

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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Process for Developing the Consultation Framework

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

The goal of the consultation is not to recommend a specific site but to collect input from participants across the community on alternative sites

- 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



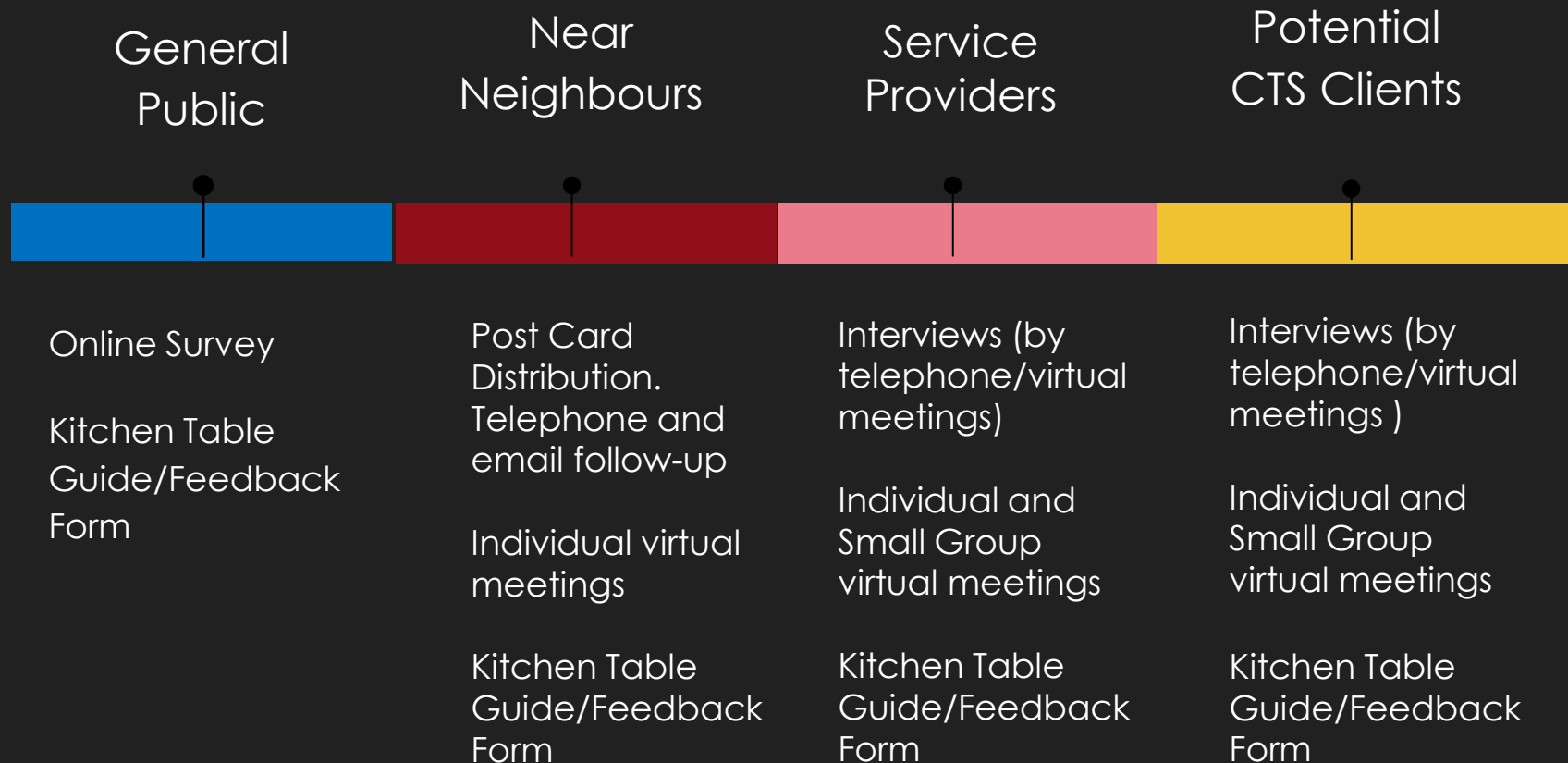
General
Public

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

Audiences	Information Needs	Consultation Activities
General Public/ Residents	<ul style="list-style-type: none"> • 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 	<p>Online Survey Kitchen Table Guide/Feedback Forms (downloadable from City website) for neighbourhood associations, community groups and other stakeholders.</p>
Near Neighbours	<ul style="list-style-type: none"> • 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 	<p>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.</p>
Service Providers	<ul style="list-style-type: none"> • 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 	<p>Interviews (telephone/virtual) Individual and Small Group Meetings (virtual) Kitchen Table Guide/Feedback Form</p>
Potential CTS Clients (individuals who may attend at the site for services)	<ul style="list-style-type: none"> • 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 	<p>Interviews (telephone/virtual) Meetings with outreach workers (telephone and virtual meetings) Kitchen Table Guide/Feedback Forms administered by Service Providers</p>

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