Presentation to City Council

City of Cambridge

March 30, 2021

Community Consultation Process for considering candidate sites for Consumption and Treatment Service with wraparound services

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The consultation framework was designed with input from the Community Wellbeing Advisory Committee (CWAC). Four meetings held:

October 24, 2019 – canvass of preliminary ideas of what makes a good consultation process, goals for consultation and who should be engaged

November 7, 2019 – working session to discuss and consider different methods (including advantages/disadvantages of methods) for each audience and to identify information needs for the consultation

February 6, 2020 – presentation and discussion on draft Community Consultation Framework

December 9, 2020 – presentation and discussion on update of Community Consultation Framework for virtual engagement (Covid-19 Safe Options)
Key Considerations

- It is important to clarify that the consultation process is about getting input on specific alternative CTS sites.

- The consultation process will not be recommending a site. The input received will be considered by City Staff in their recommendation to Council and by Council in their decision-making.

- The process is designed to enable all audiences to be comfortable to provide input and to reflect that input for Council’s consideration.

- Participating does not mean that an individual agrees or disagrees with any proposal to consider a CTS Site within/for Cambridge.

- Recognizing that people participate in different ways it is important to provide a variety of ways of providing input.

- CTS Potential Clients to be consulted with the assistance of Service Providers and Outreach Workers.
Objectives for the Community Consultation for CTS Site Selection Process

• To ensure that the community is aware of what the project is about, the timeline for its consideration and the City decision-making process.

• To provide purposeful, plain language and accessible information on the site selection process and information on the candidate sites.

• To strive for an exchange of views and perspectives on candidate sites through virtual consultation methods.

• To directly involve near neighbours, service providers and CTS potential clients to seek input on the candidate sites.

• To report back to the community and City Council on what was heard.
Audiences to be consulted

General Public
Near Neighbours
Service Providers
CTS Potential Clients
How consultation activities will be integrated

Consultation Activities would be simultaneously undertaken over a period of weeks to several months
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<tr>
<th>Audiences</th>
<th>Information Needs</th>
<th>Consultation Activities</th>
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| General Public/Residents        | • Purpose of the consultation  
• How sites were identified  
• Details on what a CTS site is  
• Information about the sites under consideration  
• Examples for types of services that could be provided at a site and how a site would function | Online Survey  
Kitchen Table Guide/Feedback Forms (downloadable from City website) for neighbourhood associations, community groups and other stakeholders. |
| Near Neighbours                 | • Information about the site nearby under consideration  
• Examples of how a site would function, services that may be provided, potential hours of operation  
• How clients access site - transportation considerations  
• What supports/ resources will be available within the community  
• Consideration for how concerns could be addressed | Postcard by direct mail with contact info for setting up telephone interview or virtual meeting.  
Kitchen Table Guide/Feedback Forms  
Telephone interview and, or virtual meetings. |
| Service Providers               | • Location, size, proximity to other services, space needs  
• Potential client profile  
• Expectations of partnership and services that could be provided  
• Site logistics including hours of operation  
• How clients access site - transportation considerations | Interviews (telephone/virtual)  
Individual and Small Group Meetings (virtual)  
Kitchen Table Guide/Feedback Form |
| Potential CTS Clients (individuals who may attend at the site for services) | • Services and treatment availability  
• How site would function and logistics  
• How to retain anonymity  
• How to get to the site  
• Safety when accessing site  
• Proximity to other services | Interviews (telephone/virtual)  
Meetings with outreach workers (telephone and virtual meetings)  
Kitchen Table Guide/Feedback Forms administered by Service Providers |
Communication Tools

- City website – Engage Cambridge Platform
- City’s Social Media Channels
- Newspaper Notification for Online Survey
- Postcard/Notice by Direct Mail for Near Neighbours with potential for virtual meetings
- Email and Telephone Calls for interviews and individual meetings to be held virtually
Reporting on “What was heard” Community Consultation Report

- Online Survey feedback report
- Input from Kitchen Table guide
- Feedback from virtual meetings with near neighbours
- Synthesis of input from interviews and telephone calls with near neighbours
- Synthesis from small group meetings with service providers and CTS potential clients
- Input from telephone interviews with service providers and CTS potential clients