

# **Community Conversations Facilitator Guide**

**Community Safety and Well-Being  
Planning Thunder Bay**

## Welcome!

Thank you for contributing your time and talents to facilitate a Community Conversation! With your help, Thunder Bay residents will have a meaningful and productive conversation leading to a new Community Safety and Well-Being Plan for Thunder Bay.

Any community group, organization, association, neighbourhood, or other group in Thunder Bay are welcome to use this guide to facilitate a Community Conversation.

The City of Thunder Bay wants to hear from as many people as possible.

### Your Role as a Facilitator:

1. **Assist and guide participants.** Look for anyone having difficulty and support them by asking questions and help clarify for them. Always bring people back to the agenda.
2. **Encourage participation, ownership and creativity.** Support the group in getting as much relevant information as possible into their discussions.
3. **Use an anti-oppression framework.** Acknowledge that oppression based on race, ethnicity, class, gender, sexual orientation, country of origin, religion, mental health status, age and ability are systemic in Canadian society. Acknowledge power imbalances. Create a space that is inclusive and free from oppression, and empower those who are oppressed to participate fully in this process.
4. **Promote discussion.** Ensure that each participant has an opportunity to contribute, and keep the process on track and moving forward. You do not need to get everyone to agree, unless they want to. Keep the conversation moving.
5. **Create a sense of ownership.** Encourage participants to own this process of contributing meaningfully to the Community Conversation.
6. **Act as a referee.** Keep your finger on the pulse of the conversation so you know when to move on or wrap things up.
7. **Respect everyone.** Participants will do their best thinking and sharing when they feel respected and valued.
8. **Listen.** Listen to the participants' contributions in order to understand rather than to appraise or refute.
9. **Designate a note taker.** Ensure that key points from the discussion are recorded. Notes are best captured in a way that participants can see and confirm what is written (i.e., on a flipchart).
10. **Use Notes Pages.** Summarize all key points using the Notes Pages at end of this document.
11. **Create a parking lot system.** Capture ideas that are outside of the agenda. These ideas can be discussed, if time permits. Reassure participants that the parking lot items will be submitted to the City with the rest of the feedback.
12. **Debrief and summarize.** At the end of the Community Conversation, encourage a short debrief and summarize what has been shared and captured.

### **Community Conversations Will:**

- Provide another opportunity for groups to contribute their thoughts, feelings and priorities to this planning process.
- Create a constructive space for a healthy and productive dialogue.
- Promote clear communication so that everyone can understand and participate.
- Provide opportunities for those who experience marginalization and oppression to actively participate.
- Encourage sensitive behaviours from those who carry power (individual, community, and institutional).
- Be self renewing, allowing new voices and new leadership to emerge, including youth leadership.

### **Community Conversation Format:**

The vision for a Community Conversation is an intimate, meaningful discussion amongst neighbours, friends, coworkers, or smaller community groups.

### **Recommended Set Up:**

- One facilitator.
- One note-taker to capture input.
- 1.5 - 2 hour session.
- Tables and chairs for participants.
- 5 to 10 participants (can be more, see below).
- List of participants.
- Invite participants to share their contact information, should they wish to receive follow-up on future stages of the Community Safety and Well-Being planning process.

Community Conversations can be held for larger groups; however, the facilitator will need to adjust the set-up accordingly (i.e., more note-takers, more tables and chairs, etc.).

### **Proposed Timeline for 2-hour Community Conversation**

10 minutes	Welcome and introductions
10 minutes	Overview for the project
75 minutes	Discussion questions
20 minutes	Check-in and group discussion
5 minutes	Thanks and next steps

**Thank you very much for facilitating a Community Conversation!**

## Agenda and Facilitator Notes

<b>Set up</b>	Community members sitting at tables. Facilitator is at the front of the room.
<b>Goal</b>	To have community members feel welcome, safe and valued, and to provide input.
<b>Welcome and introductions</b>  <b>(10 min)</b>	<p>Facilitator welcomes community members and goes over any housekeeping (i.e. where rest rooms are, fire exits, etc.).</p> <p>The facilitator reviews the Agenda so everyone knows what to expect over the next 1.5-2 hours, at all times ensuring that we are working with an anti-oppression framework, and that everyone feels welcome to participate.</p> <p>Everyone should have an opportunity to introduce themselves.</p>
<b>Overview of the project</b>  <b>Talking points (suggested points to cover)</b>  <b>(10 min)</b>	<p><i>Facilitator: Welcome to the Community Conversation for the Community Safety and Well-Being Planning Initiative.</i></p> <p><i>On January 28, 2020, the City of Thunder Bay launched a public engagement process to gather community input into the development of a new Community Safety and Well-Being plan for Thunder Bay. This is a provincially mandated plan that proactively addresses locally identified priority risk to community safety and well-being. The City of Thunder Bay's Crime Prevention Council was appointed as the Advisory Committee to oversee the development and implementation of this plan.</i></p> <p><i>Engagement sessions are currently being held across Thunder Bay, including Community Conversations such as this one, to gather feedback from residents with diverse backgrounds and experiences. As the government closest to the people, the City of Thunder Bay has a responsibility to create a city that works for all residents. We want to hear from you so that we can help improve community safety and well-being for everyone.</i></p> <p><b><i>Your time is precious</i></b> <i>Community safety is everyone's responsibility, and we all have a role to play. We are grateful that you are choosing to spend this time to help create a new community safety and well-being plan for Thunder Bay. Over the next one and a half to two hours, we will discuss three questions. All notes will be collected and sent to City staff so they can compile input from across the community.</i></p> <p><i>To ensure that this is a respectful place for all community members to participate, please do not take any photos or record any audio or videos.</i></p> <p><i>Before we get started on our first discussion question, we should set some Guiding Principles. Guiding principles are helpful to make sure everyone feels welcome and respected in the conversation.</i></p> <p><i>Here are a few principles for your consideration, and you may add others:</i></p> <ul style="list-style-type: none"> <li>• <i>assume everyone comes with good intentions</i></li> <li>• <i>listen to and respect different opinions</i></li> </ul>

	<ul style="list-style-type: none"> <li>• <i>challenge ideas not people</i></li> <li>• <i>be thoughtful when expressing yourself</i></li> <li>• <i>if you need to make or receive a call, please leave the room</i></li> <li>• <i>stay on track-these are challenging issues and we need to get through a lot of discussion in a short time</i></li> </ul>
<b>Discussion Questions</b>  <b>(60 min)</b>	<p><i>Facilitator: Let's move into the discussion questions now.</i></p> <ol style="list-style-type: none"> <li><b><i>1. In your opinion, what contributes to a vibrant, safe and healthy Thunder Bay? (20 minutes)</i></b></li> <li><b><i>2. In terms of community safety and well-being in Thunder Bay, what are your greatest concerns? (20 minutes)</i></b></li> <li><b><i>3. What are the top 5 things (be as specific as you can) our community could focus on to address your concerns and improve community safety and well-being for everyone? (20 minutes)</i></b></li> </ol>
<b>Check-in and group discussion</b>  <b>(10 min)</b>	<p>At the end of 1 hour, the facilitator calls everyone's attention. This is an opportunity for the note-takers(s) to share the key highlights of what they have captured. Go through the questions one by one.</p> <p><i>Facilitator: Thank you for sharing your ideas and thoughts. Is there anything that you want to add to the conversation that has not already been shared?</i></p>
<b>Thanks and next steps</b>  <b>(5 min)</b>	<p><i>Facilitator: Thank you all for such a rich, honest and focused discussion.</i></p> <p><i>So here is what comes next:</i></p> <ol style="list-style-type: none"> <li><i>1. We will collect all the notes taken during our discussions today.</i></li> <li><i>2. Your ideas will help shape a new Community Safety and Well-Being plan for Thunder Bay. All feedback from the Community Conversations will be collected and shared with City staff who review and analyze it, and highlight themes and key ideas that emerge from across the community.</i></li> <li><i>3. Summaries of the ideas for the Community Safety and Well-Being plan will be posted on the City's website at the Get Involved site.</i></li> <li><i>4. In October, City Council will review a Draft Community Safety and Well-Being Plan for implementation</i></li> <li><i>5. If by chance, later today, or this weekend, you realize you have more to say, you can provide additional feedback online through the online survey, which you can also find at the City's Get Involved site (until February 28)</i></li> <li><i>6. If you want to receive a direct email about the next steps on this process please check the box beside your name on the sign-in sheet.</i></li> <li><i>7. Travel safe and thank you again for contributing your time, expertise and best advice.</i></li> </ol>



## Notes Pages-Question 1

**Question 1: In your opinion, what contributes to a vibrant, safe and healthy Thunder Bay? (20 minutes)**

**(Question 1 notes)**



## Notes Pages-Question 2

**Question 2: In terms of community safety and well-being in Thunder Bay, what are your greatest concerns? (20 minutes)**

**(Question 2 notes)**

### Notes Pages-Question 3

**Question 3: What are the top 5 things (be as specific as you can) our community could focus on to address your concerns and improve community safety and well-being for everyone?**

**(20 minutes)**

**(Question 3 notes)**

**(Use extra blank paper if need be)**

**Please send the notes from your community conversations to Lee-Ann Chevette at [lcchette@thunderbay.ca](mailto:lcchette@thunderbay.ca) or call 807-625-2554 if you have any questions.**

**Deadline for receiving all notes is Friday February 28, 2020 at 4:30 pm.**

