concern expressed by some participants. They highlighted the need for ramps, adequate seating, gender-neutral washrooms, and accommodations for sensory sensitivities such as noise and lighting adjustments. Beyond physical access, supportive services like childcare provision and transportation subsidies were suggested to remove practical barriers that might prevent participation, especially for caregivers, people with disabilities, and those with limited mobility.

Welcome and Familiarity as Inclusion

Participants expressed that hosting engagement activities in familiar, trusted locations (e.g., schools, libraries, community centres, and local hubs) would serve to make diverse groups of people feel more comfortable participating. Offering events at varied times, including evenings and weekends, was recommended to accommodate people with varied schedules including caregivers and shift workers.

To encourage participation, foster a sense of community, and make engagement feel more approachable and enjoyable, participants indicated that it was important to create a welcoming atmosphere, with elements like food, live music, social activities, and culturally respectful environments.





Guiding Principle: Impact-Oriented

The frequently repeated themes during Phase 2 engagement that relate to this principle are reported below. “Impact-oriented” means that engagement processes are designed to lead to actionable decisions and meaningful change in the community. All content presented below reflects the opinions expressed by Phase 2 participants.

Upstream Engagement to Set Priorities

Participants emphasized their preference for engagement processes that influence upstream decision-making and priority-setting, rather than gathering community input later in a project life-cycle when project scope and definition is largely established. Upstream engagement provides the opportunity for residents to help the City decide which projects to move forward together, creating buy-in and a sense of ownership.

Deliberative Methods

Participants highlighted the use of deliberative, conversation-focused methods of engagement that allow them to discuss why projects are relevant, their potential benefits and challenges, and how they align with broader community goals. They expressed that any options explored through engagement should be technically feasible and engagement tools should provide space to discuss trade-offs, legislative or technical limitations, and surface pressing community needs.

Impact Through Collaboration

Participants indicated that deeper community collaboration and outreach would allow organizations to strategically shape the types of projects that the City advances, help inform the design of engagement processes (therefore better meeting the needs of participants), and minimize overlapping or repetition of engagement efforts. Additionally, data sharing would ensure that any data collected through engagement could inform a greater range of potential outcomes.

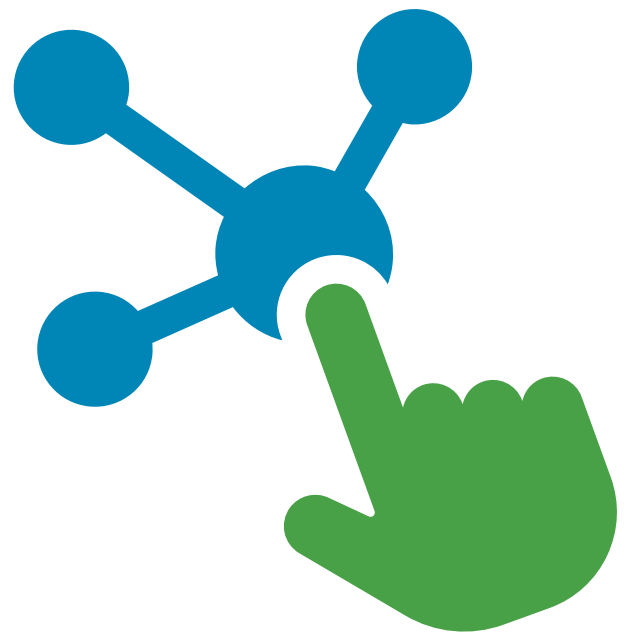


Guiding Principle: Data-Driven

The frequently repeated themes during Phase 2 engagement that relate to this principle are reported below. “Data-driven” speaks to the City’s commitment to use high-quality engagement data to inform its decisions, rigorously analyzing and interpreting that information. All themes shared below reflect the opinions expressed by Phase 2 participants.

Representative Data Collection

Participants emphasized that data collection must capture a reflection of the community’s diversity, ensuring representation of voices from all demographics — including marginalized and underrepresented groups such as seniors, newcomers, people with disabilities, and Indigenous people – as well as people holding different viewpoints. To improve representation, participants also articulated that the City needs to better understand and record who they are hearing from in engagement processes.





Use of Statistically Representative Methods

Some participants commented on the use of statistically representative methods such as surveys. Whilst participants recognized that these tools require substantial resources, they expressed interest in methods that minimize bias, ensuring no single group's views dominate the results. Careful attention to survey design, question neutrality, and targeted outreach were seen as important strategies to achieve this, helping to produce reliable and meaningful data that can genuinely inform decision-making.

Ethical Data Handling and Ownership

Protecting personal information was a significant concern for many participants. Participants stressed the importance of clear ethical standards around data use, storage, and sharing, ensuring that contact information and responses are handled securely and respectfully. Data ownership and autonomy were also raised as ethical issues surrounding data collection and handling, particularly in the context of reconciliation and government-to-government relationships with neighbour First Nations.

Leveraging Technologies for Data Analysis

Some participants expressed that artificial intelligence and other automated data analytics could help staff quickly and efficiently identify key themes and trends in feedback. However, participants also emphasized that technology should be used thoughtfully, ensuring that privacy protections remain a priority and using technology to complement — but not replace — personal interaction.

Engagement Fatigue

Participants recognized that over-engaging can lead to engagement fatigue. They indicated the need to balance thorough data collection with an eye to minimizing the number and length of surveys, so as to respect respondents' time and privacy.



Guiding Principle: Relationship-Focused

The frequently repeated themes during Phase 2 engagement that relate to this principle are reported below. Conducting relationship-focused engagement means working to build trust and strong connections with the community. All information reflects the opinions expressed by Phase 2 participants.

Trust and Ongoing Dialogue

Participants emphasized that building genuine trust with the community requires consistent, transparent, and respectful communication over time—not just during specific engagement events. Trust was seen as something earned through actions: creating safe, welcoming spaces where people from different backgrounds feel comfortable sharing their views, and where their voices are acknowledged and responded to in meaningful ways. Many participants noted the importance of demonstrating the ways in which community input leads to tangible outcomes or adaptations. Doing so helps show that the City is listening and learning. Participants viewed ongoing dialogue, rather than one-time input collection, as important for deepening relationships and promoting long-term engagement.



Early and Continuous Engagement with Partners

Participants indicated that engaging key partners, such as local organizations, language and culture-specific groups, and respected community leaders, early in the engagement process was an important means to expand outreach, ensure cultural relevance, and avoid duplicating efforts. Participants highlighted organizations such as libraries, community organizations, cultural groups, or youth networks to help reach people who might otherwise be missed. To build and maintain relationships, they suggested regular and ongoing touchpoints such as check-in meetings, community summits, and co-hosted events.

Offering Civic Education Opportunities

Participants suggested offering educational opportunities for community members to explore the role of City Hall and the role of municipal government. Participants felt that having a stronger understanding of the system would clarify and foster interest in participating in community engagement processes.





Guiding Principle: Continuous Improvement

The frequently repeated themes during Phase 2 engagement that relate to continuous improvement are reported below. “Continuous improvement” speaks to the City’s commitment to regularly assess and refine engagement practices to ensure their relevance and effectiveness. All information reflects the opinions expressed by Phase 2 participants.

Mechanisms for Regular Evaluation

Participants emphasized the importance of routinely assessing engagement processes to ensure they are effective, inclusive, and responsive to community needs. They encouraged the City to implement structured evaluation mechanisms that capture both quantitative and qualitative feedback, identify what has worked and not, and use those insights to improve future efforts. This could include post-engagement surveys, debriefs with partners, and check-ins with participants.

Innovative Practices

There was strong interest amongst participants for exploring new and creative approaches to engagement that go beyond traditional methods. Participants suggested tools such as digital dashboards to visualize engagement outcomes, artificial intelligence-assisted language translation to overcome linguistic barriers, and gamified tools or interactive elements to make participation more engaging. Participants indicated a strong interest toward conversational spaces where they could explore the issue or project at hand in depth with City staff.

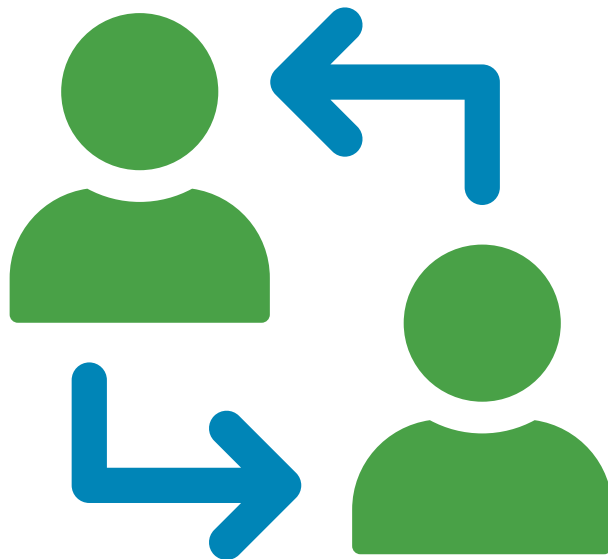


Capacity-Building and Communities of Practice

Participants highlighted the need to invest in strengthening engagement capacity within the City. They recommended ongoing training and professional development for facilitation, intercultural communication, accessibility, and evaluation. Several participants proposed creating or supporting a “community of practice” where engagement practitioners and/or community organizations involved in supporting engagement could regularly exchange ideas, best practices, and lessons learned, helping to address limited time and resources while strengthening the overall engagement ecosystem.

Risk Management

Ensuring the safety and wellbeing of participants and staff during engagement activities was raised as a concern. Participants recommended that the City proactively assess risks when planning events and develop response protocols to handle disruptive behavior appropriately. This could include training staff and facilitators in conflict resolution, creating clear codes of conduct, and designing event spaces that support respectful dialogue. By planning for these challenges in advance, the City can create environments that feel safe, inclusive, and conducive to generative conversation.





What We Learned

Validation of Principles

In Phase 2 engagement, the City shared a draft Community Engagement Framework with participants and asked them to help us understand whether the guiding principles accurately reflected the kind of engagement the City should conduct. It also invited participants to articulate the tools, processes and changes the City would need to build to be able to put those principles into action.

The results of Phase 2 engagement, shared in the previous “What We Heard” section, indicated that the proposed guiding principles accurately capture community values around engagement. No new overarching principles surfaced in Phase 2 discussion, but the meaning and implications of each principle was deepened through conversation with community members and interest holders. Overall, participant input indicated that the principles were relevant and point in the right direction.



Putting the Framework into Action

Input gathered during Phase 2 also revealed concrete ways the City can bring its principles and commitments to life. These learnings present a key opportunity to strengthen and enact the Community Engagement Framework's Guiding Principles by translating community insights into tangible improvements.

This input offers a strong foundation for further iterating an action plan that is responsive, community-centered, and grounded in the lived experiences of residents and partners. Below, we highlight a number of the key opportunities surfaced during Phase 2 engagement.

Key Opportunities Identified

As we work to implement the Community Engagement Framework and advance more inclusive, effective, and transparent engagement, the City will explore the following opportunities identified by Phase 2 participants:

- **Finding spaces and structures** to support relationship-building and information-sharing with community organizations, intergovernmental, and partner organizations.
- **Researching tools and policies** to efficiently support language translation and improve information accessibility.
- **Exploring diverse and innovative engagement methods** and promotion channels to reach a wider and more representative audience.
- **Identifying approaches** to create accessible and welcoming engagement environments that accommodate diverse physical, cultural, and scheduling needs.
- **Developing mechanisms to enhance transparency** and timely communication of results, including simplified reporting and real-time data sharing.
- **Strengthening data practices** to ensure rigorous and ethical collection, analysis, and sharing of engagement findings.
- **Building internal capacity** for continuous learning, innovation, and adoption of leading engagement practices.
- **Enhancing coordination** and alignment between City teams and external partners to reduce duplication and engagement fatigue.
- **Integrating trauma-informed** and culturally-responsive engagement approaches across processes.
- **Establishing protocols** for risk assessment and management to ensure safe and respectful engagement environments.
- **Promoting civic education initiatives** to increase public understanding of local government and engagement opportunities.
- **Exploring technology solutions** to improve transparency, responsiveness, and adaptive engagement through real-time insights.



Next Steps

The findings summarized in this Phase 2 engagement report will be shared with the general public, City Council and the Mayor, and City staff. City staff will use the information to deepen the draft Community Engagement Framework and present the final proposed Framework to City Council for approval in July 2025.

To bring this Framework to life, the City has also developed the first version of a Community Engagement Action Plan, which outlines initial steps we will take to implement the guiding principles and respond to the opportunities identified through this engagement process. Over the next three years, the City will continue to develop and implement the Action Plan in collaboration with community members, partners, and interest holders—turning our shared commitments into meaningful and lasting action.

The City of North Vancouver sincerely thanks all participants who contributed their time and insights to the development of the Community Engagement Framework.

Appendix A:

Engagement Methodology in Detail

This appendix provides information about the engagement methods used during Phase 2 of the project. These activities were designed to gather focused input from a range of participants, including the community, community partners, equity-deserving groups, and local organizations.

Intergovernmental Engagement Session

Date: Location/Format:	May 22, 2025 Virtual via Zoom
Engagement Approach and Facilitation	This session was held to engage key intergovernmental partners in shaping the direction of the project moving forward. The session aimed to: • Share project context and progress to date • Present key findings from Phase 1 engagement, including draft guiding principles • Gather feedback on the guiding principles and explore how to bring the framework to life through collaborative action A key discussion prompt used during the session was: “How can we work together to strengthen community engagement?” Facilitators led the discussion and captured participant input directly onto a shared Mural board, a digital workspace for visual collaboration. The board was displayed in real time during the session so participants could see their feedback as it was recorded.

Council Committees Engagement Session

Date:
Location/Format:

May 22, 2025
Virtual via Zoom

Engagement Approach and Facilitation

This session was held to engage council committee members in shaping the direction of the project moving forward. The session aimed to:

- Share project context and progress to date
- Present key findings from Phase 1 engagement, including draft guiding principles
- Gather feedback on the guiding principles and explore how to bring the framework to life through collaborative action

A key discussion prompt used during the session was:

“How can the City bring these principles to life? What should we do? Build? Consider?”

Facilitators led the virtual discussion, which included two breakout rooms, and captured participant input directly onto a shared Mural board, a digital workspace for visual collaboration. The board was displayed in real time during the session so participants could see their feedback as it was recorded.



Youth Engagement Session

Date: Location/Format:	May 23, 2025 In person at Sutherland Secondary School (Global Initiatives class)
Engagement Approach and Facilitation	This session was held to engage youth in shaping the direction of the project moving forward. The session aimed to: • Share project context • Introduce draft guiding principles • Gather feedback on the guiding principles and explore how to bring the framework to life The session was delivered during a Global Initiatives class and included three interactive activities designed to explore and apply the guiding principles in a real-world context. ACTIVITY 1 – Engagement Planning Exercise In a large-group discussion, students were asked to imagine they had been hired by the City to design an engagement process for a new park, and provided their thoughts on the design of the engagement process. They considered questions like: Who are you going to talk to? What will motivate people to participate? ACTIVITY 2 – Small Group Table Discussions Using the guiding principles as a foundation, students worked in small groups at six different tables, each focused on a specific area of engagement. At each table, they responded to the prompt, “What should we do or build to improve community engagement?” Students rotated between tables and contributed their ideas on large-format paper. ACTIVITY 3 – Prioritization Exercise Students were asked to indicate the top 4 comments or suggestions they felt were most important. Facilitators guided students through each activity. Input was gathered through hands-on, paper-based exercises, and all written ideas and prioritization stars were recorded and analyzed by the project team.

What should we

build

our

community engagement?

How can we make sure that...

Engagement spaces are welcoming, safe and interesting?



Lots of Colours

reach out to all park users

in person surveys at current parks

Surveys QR codes

raffle with good prizes

Have clear rules. Accessible to everyone. Occasional events.

In-person surveys - survey stations

Inclusivity

Khai

Inclusive

A picture of the future Park

MUSIC

For book

Consult p to safety

people something.

re things

CNV Partners Engagement Session

Date:

May 28, 2025

Location/Format:

In person at City of North Vancouver

Engagement Approach and Facilitation

This session was held to engage community organizations in shaping the direction of the project moving forward. The session aimed to:

- Share project context and progress to date
- Present key findings from Phase 1 engagement, including draft guiding principles
- Gather feedback explore how to bring the framework to life through collaborative action

A key discussion prompt used during the session was:

“How can we collaborate to bring the principles to life in City engagement?”

The session included two interactive activities designed to explore and prioritize ideas for collaboration:

ACTIVITY 1 – Small Group Discussions

Participants were seated in small groups, each supported by a facilitator. Guided by the central discussion prompt, participants explored how City engagement could be improved. Input was recorded in real time on large-format paper.

ACTIVITY 2 – Prioritization Exercise

Participants reviewed the ideas generated during the discussion and selected up to four key ideas using dot stickers. This exercise helped highlight shared priorities and values across the group.

Facilitators guided each activity and captured all input through handwritten notes on large-format paper. The session emphasized collaborative dialogue and visible, real-time input capture.

Newcomers Engagement Session

Date:

May 30, 2025

Location/Format:

In person at Impact North Shore

Engagement Approach and Facilitation

This session was held in collaboration with Impact North Shore (a social impact organization that supports immigrants and newcomers) to engage newcomer residents in shaping the direction of the project moving forward. The session aimed to:

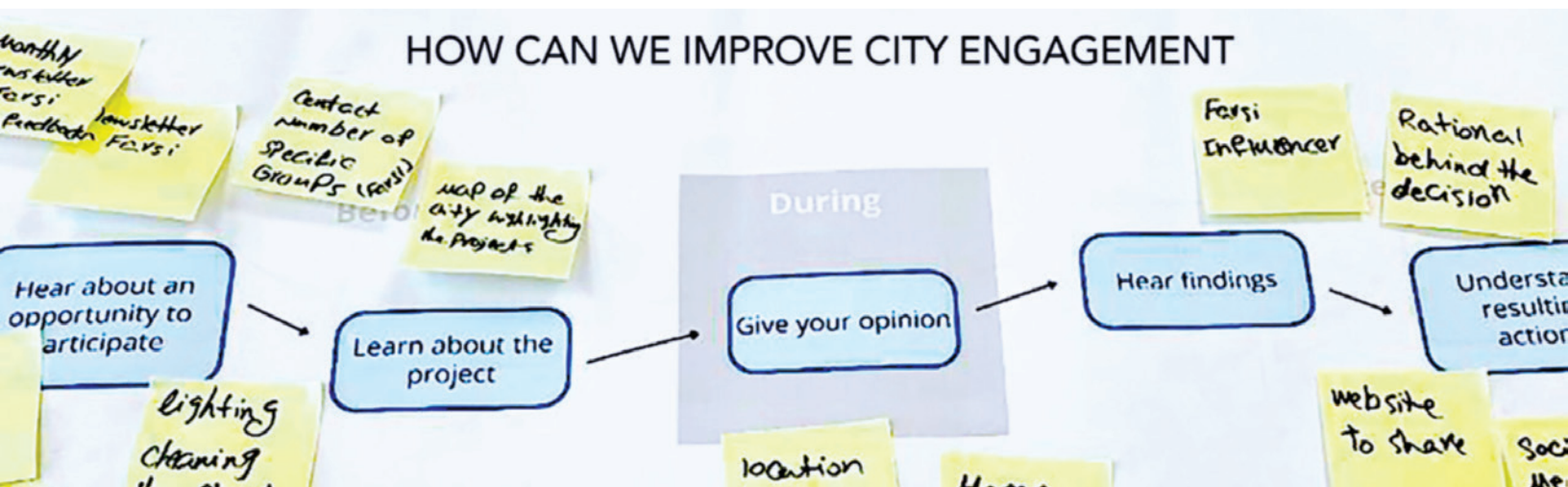
- Share project context and progress to date
- Present key findings from Phase 1 engagement, including draft guiding principles
- Gather feedback and explore how to bring the framework to life

A key discussion prompt used during the session was:

"How can we improve engagement at the City to help you participate?"

To support meaningful participation, the session was delivered with bilingual facilitation in Farsi and English. Participants engaged in small-group discussions, responding to the shared prompt and offering ideas based on their lived experience as newcomers.

Facilitators guided the discussions and recorded participant input in real time on large-format paper. The session emphasized inclusivity, dialogue, and accessible engagement.



Seniors Engagement Session

Date:

June 5, 2025

Location/Format:

In person at Silver Harbour Seniors' Activity Centre

Engagement Approach and Facilitation

This session was held in collaboration with Silver Harbour Seniors' Activity Centre to engage older adults in shaping the direction of the project moving forward. The session aimed to:

- Share project context and progress to date
- Present key findings from Phase 1 engagement, including draft guiding principles
- Gather feedback on the guiding principles and explore how to bring the framework to life

A key discussion prompt used during the session was:

"How can we improve engagement at the City to help you participate?"

Participants took part in small-group discussions at three tables, each supported by a facilitator. The conversations focused on how City engagement could be made more inclusive, accessible, and responsive to the needs of older adults. Facilitators guided the discussions and captured participant input in real time on large-format paper.



Pop-Up Open Houses

Date: Location/Format:	June 9, 2025 – In person at City Hall June 14, 2025 – In person at Civic Plaza
Engagement Approach and Facilitation	Two pop-up open houses were hosted to connect directly with community members and gather input in a casual, drop-in format. These events provided an opportunity for residents to meet City staff, learn about the project, and share their thoughts on key elements of the framework. The pop-ups aimed to: • Share project context • Introduce draft guiding principles • Gather feedback on the guiding principles and explore how to bring the framework to life Two key questions guided community input: “What do you think of the guiding principles?” “What do we need to do to bring the principles to life?” Staff engaged residents in informal conversations and invited them to record their input directly on comment boards. Online Survey As part of this phase of the project, an online survey was launched on the City’s Let’s Talk engagement platform to provide a digital channel for community members to share their perspectives at their own convenience. The survey was designed to gather feedback on the draft Community Engagement Framework, with a particular focus on the guiding principles. This digital tool complemented in-person engagement activities and helped ensure a broader, more inclusive reach across the community.

