



**ABUNDANT COMMUNITY**

**Edmonton**

# Resource Guide



# INTRODUCTION

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## What is Abundant Community Edmonton?

Thank you for being a part of Abundant Community Edmonton (ACE). From city to city, we recognize the importance and need for vibrant neighbourhood life. We believe that strong neighbourly connections on every block in the city will contribute towards a culture of care and belonging.

The name was derived from the book *The Abundant Community* written by John McKnight and Peter Block, published in 2012. ACE puts the philosophies of McKnight and Block's book into practice. It is an iteration of Asset Based Community Development (ABCD), anchored in over forty years of research and development through the University of Chicago and the ABCD Institute.

With the growing recognition that comprehensive neighbourhood engagement and organization in every neighbourhood is essential for the well-being of our city, the Neighbourhoods Branch of Citizen Services conducted a pilot project in 2013 and 2014 with several Edmonton neighbourhoods. The evaluation of that pilot found the initiative to be uniquely suited as an effective and comprehensive framework for neighbourhood engagement, organization, and, thus *community building*.

The intent of the *Abundant Community Edmonton Resource Guide* is to provide you with a framework that enables and supports you to initiate neighbourly relationships. We hope you find this guide to be a useful tool to help walk you through the steps of establishing Abundant Community Edmonton in your neighbourhood.

For more information please contact City staff by calling 311 or visit [edmonton.ca/AbundantCommunity](http://edmonton.ca/AbundantCommunity)

For more information on John McKnight and Peter Block's work, visit [abundantcommunity.com](http://abundantcommunity.com)

## ACKNOWLEDGMENTS

The Abundant Community Edmonton Resource Guide was developed and produced by The City of Edmonton's Neighbourhoods Branch with contributions from Howard Lawrence, Anne Harvey, the Asset-Based Community Development (ABCD) Institute, and in collaboration with dedicated Neighbourhood Connectors and Block Connectors in Edmonton.

**Edition 1**

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# FOREWORD



## Message from His Worship Mayor Don Iveson

We are fortunate to live in Edmonton, blessed with so much to offer and enjoy. One of Edmonton's greatest strengths is our people, who are passionate, active and engaged. It is our collective vision to build vibrant and sustainable communities and a stronger city—together. This Abundant Community Edmonton Resource Guide is a useful roadmap to help us achieve this vision.

Building a stronger city starts with building stronger neighbourhoods—our place of belonging, education, recreation and support. I encourage all citizens to use this resource guide to mobilize, organize and prioritize according to the unique qualities, assets and aspirations of each neighbourhood. The benefits of engaged and energized connected neighbours include community pride, a sense of shared ownership, increased safety and reduced social isolation.

The City of Edmonton has embraced the theory of the abundant community and turned it into practical action and demonstrated success. We are encouraged by the enthusiasm of citizens to expand this initiative throughout our city and the interest it has generated across North America and Europe. Our Abundant Community has already transformed lives and neighbourhoods. We are confident this positive transformation will continue.

I thank our citizen partners, City of Edmonton staff and City Council for the support and passion that has brought Abundant Community Edmonton to life. We are closer to our vision of an energized, inclusive, safe and sustainable city. Building a foundation for closer ties within the neighbourhoods where we live, enhances all that we do in Edmonton.



Yours truly,

A handwritten signature in black ink, appearing to read 'Don Iveson'.

Don Iveson  
Mayor

# KEY ROLES

## Neighbourhood Leadership

Leadership of ACE can come from anywhere from within the neighbourhood. The key requirements are the ability to engage in friendly conversations, having a passion for community, organizational skills and the ability to connect people with one another. An individual citizen or a neighbourhood organization (such as a community league or non-profit organization) can be the spark that ignites ACE at the neighbourhood level. Contact City staff by calling 311 if you need assistance connecting with your community league or a non-profit organization in your neighbourhood.

**For the purposes of this guide, you will find the **DARK BLUE** section(s) most relevant to you.**

## Neighbourhood Connectors

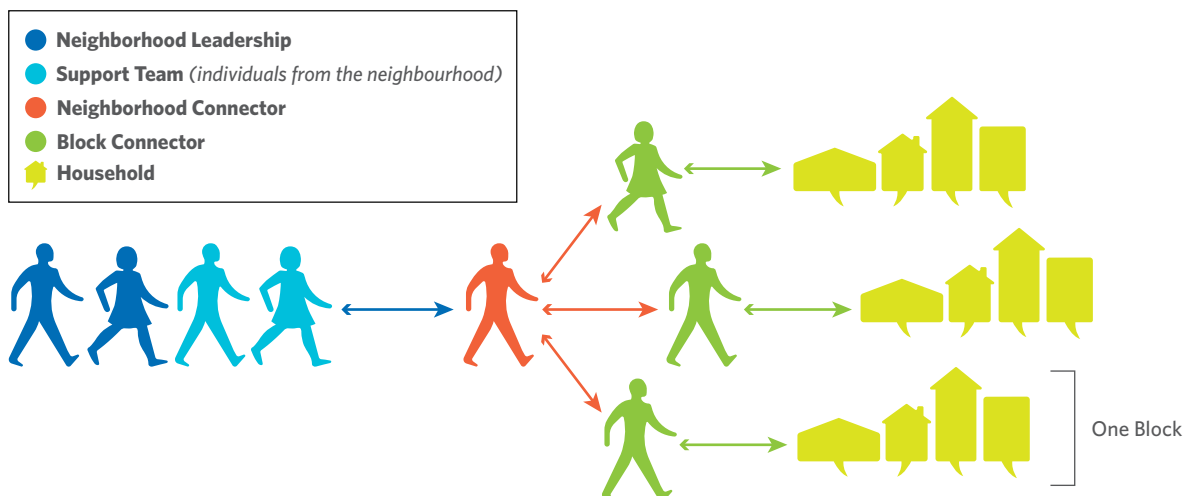
A Neighbourhood Connector is a person in the neighbourhood who takes on the role of identifying, mobilizing, encouraging and supporting the Block Connectors. A network of Block Connectors is nurtured by the Neighbourhood Connector. This is initially a paid part-time position, coordinated and supported by the neighbourhood and its leadership (e.g. community league executive).

**For the purposes of this guide, you will find the **RED** section(s) most relevant to you.**

## Block Connectors

A Block Connector is one or two people on the block who initiate connections and conversations with their neighbours. As the point person on the block, cul-de-sac or in an apartment/condo building, he or she acts as a leader to engage and encourage residents to meet their neighbours. They encourage and model neighbourliness by getting to know their neighbours, their vision, interests and abilities. They are the people who initiate the organizing of block parties and other neighbour gatherings or social activities on the block.

**For the purposes of this guide, you will find the **DARK GREEN** section(s) most relevant to you.**



# OVERVIEW

## The Process

With the help of the **Block Connector Introduction Letter** and the **Neighbourhood Conversation Guide** (samples are provided in the **Resources** section at the back of this Guide) Block Connectors initiate conversations with their neighbours to talk about their vision for the neighbourhood, mutual interests and activities their neighbours may want to engage in, and the skills, abilities and experiences they would like to share with their neighbours and the neighbourhood as a whole.

Begin with a simple hello. This introductory conversation, aimed to be informal yet intentional, is meant to begin the formation of a strong neighbourly relationship. There are three distinct parts of the conversation and each can have different outcomes...

| KEY CONVERSATION TOPICS |                                   | DESIRED OUTCOME                                                                                                                                                                                                                                          |
|-------------------------|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ONE                     | Vision                            | This helps the neighbourhood, the community league and other neighbourhood leadership, to determine the wishes of the residents of the neighbourhood. This may inform decision making around programs, services and projects at the neighbourhood level. |
| TWO                     | Activities and Interests          | An invitation to join existing neighbourhood groups or form new neighbourhood groups based on common interests.                                                                                                                                          |
| THREE                   | Skills, Abilities and Experiences | Neighbours helping neighbours.                                                                                                                                                                                                                           |

The Neighbourhood Connector and Block Connectors gather and collate the information to form the basis of an **abundant community** in the neighbourhood.

## The Benefits

Your neighbourhood has the potential to become a more engaged and connected community – a place of belonging, support, education, local recreation, safety and care for neighbours by neighbours. Abundant Community Edmonton:

- Encourages and enables neighbourly relationship building.
- Advances connection and belonging in the neighbourhood.
- Builds block and neighbourhood identity, pride and shared ownership/responsibility.
- Shapes neighbourhood life according to residents' vision.
- Facilitates neighbourliness by linking residents to groups, existing and newly formed, within the neighbourhood.
- Enables local care of one another by linking the skills, abilities and experiences of all residents.
- Reduces social isolation.
- Increases safety on the block and in the neighbourhood.
- Builds the capacity of the neighbourhood to engage and collaborate with neighbourhood leadership and The City of Edmonton.

# PART 1

## For Neighbourhood Leadership



**"Abundant Community Edmonton  
invigorates neighbourly relationships  
by providing community leagues with  
a simple way to nurture opportunities  
for supportive social connections that  
perhaps didn't previously exist."**

SUSAN PETRINA  
*Community League Past President*

# PART 1 RESOURCES

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SEE BACK OF GUIDE

- Monthly Time Recording Sheet for Neighbourhood Leadership
- Neighbourhood Connector Agreement - Sample





# Getting Started

*Neighbourhoods are an important social unit. Similar to a family, they provide support and a sense of belonging. A starting place for you as a neighbourhood leadership group is to:*

- *Champion neighbourhood leadership by organizing a team of individuals who are excited about neighbourhood engagement. These people may become the **Support Team** that reports to the community league executive or other sponsoring organization in the neighbourhood; and*
- *Identify and support a Neighbourhood Connector who, with the support of the Support Team, will lead and organize their local Abundant Community Edmonton movement.*

## THE FOLLOWING STEPS WILL HELP YOU GET GOING:

1. Facilitate the initial conversation about ACE in the neighbourhood
2. Consult City staff for information on ACE history, resources and support
3. Make a decision to proceed by a Community League/Non-profit Organization Executive vote
4. Set aside \$2,000 towards the one-year start-up salary of \$10,000 for a Neighbourhood Connector (this salary is based on a part-time role that involves approximately 400 hours of work at a rate of \$25/hour)
5. Apply for the Community Initiatives Program (CIP) Grant. For more information on the CIP Grant, view [culture.alberta.ca/community/community-grants](http://culture.alberta.ca/community/community-grants) OR contact City staff by calling 311.



## Key Functions of the Neighbourhood Leadership

### IN ADDITION TO THE GETTING STARTED TASKS:

- Establish a Support Team to organize and sustain ACE in the neighbourhood.
- Through the Support Team, recruit, hire and support a Neighbourhood Connector.
- Ensure funding is in place for the one-year start-up salary (\$10,000) for the Neighbourhood Connector – possible sources include the community league, the CIP grant (listed above), or other fundraising activities.
- Encourage and promote the work of the Support Team, the Neighbourhood Connector and the Block Connectors on an ongoing basis.
- Receive updates from the Neighbourhood Connector and members of the Support Team.

## Support Team

The Support Team is not the neighbourhood leadership (although members of the community league/non-profit organization executive can choose to be a part of the Support Team). Rather, members of the Support Team may include individuals who first brought ACE to the neighbourhood. The group will form and grow organically as more neighbours who are interested in taking on support roles become known through the conversations initiated by Block Connectors.

In the event that the community league executive initiates ACE, the Support Team may need creative strategies to implement the program. One such strategy could be to ask residents, via a neighbourhood newsletter, if they'd like to coordinate and/or host a neighbourhood block party (visit [edmonton.ca/blockparties](http://edmonton.ca/blockparties) to learn more). Neighbours who respond to this will likely be good candidates for the Support Team. They are likely naturally social and good at connecting people.

### SOME OF THE KEY RESPONSIBILITIES OF THE SUPPORT TEAM ARE TO:

- **Identify neighbourhood boundaries** which include approximately 1000 households. This may mean dividing a large neighbourhood into sections or natural sub-neighbourhoods.
- **Report** on the progress of ACE to the neighbourhood leadership.
- **Network** with City staff and other neighbourhoods who participate in ACE.
- **Procure funds** to pay for the Neighbourhood Connector.
- **Recruit, select, support and supervise the Neighbourhood Connector.**
- **Establish and support the use of a database tool** (see the *Database Options* section on page 16).
- **Identify and/or work with a Program Director** of the community league/non-profit organization executive to create programs or groups of shared interest and activity for the neighbourhood.
- **Match the discovered skills and abilities** with other neighbours and the neighbourhood as a whole.



# PART 2

## For Neighbourhood Connectors



"I have been a Neighbourhood Connector in my neighbourhood for over a year now. I am excited and amazed at how initiatives such as block parties are catalyzing neighbourly connections and care, and about how quickly Block Connectors are engaging their neighbours in creative ways."

KAREN WILK  
*Neighbourhood Connector*

## PART 2 RESOURCES

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SEE BACK OF GUIDE

- Monthly Time Recording Sheet for Neighbourhood Connectors
- Monthly Time Recording Sheet of All Neighbourhood Block Connector Hours
- Neighbourhood Connector Job Outline
- ACE Personal Information Protection Policy



# The Role of the Neighbourhood Connector

*Your primary focus as the Neighbourhood Connector is to identify a Block Connector on every block in your neighbourhood and to maintain the network.*

## AS A NEIGHBOURHOOD CONNECTOR, YOU HAVE...

- **Confidence and passion** to seek out and enlist a Block Connector from each block in the neighbourhood.
- **Leadership ability** to direct and motivate Block Connectors to connect with their whole block.
- **Tenacity and sufficient organizational skills** to engage the entire neighbourhood.
- **Boldness and social skills** to engage any neighbour.
- **Hospitality** to convene the Block Connectors for encouragement and “team support”.
- **Teaching ability** to guide the Block Connectors to competence in initiating conversations.
- **Interest** in the information collected in conversations, to ensure collection and relevant follow-up action.
- **Care, grace and patience** to work with all levels of ability and commitment among Block Connectors.
- **Communication skills** to correspond with Block Connectors, the Support Team and the neighbourhood leadership.

## TIPS FOR... FINDING BLOCK CONNECTORS:

- **Strike up a conversation.** Walk around your neighbourhood, knock on people’s doors. Have a friendly chat and determine who may be a suitable Block Connector. Ask if he or she knows any outgoing or community-minded people in the area. Use the **Block Connector Introduction Letter** and the **Neighbourhood Conversation Guide** to explain your work.
- **Place an ad or article** in your neighbourhood newsletter or website, briefly describing ACE and how to contact you.
- **Attend neighbourhood events** and bring the **Block Connector Introduction Letter** and the **Neighbourhood Conversation Guide**.
- **Bring a map** of your neighbourhood to events (see page 12).
- **Talk with neighbours** in natural gathering spots like parks and coffee shops.

## TIPS FOR... SUPPORTING BLOCK CONNECTORS:

- The role of Block Connector is new and challenging for most. For this reason their success will depend upon **effective support and encouragement** from you. In our experience, Neighbourhood Connectors host monthly gatherings with their Block Connectors to offer an opportunity for team support, learning and comradery.
- **Creating a positive vibe** around ACE in your neighbourhood and providing information through newsletter articles and reports is very helpful in furthering the progress of ACE in your neighbourhood. This could be done on a monthly basis in the form of a short paragraph in the neighbourhood newsletter or an article in a city or regional newspaper. Social media (e.g. neighbourhood Facebook page or your community league’s website) is also useful for sharing important messages regarding ACE.

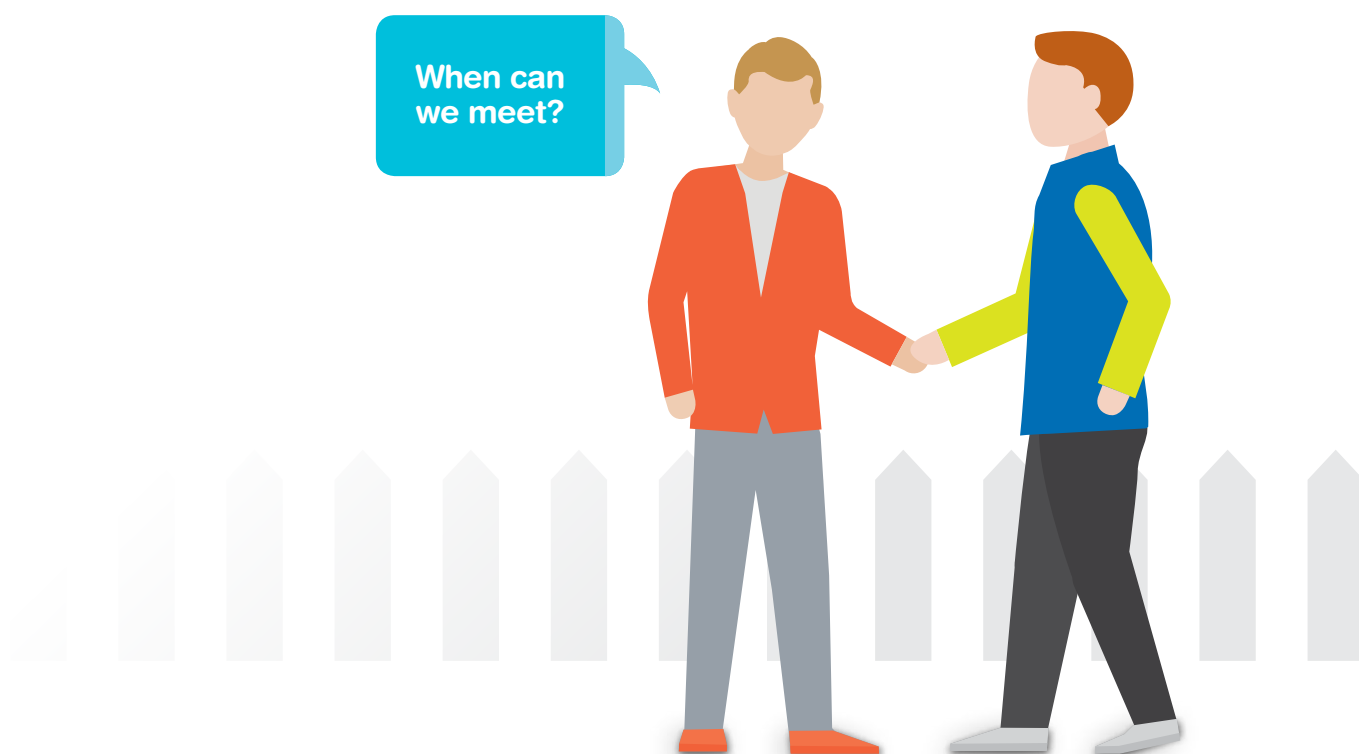
## Neighbourhood Connector Tasks

The **Neighbourhood Connector Job Outline** (found in the **Resources** section at the back) will guide you in your role. It is designed to provide clear direction and reasonable goals that can be agreed upon between you and your neighbourhood leadership (e.g. community league executive). Suggested number of hours per task is included – these may need to be modified to accommodate your specific circumstances. An overview of the tasks follows, grouped into the initiation and start-up tasks, monthly tasks and wrap-up tasks.

### INITIATION AND START-UP TASKS:

Orient your neighbourhood leadership and Support Team members on the fundamentals of the ACE process and key roles. The optimal time for this period is February and March, in order to be organized and ready for the optimal block connecting months, which we have observed to be May and June in Edmonton.

- **Attend a Citywide Neighbourhood Connector gathering:**
  - Geared towards supporting your needs as a Neighbourhood Connector (Support Team members are also welcome to attend).
  - These gatherings build community among Edmonton's Neighbourhood Connectors and provide a time for the sharing of: resources, stories, research, new information, encouragement and questions.
  - For information on the next citywide Neighbourhood Connector gathering, contact City staff by calling 311.
- **Revise the *Block Connector Introduction Letter* and the *Neighbourhood Conversation Guide* for your Neighbourhood:**
  - Add your neighbourhood name, logo, contact information, etc.

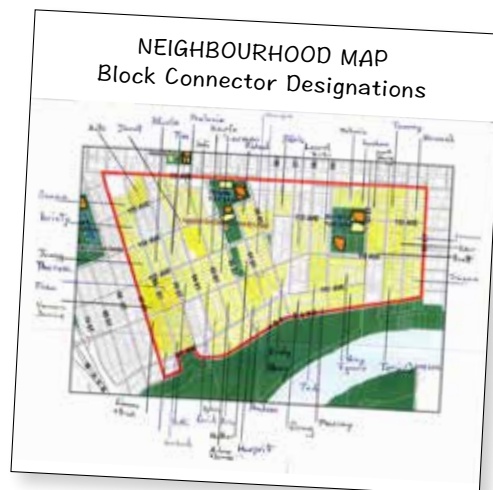


► **Select a Database Tool:**

- Determine a database tool to collect, organize and collate the information gathered in the conversations initiated by Block Connectors in your neighbourhood – orient Block Connectors on its use (see the Collecting and Organizing Information section on page 15).

► **Create a Block Map for the Neighbourhood:**

- Divide the neighbourhood into blocks and cul-de-sacs and apartment/condo buildings into floors of approximately 20 households each (these groupings will eventually each have one or two Block Connectors).



**MONTHLY TASKS:**

► **Identify new Block Connectors:**

- See the **Neighbourhood Connector Job Outline** (in the **Resources** section) for recommended number per month.

► **Orient new Block Connectors:**

- Demonstrate the use of the **Block Connector Introduction Letter** and the **Neighbourhood Conversation Guide**.

► **Host a monthly Block Connector gathering:**

- After identifying at least 5 Block Connectors, invite an experienced Neighbourhood Connector (from another neighbourhood) to assist you in leading your first Block Connector gathering.

► **Accompany new Block Connectors on their first neighbourhood conversations:**

- Accompany each new Block Connector on at least one conversation (committing at least one hour per Block Connector will go a long way in setting them up for success).
- As the Neighbourhood Connector, lead the first conversation to demonstrate, then encourage the Block Connector to lead from then on.

► **Ensure information entry by Block Connectors:**

- Actively encourage Block Connectors to upload their information into the database your neighbourhood chooses to use.
- Communicate to Block Connectors the common themes, potential for new groups, and inventory of gifts – this will help them to update their neighbours as to what is going on in the neighbourhood (e.g. if a walking group is beginning to form, a Block Connector might suggest this group to a neighbour who they think would be interested).

**TIPS FOR... TRICKY SITUATIONS:**

- There may be neighbours who intimidate the Block Connectors. While there is no absolute imperative to approach these neighbours, as a Neighbourhood Connector you may want to join the Block Connectors on these connections in order to overcome any barriers.
- What do we do about the “tricky people” that live on our block? Try to reach out to all individuals. This situation presents you with the greatest opportunity for neighbourhood growth. Those that may be isolated can be the most impacted with some words of welcome.

### MONTHLY TASKS *continued*:

- **Attend Citywide Neighbourhood Connector gatherings:**
  - Receive ongoing support and training in a collaborative environment.
- **Encourage and remind Block Connectors to complete neighbour conversations:**
  - Providing ongoing support to your growing team of Block Connectors is important in maintaining momentum.
- **Creation of new activity groups of shared interest:**
  - Look at the responses to Question #5 from the ***Neighbourhood Conversation Guide*** in which neighbours willing to lead an interest or activity group are identified. These leaders are the starting point for new groups in the neighbourhood. Provide them with a list of neighbours who have indicated the same interest.
- **Skills, abilities and experience exchange:**
  - Transform information from your conversations into service as you work with the Support Team and/or specifically with a person from the community league executive often known as the Volunteer Coordinator/Director or the Program Coordinator/Director. In ACE, this person becomes known as the Gift Steward – they connect people who have abilities that can fulfill the needs of their neighbours.
- **Vision information collation and presentation:**
  - Tell the neighbourhood leadership (e.g. community league executive) about the vision that your neighbours have for the neighbourhood. (See Question #1 and #2 in the ***Neighbourhood Conversation Guide***).
  - This task can be done less frequently than monthly (as agreed upon by you and your neighbourhood leadership).
- **Report to the neighbourhood leadership:**
  - This task can be done less frequently than monthly (as agreed upon by you and your neighbourhood leadership).
  - It is important for the Neighbourhood Connector to maintain a good relationship with the neighbourhood leadership (this may be best facilitated through the Support Team).
  - ACE adds another item to the leadership's agenda, but it is an important and valued one. ACE offers them: feedback from the neighbourhood about their vision, identification of the abilities and willingness of residents to contribute to the neighbourhood, and an inventory of activities neighbours would like to engage in together (e.g. ideas for new programs and services that could be offered).





## WRAP-UP TASKS:

This is the last period of establishing the ACE framework in your neighbourhood, as laid out by the **Neighbourhood Connector Job Outline**. Begin to transition the work you've completed into a long-term, sustainable model. While we hope that the impact of forming the network of Block Connectors will last a lifetime, we estimate this phase will potentially last a few years before the neighbourhood may need to hire a Neighbourhood Connector again.

During the transition months of December and January, focus on putting the information from the neighbour conversations into action for the long term. Use the vision information from Questions #1 and #2 in the **Neighbourhood Conversation Guide** to report on the vision of residents for their neighbourhood and help inform the neighbourhood leadership about the types of programs and services the neighbourhood would benefit from the most. Review the responses from Questions #3, #4 and #5 to begin to form new groups and invite neighbours to existing groups. Questions #6 and #7 will establish an ongoing gift inventory.

- Host a Block Connector thank-you gathering.
- Transition report (e.g. final report) to the neighbourhood through the neighbourhood leadership.

## Collecting and Organizing Information

### PROTECTING PERSONAL INFORMATION:

It is important to tell people what will happen with the information that they provide to you as their Block Connector. The primary intent of gathering the information is to share it in order to facilitate relationship building and connection in the neighbourhood. This does not mean that it will be shared outside of the neighbourhood. It will be handled with care, following the guidelines of the *Personal Information Protection Act (PIPA)*, which governs the

protection of personal information for non-profit organizations in Alberta. There is a short clause in the ACE **Neighbourhood Conversation Guide**, which refers to the **ACE Personal Information Protection Policy**. In addition, the ACE Personal Information Protection Management document can be provided to you upon request.

For more information, contact City staff by calling 311.

The form is titled "Neighbourhood Conversation Guide" and "Page 1 of 2". It includes a header with the "Neighbourhood Connector" logo. The main body of the form contains several sections: "Purpose of this conversation", "House Address", "Block Connector", "Neighbourhood", "Personal Information and Privacy Protection", and "PART ONE: Vision for the Neighbourhood". The "Personal Information and Privacy Protection" section is highlighted with a yellow circle. The "PART ONE: Vision for the Neighbourhood" section includes two questions: "1. What makes a great neighbourhood?" and "2. What else can we do to make our neighbourhood a great neighbourhood?". The form also includes a table for "Neighbourhood" information with columns for "Neighbourhood", "Member 1", "Member 2", "Member 3", and "Member 4". The form is dated "Page 1 of 2" and "Page 1 of 2".

## Database Options

The information collected from the neighbourhood conversations, as noted earlier, has three functions, to:

1. Provide a picture of the neighbourhood's vision.
2. Invite neighbours to join existing groups of interest, or assist in the formation of new groups.
3. Provide an inventory of skills, abilities and experiences to share with the neighbourhood.

The latest database and organization tools to emerge from participating neighbourhoods are ready for use by you and your neighbourhood. Through the neighbourhood conversations, we discovered a few individuals who have the skills for and the interest in building online applications – they have created user-friendly online applications that are completely aligned with the ACE **Neighbourhood Conversation Guide**. For more information, contact City staff by calling 311.

### FEATURES OF THE LATEST DATABASE OPTIONS:

- Accessible, secure and easy to use online applications.
- Convenient repositories for neighbourhood information collected in conversations.
- Aligned with the **Neighbourhood Conversation Guide** and the ACE process.
- Effectively identify common interests and activities to facilitate the formation of new groups (or invitation to existing groups).
- Easily generate reports.
- Display neighbourhood information visually using interactive maps, while still protecting privacy.
- Automate functions in ways that do not remove the need and opportunity for face-to-face connection in the neighbourhood.
- Responsive and easy to evolve and adapt as the ACE model and processes evolve over time.

Growing interest in Abundant Community Edmonton has presented an exciting opportunity to create online applications to support the growing number of neighbourhoods implementing the ACE approach.

Although hard to predict, there is an indication that adoption of ACE principles and processes will continue to grow as neighbourhoods and municipalities explore and take steps to create healthier, safer, more connected communities.

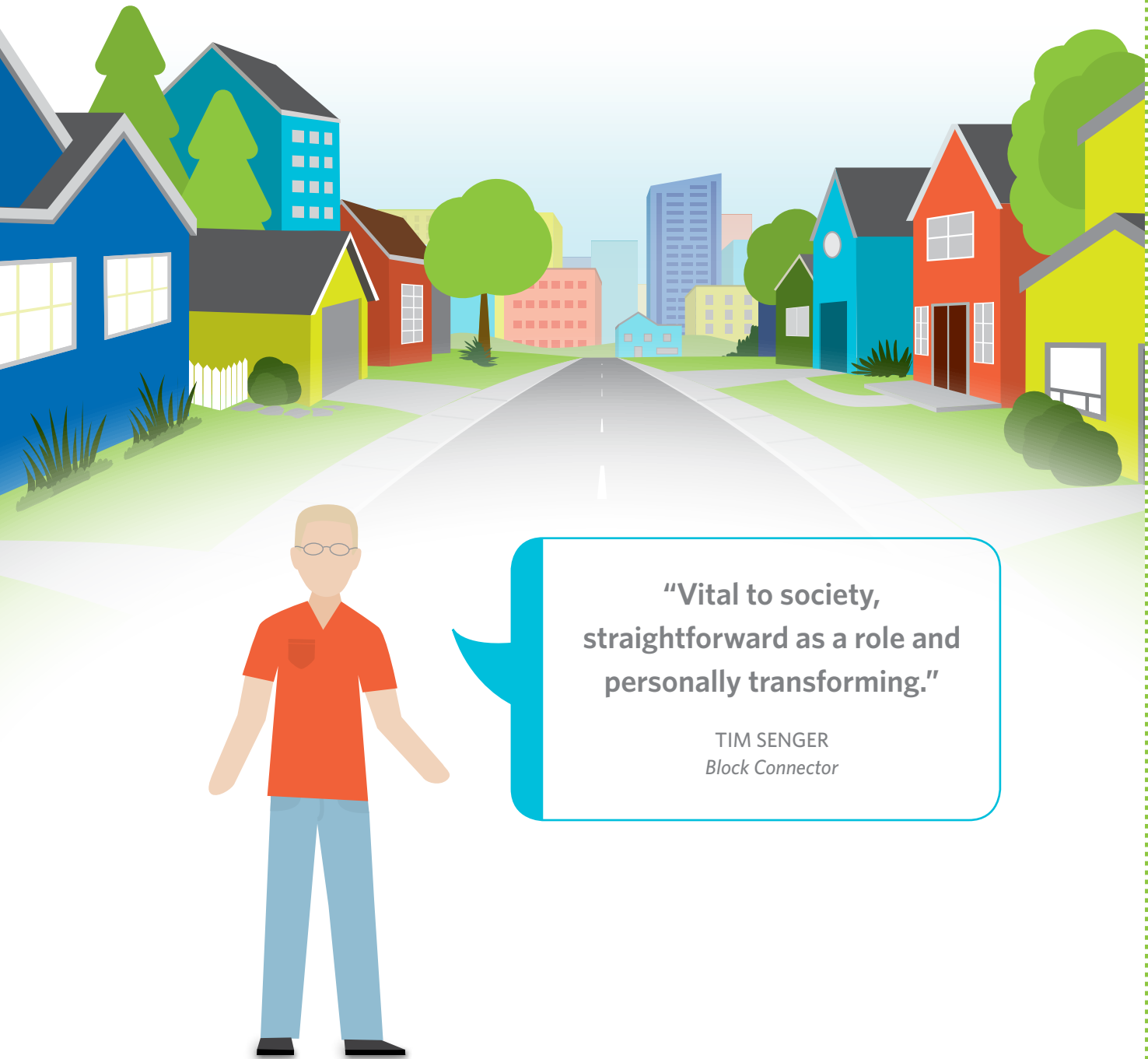
We expect that these well designed, easily scalable and freely available online applications will increase the effectiveness and efficiency of your neighbourhood's efforts and relieve you of having to create data base solutions independently.



# PART 3

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## For Block Connectors



**"Vital to society,  
straightforward as a role and  
personally transforming."**

TIM SENDER  
*Block Connector*

## PART 3 RESOURCES

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SEE BACK OF GUIDE

- Monthly Time Recording Sheet for Block Connectors
- Block Connector Introduction Letter - Sample
- Neighbourhood Conversation Guide



# The Role of the Block Connector

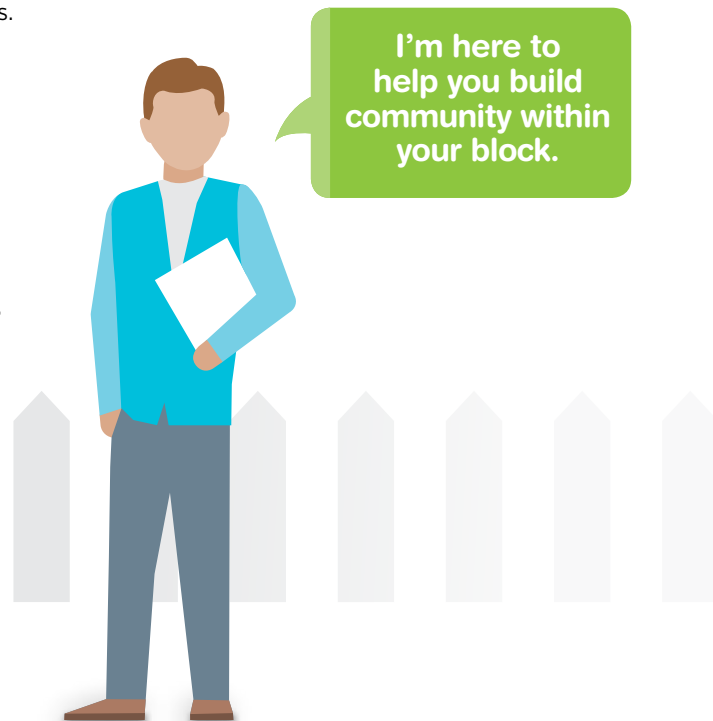
*Nurturing neighbourliness requires practices that we have generally become unfamiliar with today. However, the Block Connector role is not much beyond the good neighbouring of the recent past. Most of the practices are easy to imagine and are often still in our memory. They make sense and so only a modest amount of instruction may be necessary to become an effective Block Connector.*

## AS A BLOCK CONNECTOR YOU:

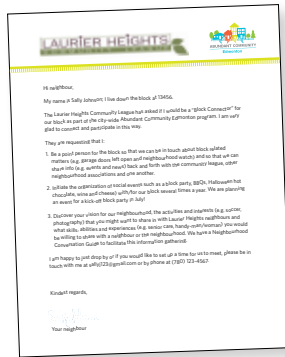
- **Introduce yourself** and your role to your neighbours with the aid of the **Block Connector Introduction Letter**.
- **Connect with 4 households** within 4 weeks of your commitment to be a Block Connector.
- **Enter the responses** you receive from your conversations with neighbours into the database your neighbourhood has chosen to use:
  - Your Neighbourhood Connector will provide you with access and instructions.
  - The privacy of the information gathered is the responsibility of the Neighbourhood Connector and the neighbourhood leadership (e.g. community league executive). It is not accessible by the City of Edmonton.
- **Continue to meet your neighbours.** Initiate conversations with each household on your block, ensure you have reached out to everyone you can by the date agreed to with your Neighbourhood Connector.
- **Attend Block Connector Gatherings** (for orientation, training and support) coordinated by your Neighbourhood Connector.
- **Plan periodic social gatherings** (e.g. block party) with and for your block. See [edmonton.ca/blockparties](http://edmonton.ca/blockparties) for block party organizing tips.

## YOUR NEIGHBOURHOOD CONNECTOR'S COMMITMENT TO YOU:

- Explain the ACE framework, process and resources.
- Identify and orient you as a Block Connector.
- Engage in a conversation with you using the **Neighbourhood Conversation Guide** – to demonstrate its use and to get to know you.
- Assist you with setting up a date for a block party/social gathering on your block.
- Visit two unfamiliar neighbours with you and assist you with going through the **Block Connector Introduction Letter** and the **Neighbourhood Conversation Guide**.
- Support you with resource material.
- Create a Block Connector community within the neighbourhood (e.g. invite you to monthly Block Connector gatherings).
- Help you develop community on your block.
- Assist you if you decide to transition out of the Block Connector role.



## Block Connector Introduction Letter



The **Block Connector Introduction Letter** helps you introduce yourself and your role as Block Connector to your neighbours. It is also an introduction and information document to leave if your neighbour is unavailable. By leading with the easily understandable roles of point person and block party organizer, the letter paves the way to engage in the **Neighbourhood Conversation Guide**.

## Neighbourhood Conversation Guide

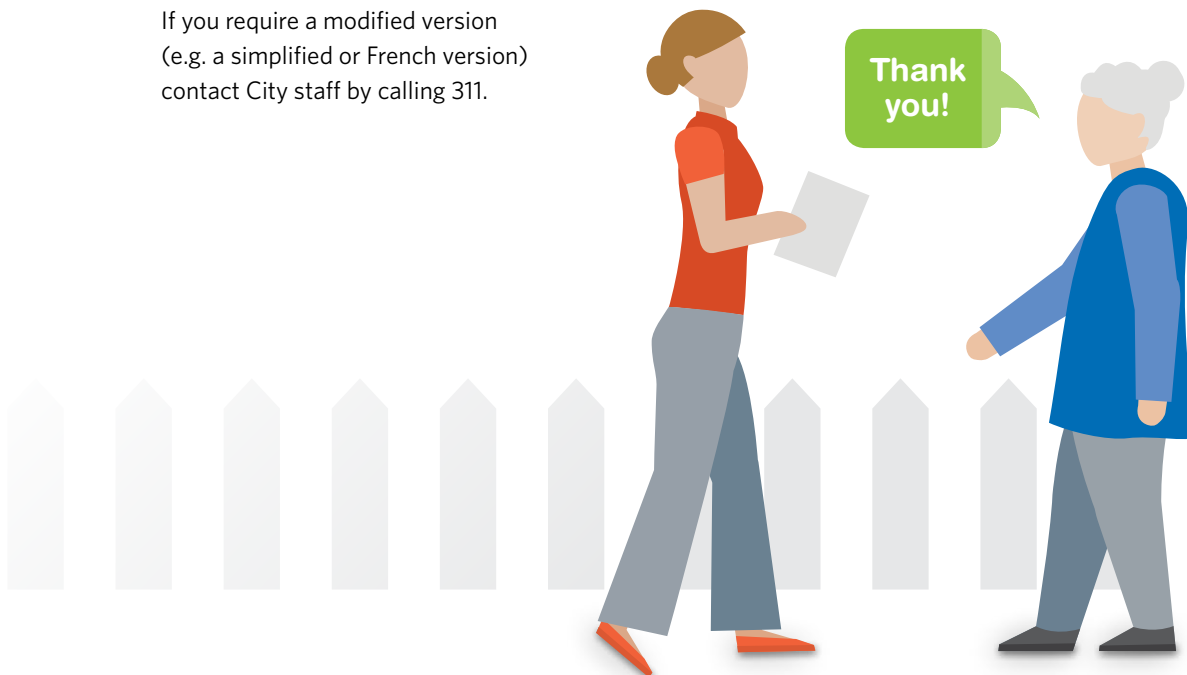
The intent of the **Neighbourhood Conversation Guide** is to facilitate a meaningful conversation that will create neighbourly relationships and connections on the block and in the neighbourhood.

The **Neighbourhood Conversation Guide** is an invaluable tool, but at times you may feel that the conversation is forced, or you are not achieving your goals on time, or that you may be overstepping with some of the questions. As you overcome these possible initial feelings, you'll become comfortable and will be able to achieve the intended result – a conversation that builds community and neighbourly relationships on your block and in your neighbourhood.

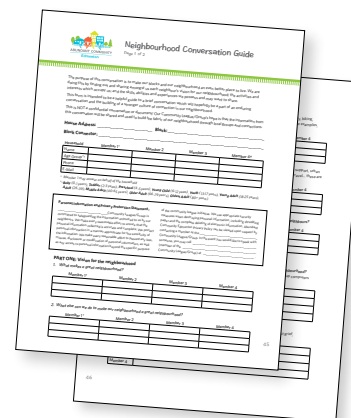
To help with facilitating a more comfortable experience, many Block Connectors keep their first interaction with their neighbours low-key and wait to use the **Neighbourhood Conversation Guide** until a later connection. They have shared with us that small steps are important in creating new neighbourly relationships. They have described the process as moving from stranger, to acquaintance, to neighbour – this takes time and care.

We have included a sample of the **Neighbourhood Conversation Guide** in the **Resources** section.

If you require a modified version (e.g. a simplified or French version) contact City staff by calling 311.



# Three Key Conversation Topics in the Neighbourhood Conversation Guide



## PART ONE: Vision for the Neighbourhood

### 1. *"What makes a great neighbourhood?"*

- This question provides a starting point for your neighbours to talk about their lives and what is important to them.

### 2. *"What else can we do to make our neighbourhood a great neighbourhood?"*

- There is always some room for improvement in the life of a neighbourhood. The "our" in this question is a step towards shared ownership of, and responsibility for, the greater good of the neighbourhood.
- With this question, you are inviting participation in creating a better neighbourhood. Many neighbours are looking for a way to be more involved in neighbourhood life.
- The vision information is valuable – it can guide neighbourhood decision making and provides a list of residents who care about particular issues. In one respect this is a comprehensive public consultation in that every neighbour can express their hopes and desires to neighbourhood leadership.

## PART TWO: Participating Together in Activities and Interests

### 3. *"What activities would you like to engage in with your neighbours?"*

### 4. *"Do you have interests that you would value meeting with neighbours to talk about?"*

- The intent of these questions is to gather information that can be used to form groups within the neighbourhood. We want to discover ways to bring people together so as to build lasting connections and perhaps even friendships in the neighbourhood.
- Many neighbours are not familiar with options for recreation and connection in the neighbourhood – you, as a Block Connector, can help connect your neighbours with local recreation and connection opportunities.

### 5. *"Are there activities or interests that you are familiar enough with to perhaps lead in or teach a group of neighbours?"*

- Using your database, create a report which consists of neighbours who are willing to lead or teach groups and connect them with all those expressing interest in engaging in that activity or interest.

## PART THREE: Skills, Abilities and Experiences to Share

### 6. *"Do you have a skill or ability that you would be comfortable using to help neighbours or the neighbourhood?"*

- The intent of this question is to discover and inventory the gifts and abilities of neighbours. We do this so that these can be expressed, celebrated and available for other neighbours who have a complementary need.
- Another objective of this question is reciprocity. Although they may have a need, they also may have some skills they wish to share with the rest of the neighbourhood, which contributes to a sense of equal amount of give and take.
- As a Block Connector you will be a first line of connection to the needs of neighbours. Your own observations are valuable as you assess someone's abilities (e.g. a senior citizen who has difficulties shoveling their walk).

### 7. *"Are there some life experiences that you would consider sharing for the benefit of neighbours?"*

- Many neighbours, often older individuals, value the opportunity to share some of their life experiences and stories with the Block Connector and potentially the neighbourhood. The discussion concerning their life experiences will no doubt uncover gifts that they can offer to the neighbourhood and perhaps even interests to share in.

# The Conversation Process

## TWO APPROACHES:

1. For your first visit with a neighbour, use the **Block Connector Introduction Letter** only. Set up a second visit at which time you will use the **Neighbourhood Conversation Guide** (this approach is highly recommended in apartment and condo buildings).
2. Use both the **Block Connector Introduction Letter** and the **Neighbourhood Conversation Guide** on your first visit with a neighbour.

## AT THE DOOR:

- Immediately communicate that you are a neighbour (this is the first line of the **Block Connector Introduction Letter**).
- Ask your neighbour if they have time to chat. If not, arrange for another time and leave them with the **Block Connector Introduction Letter**.
- There will be a small percentage of neighbours that will not be interested in having a conversation – this is to be expected and accepted. However, it is best not to presume this as we have been surprised many times by an underlying desire for neighbourliness.
- Privacy and reciprocity are fundamental elements of good neighbouring. We do not want to threaten privacy nor overlook a desire for reciprocity.

## COMMUNICATE THE PURPOSE OF YOUR VISIT:

- “Do you know we have a community league or neighbourhood organization?”
- “Have you heard of Abundant Community Edmonton?”
- “I’m here on behalf of the neighbourhood and on behalf of our block as the Block Connector. Here is what this is all about...”
- Read the three responsibilities from the **Block Connector Introduction Letter** – the components of the letter flow naturally from one to the next to reduce unnecessary awkwardness. We want you to feel comfortable with this engagement. We have found that you are at greater risk of discomfort than your neighbour – they are usually happy to have a neighbour drop by and talk with them!

## FIRST CONTACT IN AN APARTMENT OR CONDO BUILDING:

- It is good practice to inform and request collaboration with the condo board or the management group. In many cases your Neighbourhood Connector will have already made contact with these groups. It may be possible to post notices as a resident or to put up a banner or sign for ACE.
- Experience shows residents can often be surprised by a knock on the door in a high density building, which can create anxiety for the resident. For this reason, it is usually best to just introduce yourself using the **Block Connector Introduction Letter** and wait for a second visit to carry on with the **Neighbourhood Conversation Guide**.
- The building itself may become like a “mini neighbourhood” within the whole neighbourhood. With the building management’s permission, it may be possible to include the building name on the **Block Connector Introduction Letter** and the **Neighbourhood Conversation Guide**.



## NEIGHBOURS - IMPORTANT RELATIONSHIPS TO HAVE:

- Good neighbours are not necessarily friends but they are friendly and they are an important relationship in our lives. Neighbourliness is unique in its close proximity, impartiality, and longevity and utility. It can sometimes look like friendship, but it can also look like family. Because of our relative unfamiliarity with neighbourliness in our current culture, we tend not to factor it into our relationship repertoire.
- We have found that in most cases, your neighbours will be hospitable and happy to have a conversation, once they realize you are their neighbour.

## USING THE NEIGHBOURHOOD CONVERSATION GUIDE:

- Invite other household members to join the conversation if they'd like.
- Take notes while they share – it's an act of listening and demonstrates that you take the conversation seriously.
- Leave the demographic information until the end of your conversation (e.g. contact information and age groups of household members).

## THE FLOW OF THE CONVERSATION:

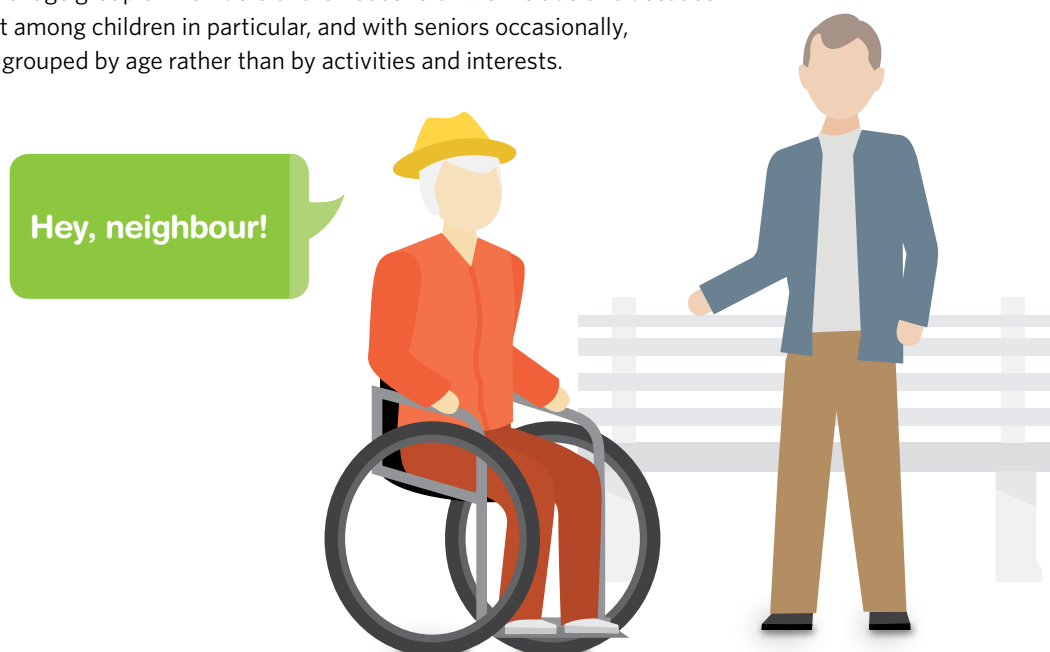
As the Block Connector, it is important to know that you are free to depart from the sequence set out in the guide during the conversation. After one or two interactions with neighbours you will be familiar enough with the questions to skip around and record the conversation in the most natural way for you and your neighbours.

## THE DEMOGRAPHIC INFORMATION SECTION:

At the end of the conversation, your neighbour will hopefully want to be contacted again:

- To join or help out at a block party/social gathering.
- To be on the block contact list.
- To participate in or lead an activity or interest group.
- To be contacted for their skills, abilities and experiences.

In addition to name, phone number and email, the **Neighbourhood Conversation Guide** asks for the general age group of members of the household. We include this because we recognize that among children in particular, and with seniors occasionally, it is helpful to be grouped by age rather than by activities and interests.



## Conclusion

The City of Edmonton is excited to partner with you and your neighbourhood in this community building program, and we hope you find this guide to be a useful tool.

Ultimately it is your enthusiasm for a connected life in your neighbourhood that is making a real difference. Thank you for your commitment to community building in your neighbourhood.

For more information, please contact City staff by calling 311 or visit [edmonton.ca/AbundantCommunity](https://edmonton.ca/AbundantCommunity)

**“When we discover the true richness of our neighbourhoods – the vast and amazing potential – it becomes clear that we could fill many lifetimes within the boundaries of a few blocks. And that is more than enough.”**

JAMIE ARPIN-RICCI  
*Pastoral Leader and Author*



# RESOURCES

## **PART 1 – For Neighbourhood Leadership**

- Monthly Time Recording Sheet for Neighbourhood Leadership
- Neighbourhood Connector Agreement – Sample

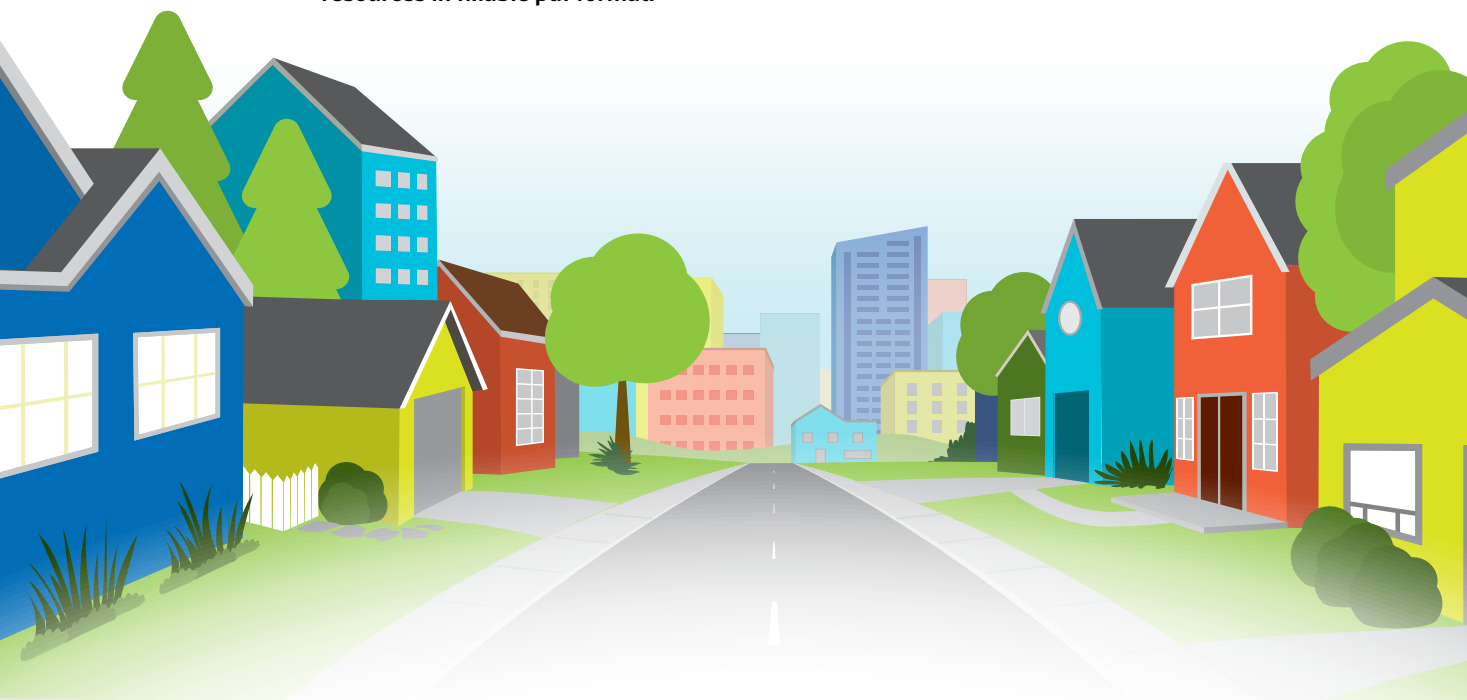
## **PART 2 – For Neighbourhood Connectors**

- Monthly Time Recording Sheet for Neighbourhood Connectors
- Monthly Time Recording Sheet of All Neighbourhood Block Connector Hours
- Neighbourhood Connector Job Outline
- ACE Personal Information Protection Policy

## **PART 3 – For Block Connectors**

- Monthly Time Recording Sheet for Block Connectors
- Block Connector Introduction Letter – Sample
- Neighbourhood Conversation Guide

Visit [edmonton.ca/AbundantCommunity](http://edmonton.ca/AbundantCommunity) to download additional copies of these resources in fillable pdf format.







# Monthly Time Recording Sheet for NEIGHBOURHOOD LEADERSHIP

Month: \_\_\_\_\_

| Neighbourhood | ACE Specific Area<br>(if applicable) | Organization |
|---------------|--------------------------------------|--------------|
|               |                                      |              |

| Neighbourhood Connector(s) | Hours for the Month | Notes (if needed)                     |
|----------------------------|---------------------|---------------------------------------|
|                            |                     |                                       |
|                            |                     |                                       |
| Total Hours for Month:     | A                   | <i>*Note: this is a paid position</i> |

| Support Team           | Hours for the Month | Support Role Description |
|------------------------|---------------------|--------------------------|
|                        |                     |                          |
|                        |                     |                          |
|                        |                     |                          |
|                        |                     |                          |
| Total Hours for Month: | B                   |                          |

| Block Connectors (# of ) | Total Hours for Month | Notes (if needed) |
|--------------------------|-----------------------|-------------------|
|                          | C                     |                   |

Total of ALL HOURS for the Month: A + B + C

Total of VOLUNTEER HOURS for the Month: B + C





# Neighbourhood Connector Agreement

## MEMORANDUM OF UNDERSTANDING FOR FINANCIAL AGREEMENT BETWEEN THE NEIGHBOURHOOD CONNECTOR AND THE ORGANIZATION:

Payment amount not to exceed \$10,000\*.

Hours worked \_\_\_\_\_ x \$ \_\_\_\_\_ /hour\*\* = \$ \_\_\_\_\_

\* Neighbourhoods under 1,000 houses agree on pro-rated amount at a ratio of 100 houses/\$1,000.

\*\* We suggest \$25/hour for 400 hours of work, which equates to \$10,000.

**Community League:** \_\_\_\_\_

**Total Amount Agreed Upon (\$):** \_\_\_\_\_

- Community League agrees to fund Neighbourhood Connector compensation within month due.
- Community League will have the right to terminate Neighbourhood Connector position with two months notice because of non-ability to pay.

Organization President: \_\_\_\_\_  
(signature) (date)

Neighbourhood Connector: \_\_\_\_\_  
(signature) (date)







**Neighbourhood Connector:** \_\_\_\_\_

[illegible]





# Monthly Time Recording Sheet of all Neighbourhood Block Connector Hours

Month: \_\_\_\_\_

Neighbourhood Connector(s): \_\_\_\_\_

| Neighbourhood | ACE Specific Area<br>(if applicable) | Organization |
|---------------|--------------------------------------|--------------|
|               |                                      |              |

| Block Connectors            | Total Hours<br>for Month | Notes (if needed) |
|-----------------------------|--------------------------|-------------------|
|                             |                          |                   |
|                             |                          |                   |
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|                             |                          |                   |
| Total Block Connector Hours |                          |                   |



## Job Outline, Pay Periods and Approximate Hours per Task

### INITIATION & START-UP:

|                                                                                                       |           |
|-------------------------------------------------------------------------------------------------------|-----------|
| ➤ Revise Neighbourhood Conversation Guide for Neighbourhood                                           | 5         |
| ➤ Participate in Neighbourhood Connector Orientation Session                                          | 5         |
| ➤ Neighbourhood leadership orientation: Contract, support plan with community league, database option | 2         |
| ➤ Create a Block Connector Map for the neighbourhood                                                  | 5         |
| <b>Approximate Hours</b>                                                                              | <b>17</b> |

### PERIOD 1:

|                                                                                                                                                                   |           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| ➤ Identify 5 Block Connectors                                                                                                                                     | 10        |
| ➤ Interview Block Connectors                                                                                                                                      | 2.5       |
| ➤ Block Connector Orientation with ACI Consultant                                                                                                                 | 3         |
| ➤ Accompany Block Connectors on first interviews                                                                                                                  | 5         |
| ➤ Report on initiative via website, Facebook page, newsletter, etc. (continue to report as able throughout the year, as fits your existing communications system) | 3         |
| ➤ Receive interviews, information entry, and return interviews to Block Connectors                                                                                | 2.5       |
| ➤ City wide Neighbourhood Connector Meeting                                                                                                                       | 2         |
| ➤ Report to community league/group (quarterly/select dates)                                                                                                       | 2         |
| ➤ Submit time sheet to community league                                                                                                                           |           |
| <b>Approximate Hours</b>                                                                                                                                          | <b>30</b> |

### PERIOD 2:

|                                                                                    |           |
|------------------------------------------------------------------------------------|-----------|
| ➤ Identify 5 <i>additional</i> Block Connectors                                    | 10        |
| ➤ Interview Block Connectors                                                       | 2.5       |
| ➤ Accompany Block Connectors on first interviews                                   | 5         |
| ➤ Provide an orientation/conversation session for Block Connectors                 | 3         |
| ➤ Receive interviews, information entry, and return interviews to Block Connectors | 2.5       |
| ➤ City Wide Neighbourhood Connector Meeting                                        | 2         |
| ➤ Submit time sheet to community league                                            |           |
| <b>Approximate Hours</b>                                                           | <b>25</b> |

## PERIOD 3:

|                                                                                    |     |
|------------------------------------------------------------------------------------|-----|
| ➤ Identify 15 <i>additional</i> Block Connectors                                   | 30  |
| ➤ Interview Block Connectors                                                       | 7.5 |
| ➤ Accompany Block Connectors on first interviews                                   | 15  |
| ➤ Provide an orientation/conversation session for Block Connectors                 | 3   |
| ➤ Receive interviews, information entry, and return interviews to Block Connectors | 7.5 |
| ➤ City Wide Neighbourhood Connector Meeting                                        | 2   |
| ➤ Submit time sheet to community league                                            |     |

**Approximate Hours 63**

## PERIOD 4:

|                                                                                    |     |
|------------------------------------------------------------------------------------|-----|
| ➤ Identify 15 <i>additional</i> Block Connectors                                   | 30  |
| ➤ Interview Block Connectors                                                       | 7.5 |
| ➤ Reminder to previous 25 Block Connectors to complete interviews                  | 2   |
| ➤ Accompany Block Connectors on first interviews                                   | 15  |
| ➤ Provide an orientation/conversation session for Block Connectors                 | 3   |
| ➤ Receive interviews, information entry, and return interviews to Block Connectors | 7.5 |
| ➤ Report to community league/group (quarterly)                                     | 2   |
| ➤ City Wide Neighbourhood Connector Meeting                                        | 2   |
| ➤ Submit time sheet to community league                                            |     |

**Approximate Hours 69**

## PERIOD 5:

|                                                                                       |    |
|---------------------------------------------------------------------------------------|----|
| ➤ Identify 10 <i>additional</i> Block Connectors (for a total of 50 Block Connectors) | 20 |
| ➤ Interview Block Connectors                                                          | 5  |
| ➤ Accompany Block Connectors on first interviews                                      | 10 |
| ➤ Provide an orientation/conversation session for Block Connectors                    | 3  |
| ➤ Receive interviews, information entry, and return interviews to Block Connectors    | 5  |
| ➤ Reminder to previous 40 Block Connectors to complete interviews                     | 2  |
| ➤ City Wide Neighbourhood Connector Meeting                                           | 2  |
| ➤ Submit time sheet to community league                                               |    |

**Approximate Hours 47**

## PERIOD 6:

|                                                                                    |    |
|------------------------------------------------------------------------------------|----|
| ➤ Receive interviews, information entry, and return interviews to Block Connectors | 12 |
| ➤ Accompany Block Connectors on difficult interviews                               | 10 |
| ➤ Reminder to 50 Block Connectors to complete interviews                           | 2  |
| ➤ Creation of new groups of shared interest                                        | 10 |
| ➤ Host Block Connector Conversation and Associations gathering                     | 3  |
| ➤ City Wide Neighbourhood Connector Meeting                                        | 2  |
| ➤ Submit time sheet to community league                                            |    |

**Approximate Hours 39**

## PERIOD 7:

|                                                                                    |    |
|------------------------------------------------------------------------------------|----|
| ➤ Receive interviews, information entry, and return interviews to Block Connectors | 12 |
| ➤ Last reminder to 50 Block Connectors to complete interviews                      | 2  |
| ➤ Accompany Block Connectors on difficult interviews                               | 10 |
| ➤ Host Block Connector Conversation and Associations brunch                        | 3  |
| ➤ Creation of new groups of shared interest                                        | 10 |
| ➤ Report to community league/group (quarterly)                                     | 2  |
| ➤ City Wide Neighbourhood Connector Meeting                                        | 2  |
| ➤ Submit time sheet to community league                                            |    |

**Approximate Hours 41**

## PERIOD 8:

|                                                                                          |    |
|------------------------------------------------------------------------------------------|----|
| ➤ Receive interviews, information entry, and return interviews to Block Connectors       | 12 |
| ➤ Block Connector thank you, conversation and recommitment to Block Connector role event | 3  |
| ➤ Creation of new groups of shared interest                                              | 10 |
| ➤ City Wide Neighbourhood Connector Meeting                                              | 2  |
| ➤ Submit time sheet to community league                                                  |    |

**Approximate Hours 27**

## PERIODS 9 AND 10:

|                                                                                              |    |
|----------------------------------------------------------------------------------------------|----|
| ➤ Information entry and collation                                                            | 5  |
| ➤ Work with CL Exec on vision information and with volunteer coordinator on gift information | 3  |
| ➤ Creation of new groups of shared interest                                                  | 10 |
| ➤ Final report to community league                                                           | 2  |
| ➤ City Wide Neighbourhood Connector Meeting                                                  | 2  |
| ➤ Submit time sheet to community league                                                      |    |

**Approximate Hours 22**

## Total Approximate Hours listed on this form = 380

(Note: some tasks will be more or less than suggested here, thus we estimate the complete job to be approximately 400 hours.)





## PRIVACY COMMITMENT

Abundant Community Edmonton is committed to assisting community leagues and groups with the safeguarding of personal information entrusted to them by neighbours. We advise leagues and groups to manage personal information in accordance with *Alberta's Personal Information Protection Act (PIPA)* – see <http://servicealberta.ca/pipa/> for more information – and other applicable laws.

This policy outlines the principles and practices we follow in advising on the protection of personal information and applies to a neighbourhood's Abundant Community Edmonton efforts and to any person acting on their behalf in the neighbourhood. A copy of this policy is provided to anyone who requests it.

## PERSONAL INFORMATION

Personal information means information about an identifiable individual. This includes an individual's name, home address and phone number, age, sex, marital or family status, an identifying number, financial information, educational history, etc.

## WHAT PERSONAL INFORMATION IS COLLECTED?

We advise that leagues and groups collect only the information that is relevant to the purpose and anticipated outcomes (e.g. facilitation of new relationships and connecting neighbours within a neighbourhood) and willingly offered by neighbours in response to the Neighbourhood Conversation Guide questions, for the purpose of learning about and sharing:

- What is valued in an ideal neighbourhood (e.g. vision for the neighbourhood).
- What activities and interests people are interested in engaging in with neighbours.
- What skills, abilities and experiences exist that neighbours may wish to share in some way with their neighbourhood.

We advise that leagues and groups collect this information directly from neighbours. Inform neighbours, before or at the time of collecting personal information, of the purposes for which information is being collected.

## CONSENT

We advise leagues and groups to ask consent to collect, use or disclose neighbours' personal information. Assume neighbours' consent to continue to collect, use or disclose information already collected, for the purpose for which the information was collected, unless otherwise notified by the individual(s).

Where express consent is needed, ask neighbours to provide their consent orally (in person or by telephone) or in writing (by signing a consent form). A neighbour may withdraw consent to the use and disclosure of personal information at any time. This decision will be respected and responded to immediately.

## HOW IS THE INFORMATION DISCLOSED?

The information collected by the Neighbourhood Connector and team of Block Connectors in a neighbourhood is used to facilitate connecting people within a neighbourhood, who have expressed interest and given permission to be connected, for the purpose of:

- Connecting neighbours who would like to engage in activities or shared interests with other neighbours, so that they can form groups and relationships where a need or interest emerges.
- Connecting the abilities and experiences of neighbours with other neighbours who have expressed a need, to facilitate the sharing of resources that exist within the neighbourhood.

To facilitate these connections, neighbours provide their name, email and/or phone number, and sometimes their general block, cul-de-sac or building location, so as to be connected with others within the neighbourhood.

All information is shared within and owned by the neighbourhood and used for the purpose of building a stronger culture of connection for the benefit of all neighbours. Personal information of neighbours is not shared outside of the neighbourhood unless permission is given, for the purposes outlined in the following paragraphs.

The Neighbourhood Connector meets monthly with Neighbourhood Connectors from other neighbourhoods implementing the Abundant Community Edmonton approach for the purpose of:

- Sharing successes and challenges of the over-all process (e.g. discovery and orientation of Block Connectors, neighbourhood conversation process, collecting information process, connecting neighbours process, etc.).
- Discussing new ways to improve the over-all process, sharing ideas, and offering general support and encouragement to each other.

If the Neighbourhood Connector shares stories from their neighbourhood at a Neighbourhood Connector meeting, it is for the purpose of shared learning and inspiration of others. They omit names and identifying information from their stories unless they have received permission from their neighbours to share details.

If a City of Edmonton employee or contracted consultant is present at a Neighbourhood Connector meeting, stories can only be shared if a FOIP form has been completed by the people involved in the story. (Note: The City of Edmonton collects information under the guidelines of FOIP for the purposes of evaluation of the over-all process of Abundant Community Edmonton so that the learnings can then be shared effectively with other neighbourhoods wishing to implement the approach in the future).

We advise that leagues and groups inform their employees and volunteers of any new purpose for which they will collect, use or disclose personal information, and obtain new consent before or at the time the information is collected.

## HOW IS PERSONAL INFORMATION SAFEGUARDED?

We advise leagues and groups to make every reasonable effort to ensure that personal information is accurate and complete. We advise that leagues and groups rely on individuals to notify them if there is a change to their personal information that may affect their relationship with Abundant Community Edmonton. If you are aware of an error in the information about you, please let your community league or Abundant Community Edmonton neighbourhood leadership know and they will correct it upon request wherever possible. In some cases they may ask for a written request for correction.

We advise leagues and groups to protect personal information in a manner appropriate for the sensitivity of the information. Make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

Any information collected is safeguarded by the Block Connectors and their Neighbourhood Connector, with assistance from the community league or group supporting and supervising the initiative for the neighbourhood. The neighbourhood may choose from a variety of tools to store, safeguard and use information including: Google forms and spreadsheets, access database, excel spreadsheets or in some cases, secure online data collection tools that require passwords for access. If you have any questions about the tools and processes used for information storage and safeguarding used by your neighbourhood, please refer to the Neighbourhood Connector's contact information below.

## ACCESS TO RECORDS CONTAINING PERSONAL INFORMATION

You may request access to your personal information orally (in person or by telephone) or in writing. You must provide sufficient information in your request to allow the community league or group to identify the information you are seeking. You may also request information about their use of your personal information and any disclosure of that information to persons within or outside Abundant Community Edmonton. In addition, you may request a correction of an error or omission in your personal information. The community league or group will respond to your request as soon as possible.

## QUESTIONS AND/OR CONCERNS

If you have any questions or concerns regarding the collection, use or disclosure of personal information by Abundant Community Edmonton in your neighbourhood, or about a request for access to your own personal information, or about the tools and processes used for information storage and safeguarding in your neighbourhood, please contact:

\_\_\_\_\_, Neighbourhood Connector  
for \_\_\_\_\_ Neighbourhood.

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

If you are not satisfied with the response you receive, you may choose to contact the Information and Privacy Commissioner of Alberta:

Office of the Information and Privacy Commissioner of Alberta  
Suite 2460, 801 – 6 Avenue, SW  
Calgary, Alberta T2P 3W2

Phone: 403-297-2728

Toll Free: 1-888-878-4044

Email: [generalinfo@oipc.ab.ca](mailto:generalinfo@oipc.ab.ca)

Website: [www.oipc.ab.ca](http://www.oipc.ab.ca)



# Monthly Time Recording Sheet for BLOCK CONNECTORS

Month: \_\_\_\_\_

Block Connector: \_\_\_\_\_

Block: \_\_\_\_\_

Neighbourhood Connector(s): \_\_\_\_\_

| Neighbourhood | ACE Specific Area<br>(if applicable) | Organization |
|---------------|--------------------------------------|--------------|
|               |                                      |              |

| Week                      | Dates | # of Hours |
|---------------------------|-------|------------|
| 1                         |       |            |
| 2                         |       |            |
| 3                         |       |            |
| 4                         |       |            |
| 5                         |       |            |
| Total Hours for the Month |       |            |

Notes:



# Sample Letter

You can download a Word template to print off at [edmonton.ca/AbundantCommunity](http://edmonton.ca/AbundantCommunity). Don't forget to fill out your personal information, as noted in the sample below.

If there isn't a logo available for your community league, simply type in the name!

LAURIER HEIGHTS  
COMMUNITY LEAGUE



Hi neighbour,

My name is Sally Johnson; I live down the block at 13456.

The Laurier Heights Community League has asked if I would be a "Block Connector" for our block as part of the city-wide Abundant Community Edmonton program. I am very glad to connect and participate in this way.

They are requesting that I:

1. Be a point person for the block so that we can be in touch about block related matters (e.g. garage doors left open and neighbourhood watch) and so that we can share info (e.g. events and news) back and forth with the community league, other neighbourhood associations and one another.
2. Initiate the organization of social events such as a block party, BBQs, Halloween hot chocolate, wine and cheese with/for our block several times a year. We are planning an event for a kick-off block party in July!
3. Discover your vision for our neighbourhood, the activities and interests (e.g. soccer, photography) that you might want to share in with Laurier Heights neighbours and what skills, abilities and experiences (e.g. senior care, handy-man/woman) you would be willing to share with a neighbour or the neighbourhood. We have a Neighbourhood Conversation Guide to facilitate this information gathering.

I am happy to just drop by or if you would like to set up a time for us to meet, please be in touch with me at sallyj123@gmail.com or by phone at (780) 123-4567.

Kindest regards,

Sally Johnson

Your neighbour

Having an upcoming event gives your neighbours something to look forward too!

Hand-signing the letter makes it look more personal.



# Neighbourhood Conversation Guide

Page 1 of 2

The purpose of this conversation is to make our blocks and our neighbourhood an even better place to live. We are doing this by finding out and sharing amongst us each neighbour's vision for our neighbourhood; the activities and interests which occupy us; and the skills, abilities and experiences we possess and may want to share.

This form is intended to be a helpful guide to a brief conversation which will hopefully be a part of an enduring conversation and the building of a stronger culture of connection in our neighbourhood.

This is NOT a confidential conversation or document! Our Community League/Group's hope is that the information from this conversation will be shared and used to build the fabric of our neighbourhood through local groups and connections.

**House Address:** \_\_\_\_\_ **Block:** \_\_\_\_\_

**Block Connector:** \_\_\_\_\_

| Household   | Member 1* | Member 2 | Member 3 | Member 4+ |
|-------------|-----------|----------|----------|-----------|
| Name        |           |          |          |           |
| Age Group** |           |          |          |           |
| Phone       |           |          |          |           |
| E-Mail      |           |          |          |           |

\* Member 1 may answer on behalf of the household

\*\* **Baby** (0-1 years), **Toddler** (2-3 years), **Preschool** (4-5 years), **Young Child** (6-12 years), **Youth** (13-17 years), **Young Adult** (18-25 years), **Adult** (26-39), **Middle Adult** (40-65 years), **Older Adult** (66-79 years), **Oldest Adult** (80+ years)

## Personal Information and Privacy Protection Statement:

\_\_\_\_\_ Community League/Group is committed to safeguarding the information entrusted to us by our neighbours. We make every reasonable effort to ensure that the personal information collected is accurate and complete. We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any access to personal information beyond the specific purpose

of the community league initiative. We use appropriate security measures when destroying personal information, including shredding paper and the complete deleting of electronic information. Abundant Community Edmonton Privacy Policy can be viewed upon request by contacting a member of the \_\_\_\_\_ Community League/Group. In the event you would like to speak with someone, you may call \_\_\_\_\_ (member of the \_\_\_\_\_ Community League/Group) at \_\_\_\_\_.

## PART ONE: Vision for the neighbourhood

### 1. What makes a great neighbourhood?

| Member 1* | Member 2 | Member 3 | Member 4 |
|-----------|----------|----------|----------|
|           |          |          |          |
|           |          |          |          |
|           |          |          |          |

### 2. What else can we do to make our neighbourhood a great neighbourhood?

| Member 1* | Member 2 | Member 3 | Member 4 |
|-----------|----------|----------|----------|
|           |          |          |          |
|           |          |          |          |
|           |          |          |          |

## PART TWO: Participating Together in Activities and Interests

3. *What activities would you like to engage in with neighbours?* (E.g. oil painting, block party, hockey, biking, gardening, baseball, jazz guitar, dog walking, gourmet cooking, book club, knitting... these are some examples, add whatever you wish)

| Member 1* | Member 2 | Member 3 | Member 4 |
|-----------|----------|----------|----------|
|           |          |          |          |
|           |          |          |          |
|           |          |          |          |

4. *Do you have interests that you would value meeting with neighbours to talk about?* (E.g. refugee support, urban design, homelessness and poverty, social justice, philosophy, politics, nutrition, art, sports, music, travel... these are some examples, add whatever you wish).

| Member 1* | Member 2 | Member 3 | Member 4 |
|-----------|----------|----------|----------|
|           |          |          |          |
|           |          |          |          |
|           |          |          |          |

5. *Are there activities or interests that you are familiar enough with to lead in or teach a group of neighbours?*

| Member 1* | Member 2 | Member 3 | Member 4 |
|-----------|----------|----------|----------|
|           |          |          |          |
|           |          |          |          |
|           |          |          |          |

## PART THREE: Skills, Abilities and Experiences to Share

6. *Do you have a skill or ability that you would be comfortable using to help neighbours or the neighbourhood?*  
Provide a brief description for an anonymous newsletter posting (e.g. willing to donate time to set up computers for seniors, willing to shovel snow for those with mobility challenges, etc.)

|           |  |
|-----------|--|
| Member 1* |  |
| Member 2  |  |
| Member 3  |  |
| Member 4  |  |

7. *Are there some life experiences that you would consider sharing for the benefit of neighbours?*  
Provide a brief description for an anonymous newsletter posting (e.g. meet one on one to talk about grief, form a group to talk about a certain social issue like homelessness, teach a session, etc.)

|           |  |
|-----------|--|
| Member 1* |  |
| Member 2  |  |
| Member 3  |  |
| Member 4  |  |







For more information please contact City staff by calling 311  
or visit [edmonton.ca/AbundantCommunity](https://edmonton.ca/AbundantCommunity)