



CITIZEN & COMMUNITY SUPPORT TASK FORCE WORKPLAN

DRAFT June 25, 2020

Introduction

The purpose of the Citizen & Community Support Task Force is to provide policy and legislative recommendations to Council on resident and community support in the context of the COVID-19 pandemic and recovery. Bylaw 32-2020 prescribes a mandate, terms of reference, composition and procedural rules for the Task Force. The terms of reference establish primary Work Plan focus areas through the objectives outline. These include vision and strategy considerations for responses to support urgent needs of residents, building relationships with community organizations and their leadership, engaging with residents and community groups, developing recommendations for service delivery options and investments into new programs and services, acting as ambassadors to increase awareness of supports available and to ensure accessibility, and to advocate to other orders of Government for support.

The Task Force is committed to exploring and learning through collaboration and cooperation with regional partners and other orders of government and in advocating for the needs of our community. Their work aligns with four of **Council's Strategic Plan Goals**:



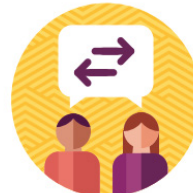
Goal 1

Build strong communities to support the diverse needs of residents



Goal 6

Provide facilities & services that are available and accessible to all residents



Goal 7

Provide opportunities for public engagement & communication



Goal 8

Foster an environment for safe communities

To achieve their mandate the Task Force has identified four areas of focus and associated priorities to further their understanding of the responses, reactions, and planning required to support the community through the COVID-19 pandemic and to lead the development of recommendations that will strengthen and advance the wellbeing, safety and resilience of all community members. The Task Force will access several internal resources including the Chief Commissioner, Executive Team, FCSS Department, Recreation Parks & Culture Department, Corporate Services, Corporate Communications, and Legislative Services.

Citizen & Community Support Force DESIRED OUTCOME

To support and enhance networks and systems that ensure residents and community members have access to support during and after the COVID-19 pandemic.

Task Force Areas of Focus and Priorities

| AREA OF FOCUS | | Learning & Listening Engage with residents and community groups to understand the diversity of impacts of COVID-19 on individuals, families, and groups to listen, learn, and inform immediate and future actions. | |
|--|--|---|---------------------|
| KEY PRIORITIES | | COLLABORATORS | TIMELINE |
| | Data Collection and Needs Identification: <ol style="list-style-type: none"> 1. Environmental scan of relevant data and actions taken to date. 2. Identify gaps and development of questions for the Community and stakeholders. 3. Identify community groups, networks, associations, individuals, and organizations. | Representatives from different sectors of the community including but not limited to seniors & vulnerable populations, children & youth, health & wellness, school boards, agriculture service boards Council Advisory Committees Residents and Community Members | 0 - 3 Months |
| | <ol style="list-style-type: none"> 4. Enhance and leverage relationships with board leaders of organizations in the social sector. 5. Identify and leverage existing community engagement opportunities & advisory groups to expedite information gathering 6. Invite and gather information and input from identified groups and the general public. | | |
| Synthesize information and explore the impacts of COVID-19 on community and use this knowledge to make recommendations to Council. | | Administration (e.g. Subject Matter Experts) | 3 - 6 months |

| AREA OF FOCUS | Advocacy & Awareness | | |
|--|--|----------|--|
| | Act as Ambassadors, both internally and externally, to increase awareness of social sector supports available and needed within the community. | | |
| KEY PRIORITIES | COLLABORATORS | TIMELINE | |
| Recommend actions that can be taken by Council and other community leaders to increase awareness and destigmatize use of available supports. | Social Framework Leadership Table, Council Advisory Groups, Community Members | ongoing | |
| Recommend strategies and tactics to support Council's advocacy work. | Provincial Government, Federal Government, EMRB, Intergovernmental Affairs | ongoing | |
| Identify opportunities to share and invite experiences and best practices regarding community support opportunities. | Municipal Associations, External Committees and Commissions | ongoing | |

| AREA OF FOCUS | Policy and Legislative Frameworks | | |
|---|--|--------------|--|
| | With input from community, provide advice and recommendations for policy and legislative frameworks to eliminate barriers to support residents' needs. | | |
| KEY PRIORITIES | COLLABORATORS | TIMELINE | |
| | | | |
| Work with Administration to assess the delivery of programs and services arising from input received during community engagement and make recommendations to Council. | Internal Resources, Other Covid-19 Recovery Task Forces | 6 - 9 months | |
| | | | |

| AREA OF FOCUS | Communication & Coordination | | |
|--|--|---------------------|--|
| | Keep community informed about task force's work, while amplifying awareness of community and resident supports | | |
| KEY PRIORITIES | COLLABORATORS | TIMELINE | |
| Develop a coordinated communications strategy with other Covid-19 Recovery Task Forces | Internal Resources, other Covid-19 Recovery Task Forces | 0 - 3 months | |
| | | | |
| Work to amplify on available social sector supports for community members and residents. | Internal Resources, External Stakeholders, Individual Residents | ongoing | |
| | | | |

| AREA OF FOCUS | General Task Force Business | | |
|---|--|--------------|--|
| | Through Chief Commissioner, gather input on resources necessary to support task force work plan. | | |
| KEY PRIORITIES | COLLABORATORS | TIMELINE | |
| Explore need for facilitation and engaging Subject Matter Experts to support the Task Force workplan and coordinate these needs with the other Task Forces. | Chief Commissioner; Executive Team; other Task Force | ongoing | |
| Create an action plan with secondary objectives, actions and identified resources to support implementation of the Key Priorities in the workplan and coordinate these resources with the other Task Forces | Chief Commissioner; Executive Team; other Task Force | 0 - 3 months | |
| | | | |



Monitoring Progress

The Task Force will work with Administration to identify methods to monitor the progress and impact of its work. This will include gathering input from members of the public regarding their satisfaction with Council's leadership, actions, fiscal management, collaborative approach and advocacy related to the municipality's recovery and resilience efforts. It will also work with Administration to record, review and present the outcomes related to the municipality's Citizen & Community Support focus areas and objectives outlined in the associated bylaw.

Conclusion

The Citizen & Community Support Task Force will use the outcomes of this workplan as the foundation to formulate recommendations to Council on short, medium and long-term strategies to ensure that the Municipality's response meets the needs of the community and contributes to the wellbeing, safety and resilience of residents and community members.