



DRAFT

PUBLIC ENGAGEMENT

SHARE YOUR VOICE | SHAPE OUR CITY

This is your city.
 We welcome your input on how we maintain, grow and build Edmonton.
 We believe engagement leads to better decision-making.
 We are committed to reaching out to our diverse communities in thoughtful and meaningful ways.
 We want to understand your perspectives and build trusting relationships with you.
 We will show you how you help influence City decisions.
 Share your voice with us and shape our city.

PROJECT/INITIATIVE BACKGROUND

<p>Name Date Location</p>	<p>RECOVER EDMONTON'S URBAN WELLNESS PLAN COMMUNITY ADVISORY COMMITTEE</p> <p>Tuesday, September 26, 2017 6:30 to 8:30 pm Location: Green and Gold Room, Commonwealth Recreation Centre</p>
<p>Contact information</p>	<p>Susan Coward Executive Director Office of the Deputy City Manager, Citizen Services 780-496-4706</p>
<p>Level of public engagement</p>	
<p>Description</p>	<p>First meeting of the Community Advisory Committee for Recover: Edmonton's Urban Wellness Plan.</p>

WHAT HAPPENED?

Welcome (Rob Smyth)

- Welcomes committee members and thanks people for agreeing to participate in this initial gathering. If committee members don't find the idea compelling, they are free to opt out or find someone else to represent their community/organization.
- Our journey together tonight - where we are and we were are going.
- [See attached power-point](#)

Icebreaker activity

Community advisory committee members and City staff each select a photo that made them think about their community. Each person spoke about why they selected a particular photo. People spoke about diversity, healing, indigenous culture, businesses and residents, people connecting, a desire for a safe community, and being hopeful about this process.

Explaining Recover: Edmonton's Urban Wellness Plan

The City of Edmonton has heard there is a need for a more coordinated effort to address the real impacts of initiatives, both existing and emerging, in the downtown core communities of Edmonton. Recent initiatives and challenges include;

- Safe Injection services
- Individual projects moving forward
- Not a good sense of the big picture
- Mayor's Motions
- 5 neighbourhoods
- Much uncertainty while continuing to manage greater complexity

In May 2017, Edmonton City Council heard the frustration of citizens of these core neighbourhoods. City Council approved a Notice of Motion on May 9, 2017, that included four pieces of work to be included in developing an Inner City Wellness Plan. Administration returned to Executive Committee on July 4, 2017, and then to City Council on July 11, 2017, seeking approval for the Inner City Wellness Plan Terms of Reference. On July 11, City Council approved two motions which gave Administration approval to move forward.

With the July 11 approved motions, City Council changed the name of the work from "Inner City Wellness Plan" to "Recover: Edmonton's Urban Wellness Plan". City Council approved a motion to invite four Provincial Ministries: Community and Social Services, Seniors and Housing, Health, and Infrastructure, to participate in the development of an urban wellness plan, starting in the neighbourhoods of Boyle Street, McCauley, Downtown, Central McDougall and Queen Mary Park.

What do we mean when we say systems mapping and systems designing?

- Complex problems need a different approach
- Our researcher, Dr. Alex Ryan of MaRS Solutions, will be looking at the current state in 5 core communities.
- Systems design allows us to implement as we go
- It is an approach that helps us align with existing strategies and other work going on at the city.
- Full appreciation for the pieces of work currently in the system
- Intention to make rapid small adjustments, towards collective impact
- Evaluate what works and spread and scale success

How have we organized the project?

There are four phases:

1. **Mapping the current state:** actors, strategies, policies, initiatives and programs impacting the Urban Wellness Plan
2. **Identifying gaps and opportunities**
3. Develop proposal for a **community wellness services**
4. Draft **Urban Wellness Plan**

Why do we need your participation?

All of you have roles in the systems which influence urban wellness in your neighbourhoods

What is going to be different with this urban wellness plan?

- Undertaking work in 3 domains (social, economic, physical), creating maps to see how the pieces relate to each other, engaging all 3 sectors in the development of the urban wellness plan
- Experimental- we are breaking new ground together/Iterative- as we learn we make changes
- We will test the levers with data to help us develop recommendations
- We are involving external partners from the beginning of the process
- We have to come to a common understanding of the systems (current and future state)
- Modelling to show how changes can send ripples through the systems
- Testing possible solutions as we go, and adjusting
- Implement as we go, fast and on a small scale



What is the same with this urban wellness plan?

Like traditional planning work, we need to decide on our desired future state, understand our current state and then decide on changes that we believe will improve the wellness of these neighbourhoods. Like other community planning work, we have committees helping in the development of the plan.

- Building off current plans (REACH, EndPoverty etc.)
- Current state and future state
- Creativity and working together
- Strong stakeholder engagement
- Experimental- we are breaking new ground together/Iterative- as we learn we make changes
- We will test the levers with data to help us develop recommendations
- We are involving external partners from the beginning of the process

WHAT WAS HEARD

Feedback from the Community Advisory Committee

- Importance of taking a systems approach so that we are not duplicating services and not competing or working against one another
- There are lots of agencies in these five core neighborhoods
- We need to look at the big picture as there is lots being missed and we need to look holistically at programs for those who are less fortunate
- Interested in systems planning with diverse groups
- The Boyle neighbourhood has lots of empty lots we need to get it fixed up more development make it a better place to live work and play
- As groups of businesses, we need to work with others in partnership on sticky social issues
- There should be greater diversity of representatives on the Community Advisory Committee
- We should include Muslim leaders and representatives of the Somali community
- Glad to see that transportation is included in the plan
- Seems to be an assumption in the Wellness Plan that these five communities are unwell. They have lots of bright spots and we need to speak to the strengths in this plan
- Let's not use this committee to finger point
- Would like to see joint meetings with the External Relations Committee as it is important to bring community, business and government together
- Question - is there a plan already in place? Has the final outcome already been determined as volunteers if we are investing time we want to ensure that the end goal has our state has not been pre-decided
- Rob Smith says there are not preachy predetermined political outcomes. This city wants to see a strong process
- We need to take small steps to have success.
- Community members like what they see.
- Here happy the wellness services r is off the table until the wellness plan is complete.

Actions that need to be taken

Project background needs to be amended. Phil O'Hara at the McCauley Community League helped plant the seed for the wellness plan by writing a letter asking the mayor's staff to take an integrated approach to planning. Community league volunteers are tired of addressing each new initiative/program on its own. There is a need to look at the cumulative impact of all the development and programs using an integrated approach. Add this step into the background of the project plan.

Phase 3 in the plan needs to be updated (Community Wellness Services) as this project will no longer be presented to City Council in November. Community Wellness Services will be presented in the spring at the same time as the rest of the Urban Wellness Plan.

Plan a joint meeting with the External Relations Committee.



Invite more members to ensure diversity of the committee.

- Recent immigrants and refugees
- Leaders in the Muslim community
- Edmonton Public Edmonton Catholic School Board, Francophone School Board
- Somali community
- Indigenous / Metis and organizations/representatives
- Edmonton Public Library (on External Relations Committee)
- Organizations that support violence against women
- Safety
- People with lived experience of poverty who live in the five core neighborhoods including youth, newcomers, representatives of the queer community, representatives of the Aboriginal community

Explore what other cities are doing to improve wellness. Where are the best cities in the world and what makes these cities vibrant?

Meeting time

Members of the community advisory committee should be polled to see if other meeting times would work so we can invite others to conversations. We may want to hold workshops with particular sectors.

Question: why these five core neighborhoods and how will we implement as we go?

WHAT'S NEXT

The next meeting will be a joint meeting, of all three RECOVER tables: the Community Advisory Committee, the External Partners Committee and the Core Integrated Team at the end of October. The date will be finalized shortly.

The October joint meeting will be facilitated by Dr. Alex Ryan from MaRs Solutions and will be held at the Action Lab of the Skills Society on 124th Street. During this workshop, key fundamentals will be explored for RECOVER and the group will develop a shared vision for the future of the five core neighbourhoods and discuss how we will know when we achieve our vision (outcomes, results and indicators).

ATTENDANCE

Rob Smyth, City of Edmonton
Ratan Lawrence, Chinatown BIA
Laurene Viarobo, North Edge BIA
Todd Janes, McCauley Revitalization
Alf White, Boyle Street Community League
Phil O'Hara, McCauley Community League
Abbie Cholowski, Queen Mary Park Community League
Karen McDonald, SAGE
Mei Hung, Chinese Benevolent Association
Julian Daly, Boyle Street Community Services
Liza Sunley, Bissell Centre
Rob Smyth, Citizen Services

Regrets

Warren Champion, Central McDougall CL
Ian O'Donnell, Downtown BIA
Sean Douglas, Central McDougall/QMP Revitalization
Chris Buyze, Downtown Community League

Project Team

Susan Coward
Kate Gunn
Susannah Cameron
Oksana Niedzielski
Deanne Patsula
Savannah Westgarde

City Support

Deanne Pasula

TABLE GROUP FLIP CHART NOTES

Following introductions and background led by Chair Rob Smyth, and discussion, committee members were invited to move through 5 stations to ask questions and provide input and feedback on a variety of aspects of the work on RECOVER. The transcription of these ideas from the stations is provided below.

Three Key Questions

What are the barriers to doing this work?

- Not truthful
- No public consultation
- No transparency
- Ego
- Lies
- Personal agendas
- Execution
- Complex, political, resource intensive, messy, hard to measure
- Not unpacking the root issues of the problems and connections we are examining
- Not examining the issues from as many points of view as possible (inclusiveness, diversity)

What does this work mean to you and the community/group you are representing?

- It is very important that the representatives of the organization will be able to bring back the correct feedback.
- We want to be part of the solution.
- That seniors are able to be well and stay in these communities.
- An opportunity to be equal citizens.

What are the opportunities?

- A city more people want to live in.
- Shift in perception of the well-being of these communities.
- A city everyone feels belonging in.
- A homecoming.
- Safe/vibrant community to live, walk, no negative economic impact.
- Building a healthy community.

Thinking to the future

- Is there a way/process that the work of this committee cannot be moved by the political fancies of the next council? Yes!
- More minorities represented at these meetings.
- Be inclusive.
- Being listened to.
- Work the Council voice into the process during not after so that their tension decreases.
- Keep them informed but on track regarding the governance
-
- Governance:
- How does this group fit into the effort of the whole?
- How do we prototype without key system stakeholders like AHS, EPS at the table?

Reflections on systems thinking

- More latitude to be creative.
- Are we really willing to take a risk?
- Social innovation is more of a process than a place.
- Regarding implementation: Systems thinking/collective impact is very resource and often slow. How does this fit in this plan?

Draft RECOVER Project Plan

- Is this a fait accompli?
- Good idea for CAC to approve the community engagement plan.
- Implement as you go raises some concerns. What happens when implementation is going well, smoothly, the implementation is going bigger and stronger. How do you undo the implementation when things are not going right?
- Where is the urban wellness centre going to be?
- Why are these five communities selected?
- Shifting community wellness model to the end of process is critically important.
- Like that it builds on work and strategies already underway.
- Bring together CAC and Partner Committee to build relationship.
- Overcome distrust, recognize what we have in common.
- Like that the focus on building relationship and reducing tension.
- I need more time to absorb the process before the feedback.

Community Engagement: Ideas for Strengthening Relationships

- Truthful
- Transparent
- What is the indicator that this project is successful?
- Mind map how this fits with other initiatives
- Listen to the comments.
- Why these five neighbourhoods? Why not outside the core?
- A method to document and share the process to date. Transparency. A blog or web site, shared drive or platform.
- Respectfully engage through small group work in communities - less large group open house processes.
- Simple coffee chats with seniors in their community spaces - not formal consultations
- Connect with diversity in community: identify leaders to help you with this
- Invite minorities. Where are they? Not Here!
- Invest in interpreters to help engage; cater to the community in their own language
- Cultural brokers who can engage in different languages!
- Respectfully engage
- Ask cultural communities how they wish to be engaged.
- Use gathering places, places/worship, daycares, community centres
- Strengthen relationships
- Committee should break "bread" together
- Encourage members to know each other's common values to build cohesion
- No second class citizens
- Include inputs not just open houses
- Engage community animators/developers, cultural brokers to host and engage in informal conversation
- Transparency
- Don't repeat mistakes with injection sites and Terwillegar
- Listen and don't pre-determine
- A method to document + share input to date, a transparent
- Lots of lead time - time for groups to have internal discussions

Defining 'Urban Wellness'

What do you like?

What is missing?

What is essential?

Check marks beside all of these points:

- Wellness should be defined by each neighbourhood
- Physical, mental, social well-being
- Not simply absence of disease
- Access to services and amenities
- Should include all residents and not just focus on the vulnerable
- Sense of community
- Active participation
- 'Wellbeing' is more robust than 'Wellness'
- Perception of safety

Inclusion

- No one feels "othered" in their community
- Not by removing some people rather everyone feels welcome
- No second class citizens
- Everyone feels their city is my city

What is the focus?

- Very big subject, what are we trying to address
- First understand what is the problem we are trying to address
- What are the indicators? We need descriptors as well
- Defining the problems (not necessarily the people)
- Exactly what is wellness? Is it a rehab/treatment centre?
- A place called home?
- Welcoming community?
- Affordable housing?
- A gathering place?
- A place they are safe to go and hang out and continue with their lifestyles?
- A place for everyone
- More holistic, more integrated
- Healthy community principles



Positive Change

- See it on the streets but wellness is hidden
 - Don't want to lose richness and diversity
 - People have more confidence to come to area
-
- 211 is not working and is a safety issue. When a call is made to 211 e.g. someone passed out in the park they want the complainant to check on the individual thus putting us at risk.