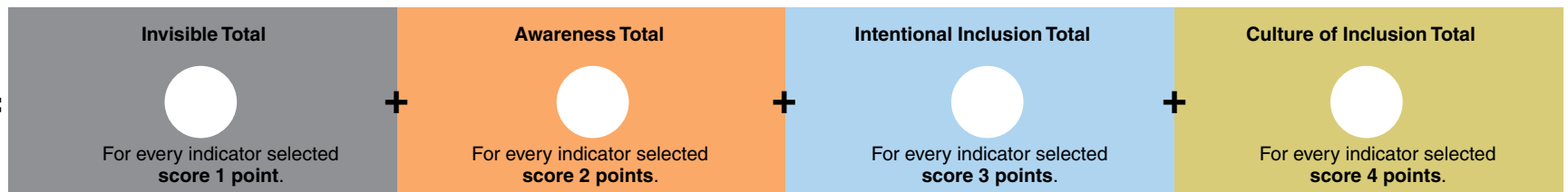


H. Resident Engagement

When the municipality works to engage the opinions all residents, this can lead to better involvement in municipal decision-making and participation in community life. Municipal communication is then meaningful and accessible to all community members.

	Invisible	Awareness	Intentional Inclusion	Culture of Inclusion
Diversity in public consultation	The same type of people attend town halls, take surveys, write letters to the editor, or comment on social media	Some effort is made to include marginalized people in consultation. Often those that are asked to provide input are the same go-to people	There is a policy in place that addresses how the municipality will obtain input from residents with diverse backgrounds	People participating in public consultation represent all demographics in the community
Input in decision-making	If there is community participation in decision-making, it is by informal conversations with groups of persons who are mostly wealthy, white and/or male	The municipality is aware of organizations that work with marginalized populations, but the municipality does not engage them to understand needs	Organizations that serve marginalized populations and its members are regularly engaged, in inclusive ways, to be a part of planning discussions	Diverse community groups regularly participate in consultations, and their suggestions are shown in policy and decision making
Methods used to collect input	Municipal leaders are not concerned or not aware if certain groups of residents are rarely involved in community consultations	Municipal leaders want to hear from diverse residents, but no special effort is made to engage them	The municipality has a policy requiring the use of a range of in-person and online methods to ensure all residents are heard	The municipality always uses different methods to ensure the opinions of diverse communities are heard
Communication to residents	Municipal leaders are not concerned whether communications are accessible to all residents	Municipal leaders recognize that public communications often use complex language, but there is no formal plan to address it	The municipality has a policy requiring the use of plain language in all written communications	The municipality's communication methods are inclusive of the needs of all residents (including those with visual or hearing disabilities)
Responding to reports of discrimination	When residents bring forward issues around discrimination or exclusion, decision makers don't know what to do, get defensive or don't take them seriously	When residents bring forward issues around discrimination or exclusion, decision makers acknowledge the concern but don't take action	When residents bring forward issues around discrimination or exclusion, decision makers are quick to take action, but often without the input of the affected parties	When residents bring forward issues around discrimination or exclusion, decision makers willingly discuss the issue and involve the affected parties in implementing a solution



Match your score on the rating scale

