## MUNICIPALITY OF PORT HOPE
### RESOLUTION

Date: 6 September 2022

47/2022

MOVED BY: _____

SECONDED BY: _____

**WHEREAS** Council at their meeting held on August 2, 2022 considered Staff Report CS-12-22 regarding Community Engagement Policy;

**NOW THEREFORE BE IT RESOLVED THAT** Council adopt the Community Engagement Policy attached hereto.

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Mayor Bob Sanderson

| Community Engagement Policy | | Effective: | Sept. 6, 2022 |
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| | | Approved: | Sept. 6, 2022 |
| **Policy:** | **Community Engagement** | By-law: | - - |
| Section: | | Resolution: | 47/2022 |
| Application: | All Employees | Supercedes: | By-law 56/2011 |

## Policy Statement

The Municipality of Port Hope recognizes and values the importance of civic engagement as part of the municipal decision-making process. Community engagement and information sharing through two-way communication fosters trust between citizens and local government, enhances the Municipality's transparency and accountability to its stakeholders and builds capacity to gather differing perspectives on challenges and items of community interest. The Municipality of Port Hope is committed to providing an inclusive community engagement process to better inform and engage stakeholders about municipal projects that have a significant scope and potential impact on the community, environment, level of service and/or health and safety.

## Purpose

The Community Engagement Policy outlines a collaborative approach that focuses on two-way communications, where appropriate, between the Municipality of Port Hope and its stakeholders.

Community engagement is intended to build capacity to better understand the complex information involving community challenges, stakeholder wants and needs, and to foster conversations and differing perspectives related to the future of the community.

While community engagement and participation in the municipal process is always welcome at the Municipality, there are certain issues and projects that will require greater levels of public engagement and where feedback will be formally collected for review and inclusion in the municipal decision-making process.

The Community Engagement Policy will:

- Ensure the purpose of engagement with the community is meaningful and relevant and the methods used are well suited to generate highly effective feedback from the broadest range of stakeholders possible.
- Establish the process by which community engagement is activated by the Municipality.

- Establish the responsibilities for staff, Council and municipal stakeholders who participate in community engagement activities with the Municipality.
- Ensure that community engagement initiatives are presented in a professional, clear, easy to understand, and accessible manner to all people.

## Scope

This policy applies to Municipal Council, appointed members of all Municipal committees, all Municipal staff, contractors, and consultants, temporary and other workers, and volunteers.

All parties identified under Scope are expected to follow this Policy and all related Municipal policies and additional applicable legislation:

- Accountability and Transparency Policy
- Social Media Policy
- Communications Policy
- Brand Guidelines
- Notice Policy

## 1. Definitions

**Community Engagement** means various methods of engaging the public in discussion about civic matters that impact Municipality of Port Hope stakeholders.

**Feedback** refers to comments, recommendations, ideas, suggestions, input, and information received by the Municipality from municipal stakeholders.

**Level of Service** means specific parameters that describe the extent and quality of services that the municipality provides to users.

**Organizing department staff** means the staff in the department who request or are directed to initiate community engagement on a particular municipal project.

**Stakeholders** means residents, businesses owners and/or operators, staff, elected officials, upper tier levels of government, boards and committees, agencies, associations, and anyone with an interest in the Port Hope's municipal affairs.

## 2. Policy administration

**2.1** The Community Engagement Policy should be applied at the planning stages of any municipal project or initiative of significant scope and potential impact on the community, environment, level of service, and /or health and safety, where possible. Engagement may also be required at multiple stages within a project, program, or development, as determined by Council, staff or in consultation with the project consultant.

**2.1** Community engagement can be initiated in various ways:

- At the direction of Council on projects that Council deems significant in scope and impact to the community, environment, level of service, and/or health and safety.
- By staff on projects of significant scope and impact to the community, environment, level of service, and/or health and safety.
- By Council or staff on projects with significant community profile or media interest.
- By staff as required by legislated obligation (i.e., per the Planning Act).
- At the discretion of Council.

**2.3** Examples of projects or initiatives that could involve community feedback may include, but are not limited to:

- level of service change
- business or municipal master plans
- design considerations for large-scale municipal infrastructure projects (parks, road redevelopments, etc.)
- budget and fee reviews and considerations
- by-law reviews

**2.4** In some circumstances, community engagement may be limited to informing the public of a project or initiative, without soliciting feedback or comments. Information will be provided with a balanced and objective approach to assist the public in understanding the problem, alternatives, opportunities and/or solutions.

## 3. Responsibilities for community engagement:

**3.1** At the beginning stages of a community engagement process, the organizing department staff will:

- Contact staff in the Communications Division well in advance to discuss the details of the project, including goals and objectives of the engagement initiative, timelines, and outputs required to support the activity.
- Work with Communications staff to develop a strategic community engagement plan to inform stakeholders about public engagement opportunities through various communication tools and tactics.
- Identify a staff contact for the collection of feedback via email or otherwise.
- Work with Communications staff to answer questions that are posed by stakeholders during the engagement process.
- Analyze the feedback and provide Council with the summary results of stakeholder input and feedback for decision making purposes, if requested and as appropriate.

**3.2** Communications staff will:

- Identify the purpose of informing stakeholders.
- Determine the best targeted communication tactics for involving stakeholders.
- Review the materials and develop and deliver a plan to the organizing department for the community engagement, using the tools available to the communications staff and in accordance with the Communications Policy, Social Media Policy, Branding Guidelines, Notice Policy and any other relevant legislation. Additionally, Communications staff may use external guides, organizations, and support resources to assist and provide guidance in the development of an appropriate engagement plan. The communication tools and tactics used in the community engagement may be subject to other statutory, regulatory, or municipal standard requirements and will be identified on a case-by-case basis.
- Inform stakeholders of the opportunities for involvement in a timely manner.
- Support the organizing department to obtain feedback from participating stakeholders.
- Report and provide feedback to the appropriate stakeholders, with support from the organizing department, where required.

**3.3** Members of Council will:

- Ensure that the necessary level of community engagement has been conducted, as appropriate, before Municipal decisions are made.
- Review the summarized feedback to better understand the complex information involving community challenges and stakeholder wants and needs, and foster conversations and differing perspectives related to the future of the community prior to decision making on that project or initiative.
- Participate in community engagement activities, when possible and feasible.

**3.4** Residents and other Municipal stakeholders will:

- Participate by actively offering constructive and relevant feedback, including suggestions, ideas and/or alternate solutions through commenting opportunities, at planned open houses and/or public meetings, or through written submissions to the Municipal staff.
- Identify concerns, issues, and suggested solutions early in the engagement process, to ensure efficient time to implement change takes place, if appropriate and/or feasible.