



ST'ÁT'IMC EDUCATION & TRAINING:

COMMUNITY ENGAGEMENT POLICY & STRATEGY

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ST'ÁT'IMC EDUCATION & TRAINING

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1. PURPOSE

The purpose of this policy is to detail TECHNICAL supports commitment to effective and relevant community engagement. For the St'át'imc Education & Training Community Engagement embraces ongoing dialogue with our communities to improve decision making processes through inclusive, accessible and responsive community participation.

1. Community Engagement is defined as a way to improve communities by identifying and addressing local ideas, concerns and opportunities with regards to education & training, by involving the public in certain processes that affect them and their community.
2. St'át'imc Education & Training aims to be recognized as open and honest with the community it represents, willing to listen to and value what residents have to say about education & training issues. This information is collected and provided to St'át'imc leadership to provide a knowledge based foundation to education & training decision making. One of the mechanisms St'át'imc Education & Training uses to interact with its community is community engagement.
3. Community Engagement does not replace the decision-making function of the St'át'imc Chief and Council, or the St'át'imc Government Services Board of Directors, or the organization but informs it.
4. While it is not possible to consult with the community on every issues, St'át'imc Education & Training would like to ensure that the community is well informed as it can be on major issues, plans and projects, has the necessary factual information to form an opinion and has opportunities through Community Engagement to enhance the decision-making process.

BACKGROUND

Community Engagement plays a vital role in assisting the St'át'imc Chief & Council, St'át'imc Government Services Board of Directors, TECHNICAL, and the SET Manager work together with communities and other stakeholders to achieve the stated program's goals as defined in the SET Strategy and Framework to:

- Strengthen the collective organization capacity of the St'át'imc;
- Collaborate with strategic partners to exercise greater control over education and to ensure sustainability of the SET Strategy;
- Collaborate with the communities and their partners to ensure education and training programs are culturally relevant and holistic;
- Establish a knowledge-based foundation to inform St'át'imc decision-making.

Engagement involve a range of activities that allow St'át'imc community members:

- To be informed of SET activities;
- To be involved with St'át'imc leadership in improving access to education & training;
- To provide input on local education & training issues;
- To help make decisions with regards to education & training planning.

Engagement allows the SET Program to:

- Gather information, data and facts;
- Gather a range of opinions;
- Understand better the opportunities and concerns;
- Learn about unintended consequences;
- Build alliances and relationships for the future;
- Bring different groups together for a common outcome;
- Think about how to address/minimize impacts.

These activities range from everyday informal discussions, contact with stakeholders, group discussions or meetings, formal consultation processes, through supporting St'át'imc community members in taking action on education and training issues themselves.

Engagement is not just about discussion and relationships; it leads to real outcomes in communities such as better services, facilities, policy and infrastructure. Engagement can help these outcomes be achieved by community members being more informed of the SET direction and activities, being able to have input into some decisions, better understanding of SET decisions and priorities and working more collaboratively with the SET Program.

SCOPE

This policy applies to the TECHNICAL, the SET Manager, staff and consultants responsible for Community Engagement undertaken for on behalf of the SET Program.

Community Engagement at the SET Program occurs before a decision is made. It encompasses formal, planned opportunities for participation in exploratory, capacity building or decision making processes; information delivery or sharing; and the informal building of networks and relationships; and individual interactions between the SET Program and residents.

POLICY

It is the policy that, in undertaking Community Engagement encourages practices within the SET Program that can result in:

- a) St'át'imc community members knowing when and how the SET Program will consult them and when St'át'imc leadership needs to make a decision on their behalf;
- b) The SET Program being well-informed about issues, strategies or plans that may directly or indirectly affect it;
- c) St'át'imc leadership, TECHNICAL, and the SET Manager, staff and consultants engaged by the SET Program engaging effectively and appropriately within the community when making decisions or forming policies and plans;
- d) Community Engagement being appropriate, designed for task and audience across all areas of activities;

Active, informed and engaged St’át’imc community members.

Community Engagement in the St’át’imc communities is underpinned by the following guiding principles and commitments.

Guiding Principles	SET Program Commitment
The SET Program supports the guiding principles of:	Based on the principles, the SET Program commits to the following:
Sincere Interest	<ul style="list-style-type: none"> • The SET Program will be upfront and explain the level of influence the community can have in the Community Engagement processes and will highlight the negotiable and non-negotiable elements of any community engagement.
Focus	<ul style="list-style-type: none"> • Each Community Engagement will have a clear focus which is available and understood by all. • All critical planning processes the SET Program undertakes (ie Budget, Strategic Plans, Frameworks, major projects or significant changes) a Community Engagement plan will be developed and effectively resourced.
Inclusiveness, accessibility and diversity	<ul style="list-style-type: none"> • The SET Program will facilitate a diverse range of perspectives to be heard, and will actively seek to gain a broad representation of views when undertaking engagement processes. • The SET Program recognizes that there are a number of groups within the community who have particular requirements to enable them to participate effectively in consultative and decision-making processes. These groups include: elders, youth, parents/one parent family/caregivers with child care needs, and people with disabilities.
Provision of information and feedback	<ul style="list-style-type: none"> • Sufficient, easy to read and accessible information will be provided to ensure the participants are given the opportunity to provide informed input to the engagement; • People participating in the Community Engagement process will be advised of progress on issues of interest or concern and on the outcome.
Timing	<ul style="list-style-type: none"> • The SET Program will ensure that Community Engagement is timed so that the results are able to influence the policy, planning and decision-making process.

<p>Responsiveness and transparency</p>	<ul style="list-style-type: none"> • The SET Program is committed to open and transparent Community Engagement with its communities, to enable them to have a more meaningful role in education & training planning and prioritization processes; • The SET Program will ensure participants know at the start of the Community Engagement how their input will be used.
<p>Evaluation</p>	<ul style="list-style-type: none"> • The SET Program will monitor and evaluate the Community Engagement process, to assess whether the goals of the consultation process have been achieved.
<p>Resourcing</p>	<ul style="list-style-type: none"> • The effective resourcing of the Community Engagement will be identified and considered at the beginning of the engagement process; • The SET Program will support staff to continue to develop capacity and gain confidence to engage effectively with communities.

ATTACHMENTS

SET Community Engagement Strategy

SET Framework Strategic Action Plan for Community Engagement

SET understanding of Community Engagement is a communication process for working collaboratively with the St’át’imc communities that we serve and our partner organizations to address the Education and Training Framework Strategy.

On-going communication and dialogue with the communities we serve and our partners will allow for greater transparency, facilitate knowledge transfer and exchange, and support the identification of St’át’imc vision to achieve the objectives. SET Program strategy is committed to enhancing the experiences of the St’át’imc. With this in mind, we have established values that support community engagement and align our Comprehensive Community Partnership Strategy. These partnerships values are as follows:

- Embrace community development principles and practices
- Support enhanced community engagement
- Demonstrate community responsiveness
- Promote strategies that address the SET Framework Strategy
- Embrace health promotion as found in the SET Framework

SET embrace our shared responsibility to work with our St’át’imc, ucwalmicw and partners to achieve high quality Education and Training. The success of our community engagement goals is dependent on this continuous involvement and evidence-based practice.

To ensure high quality collaboration and excellence of the SET Framework. SET has included the following principles for community engagement:

Shared Values	We will work with the community and partner organizations to mutually assess our shared values and develop and implement plans that prioritize the needs of the St’át’imc communities.
Mutual Trust & Respect	We will work with our communities and partners to build trust and respect using methods of appropriate to the groups we are working with. We value our communities and our partners and will be respectful and inclusive when engaging with them.
Commitment	We are committed to working with our communities and partners to enhance the experience of the St’át’imc.
Accountability	We will approach community engagement in a timely meaningful manner. We will openly solicit feedback on our community engagement approaches and properly evaluate our approaches to ensure that we are adhering to our goals.
Sharing of Decision Making and Resources	We will properly assess our community engagement approaches to determine the degree to which there is equitable sharing of decision-making and resources.

Development of Community Engagement Plan

The development of community engagement plan includes the following components:

- The purpose of the community engagement
- Who will be consulted

- Resources available
- The current environment in which the engagement is carried out (political, cultural, social)
- Identification of service and program delivery gaps and/or initiatives in the lifelong learning continuum
- Projected outcomes and impacts

The SET Program Community Engagement Checklist (see appendix A) can be used to guide community engagement planning to ensure all factors of the engagement are considered.

Monitoring and Evaluation of Community Engagement

SET will monitor and evaluate outcomes of our community engagement activities. The Community engagement Framework will be evaluated with a goal of refining our approaches and techniques. The following key considerations will be taken into account when evaluating outcomes:

- Ucwalmicw have a clear understanding our the goals and objectives of the SET Framework including the level and the method of information delivered;
- Ucwalmicw are clear a clear understanding of the engagement and have a shared understanding of SET work plan role and responsibilities in the SET Strategy;
- The community engagement takes place when there is a real opportunity to influence the outcome;
- Sufficient resources (time, budget, technology, etc.) and expertise are invested to achieve success;
- The process is responsive to the input and needs of communities;
- Relevant and credible information is gathered and distributed to communities in a timely manner and in a manner that is suitable for the intended audiences; and
- The communication leads to a mutual understanding of process and an understanding and acceptance

Conclusion

SET is committed to working with St'át'imc communities to ensure that our services are responsive, relevant and reflective to the SET Framework. The Community Engagement Framework was developed to ensure that SET has a well-articulated and documented approach to reaching out to the St'át'imc communities to receive vital feedback and input to help structure the Education & Training Framework.

SET recognizes that community engagement is a dynamic process and our approaches will be modified as we receive feedback from our communities and partners. We welcome and encourage feedback from our partners and St'át'imc communities on how we can continually improve our community partnership approach and further strengthen our engagement strategies.

Appendix A

This checklist can be used to assess community engagement approach achieves the minimum requirements for engagement

No.	When to Use Them	Yes	No	Requires Action
1	Who are the communities and or individuals?			
2	What are the purpose for engaging the community?			
3	In what timeframes and phases will engagement activities take place?			
4	How can you ensure individuals and communities can participate fully, i.e., do you need to work with the community to determine how to reduce barriers for engagement?			
5	What techniques will be used to engage each group and community?			
6	What ideas and issues were expressed by communities who were engaged and how will these ideas and issues be considered/responded to?			
7	What is the process for ongoing communication and feedback about how input was used and decisions made?			
8	How will community engagement be evaluated?			

Appendix B

Tool/Technique	When to Use Them	Benefits/Risks
Focus Group Discussions	When you need to generate discussions and sights on aspects of your projects.	Skilled leadership is needed to ensure outcomes are achieved. Timing and neutral venue are critical to ensure participation.
Media or Publicity	When you need to disseminate clear and simple information within a community quickly.	Relationships with communities need to be established so they understand the projects and announcements. Media needs to be structured with simple clear messages.
Newsletter	When you need to keep people regularly informed about progress of a long-term project.	Newsletters can be printed and distributed or electronically distributed by email or posted on the internet.
Open Houses	When you need to present ideas or plans to the nation on an area to obtain responses in an informal way.	Need well illustrated displays that convey accurate information. Need staff to be available to take questions, discuss ideas and gauge reactions. Can include a questionnaire to collect and analyze responses.
Technical (small group work)	When you need to generate discussions and insights on aspects of SET projects.	Need to set a clear agenda and have a facilitator who can keep the group on track. SETAC Retreat (may need to cover travel, accommodations and meals)
Questionnaire and Surveys	When you need to obtain specific structured responses on specific issues to obtain qualitative measureable results.	Less effective in obtaining responses to complex issues. Mail, telephone, web or face to face responses can be sought.