

- ***How are communities finding success (or frustration) in planning around overlapping complex issues (affordability, environment, climate, economy)?***

Frustrations

- *Overlapping complex issues / too big to fix*
- *Framework Agreement is example that there's lots of work still to do*
- *Capacity issues (both municipal and within the nations)*
- *Lots of emergencies & prioritization challenges*
- *Misinformation a challenge*
- *Burnout*
- *Lots of turnover within municipalities/communities*
- *Engaging with the public who don't want to engage; more challenging with larger communities*

Successes

- *Incorporating Guiding Principles and Strategic Planning to support prioritization*
 - *Challenges always present a reality and in-turn an opportunity*
 - *Zoom out and look at the big picture*
 - *Declared Climate Emergency in Squamish; every project and staff report must consider climate impacts; needs to consider OCPs and masterplans*
- ***Are municipalities shifting the way they are communicating or engaging with citizens because of this complexity?***

Community engagement Departments & Divisions

Communication Departments

Strategic efforts to be Pro-Active vs Re-Active

The challenge is: how do we connect with people other than those usually engaged?

Online engagement, both social and otherwise

Lots of face-to-face time: standups at farmers markets, where the people are (parks)

Development of an incentivized Youth Council

Incentivized participation as a whole

Info sessions: ex Childcare

Variety in communication AND Early, Often, and Clear

Consider output and engagement-fatigue

Ask for specific feedback – make the engagement meaningful and feedback usable

Tell the truth

Value of humour

Municipalities must re-think education and process – how to understand complex info/issue in reports

Virtual Engagement been helpful to bring more attention and engagement

*SLCC finds people that are social and respectable can help in bringing people together; plan sessions considering knowledge that is held and representing different age ranges; large section of population only engages face to face as not so familiar with technology;
SLCC encourages family friendly sessions to facilitate learning and consideration of all ages*

- ***How are community groups navigating this complex and constantly changing world in their advocacy and communications back to local governments?***

Knowing the RIGHT person to speak to

Feedback is often influenced by individual situations

How do we help with their consideration of the community as a whole? - Government strained by capacity. Set requirements that projects meet OCP/Strategic Plans ahead of time?

SLCC rely on working with two nations; only sharing parts of their narratives so must check what is ok to share; an established pattern is easy. But new avenues of communications bring challenges of adapting to new processes

Grassroots are evolving – there is a need to be intentional and strategic