



# COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	May 6, 2021
<b>SUBJECT:</b>	Community Safety and Well-Being Plan Community Engagement Update (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	Paul Johnson General Manager Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

In February 2021, an update was provided to the Emergency and Community Services Committee on the next steps in the development of Hamilton's Community Safety and Well-Being Plan (Report HSC19032(a)). A key component of the work moving forward was to focus on community engagement. This report provides an update on the approach that was used to engage the community and a summary of the key findings.

## What We Did – The Community Engagement Approach

Engagement on Hamilton's Community Safety and Well-Being Plan had two goals. The first goal was to inform Hamilton residents about the Community Safety and Well-Being Plan by providing them with information on the purpose and process for development of the plan. The second goal of engagement activities was to consult with the public and service providers to obtain feedback on the local priority areas identified by the Hamilton Community Safety and Well-Being Plan's Advisory Committee and collect recommendations for action to be included in the plan.

Due to COVID-19 restrictions, community engagement was conducted through virtual channels. For those without computer or internet access, a phone number and a dedicated staff person was provided for individuals to ask questions or provide feedback to inform the plan.

To inform the public about Hamilton's Community Safety and Well-Being Plan, information on the history and purpose of the plan was made available through the City

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of Hamilton's website ([www.hamilton.ca/safetyandwellbeing](http://www.hamilton.ca/safetyandwellbeing)) and Engage Hamilton, the City of Hamilton's virtual engagement platform (<https://engage.hamilton.ca/community-safety-and-well-being-plan>). Education material was also developed to support Advisory Committee members in championing conversations about Hamilton's Community Safety and Well-Being Plan within their own organizations, networks and communities across the city.

Several virtual formats were used to collect feedback. People were invited to share their thoughts and perspectives about community safety and well-being by posting on the Engage Hamilton website. This channel was available from November 2020 to April 2021. In February, the City of Hamilton also held three virtual engagement sessions with the public and service providers using small group discussions.

Various channels were used to promote virtual engagement opportunities including:

- City of Hamilton website;
- Engage Hamilton website;
- City of Hamilton social media;
- Advisory committee and community partner organizations' social media accounts and e-newsletters;
- City of Hamilton Councillors' websites, social media, e-newsletters and paper newsletters via mail;
- Communications and delegations to City of Hamilton Advisory Committees; and,
- Networks supporting other City of Hamilton community strategies.

The varied promotion efforts helped bring awareness to the Community Safety and Well-Being Plan and garnered interest for an additional eight virtual engagement sessions with service providers and community groups that were facilitated by City staff through March and April 2021. A list of organizations that participated across all virtual engagement sessions is available in Appendix "A" to Report HSC19032(b).

The virtual platforms were useful in informing the public about the Community Safety and Well-Being Plan. Through Engage Hamilton, there were 1,914 aware participants, these were visitors who went to at least one page on the website and 623 informed participants who interacted with more than one page. The City of Hamilton's social media accounts also showed the interest that the public had in learning about Hamilton's Community Safety and Well-Being Plan with City posts receiving 733 URL clicks for more information. In terms of consultation, 270 people were engaged and shared their feedback through the various virtual engagement opportunities.

### **What We Heard – Key Findings from Community Engagement**

Overall, we received validation through the community engagement efforts on the local priorities identified by the Hamilton Community Safety and Well-Being Plan's Advisory

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Committee. Many respondents echoed their desires for safer communities through action related to hate incidents, violence, mental health and stigma, substance use, housing and homelessness and access to income and highlighted the complexity of these issues in Hamilton.

We also heard through engagement that the definition of safety and well-being is unique to an individual or community and what could make one person feel safe may not evoke the same feelings of safety for others.

Emergent themes from the engagement were also respondents' desires for a community where:

- Everyone feels welcome and included;
- Everyone is treated equally regardless of their skin colour, lived experience or sexual orientation;
- People feel connected to their community with strong relationships between service providers, local policy, local government and residents;
- People's basic needs are met;
- People are able to access services where they live;
- Everyone can and feels empowered to fully participate in all aspects of the community such as education, employment, recreation and civic engagement; and
- Everyone takes responsibility to create a safe community for themselves and others.

Feedback was collected on specific actions that should be taken to address each of the local priority areas. In reference to the local priority areas, most of the feedback from the community focused not on action, but rather on the approach that should be used to come to these decisions for action. This includes the need to:

- Ensure all action and implementation plans in Hamilton's Community Safety and Well-Being Plan are guided by the collective responsibility to build a community focused on equity, inclusion, diversity and anti-racism;
- Conduct respectful and inclusive engagement through trusted channels throughout development, implementation, monitoring and review of Hamilton's Community Safety and Well-Being Plan;
- Ensure all action and implementation plans in Hamilton's Community Safety and Well-Being Plan are informed by evidence and mechanisms are in place to measure success;
- Identify sustainable resources to support community safety and well-being actions through new and existing funding opportunities; and,
- Encourage organizations to work together to improve service delivery coordination, make client pathways easier and achieve better community-safety outcomes within local priority areas.

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## **Next Steps**

Input received through the community engagement process will be used to inform the content within Hamilton's Community Safety and Well-Being Plan. In addition, feedback from other recent community engagement efforts related to safety and well-being will be considered in the development of the plan. This includes engagement through initiatives such as Our Future Hamilton, Hamilton Police Services' Town Hall, Hate Prevention & Mitigation Initiative and Hamilton-Wentworth District School Board's Safe Schools Review Panel.

Hamilton's Community Safety and Well-Being Plan will come to the Emergency and Community Services Committee for approval in June 2021. As per provincial deadlines, Hamilton's Community Safety and Well-Being Plan must be posted publicly as of July 1, 2021. After posting of the plan, continued efforts to engage the public and service providers will be made as implementation plans are developed.

Should you require further information on the Community Safety and Well-Being Plan, please contact Jenn Hohol, Senior Project Manager at ext. 7857 or via email at [Jennifer.Hohol@hamilton.ca](mailto:Jennifer.Hohol@hamilton.ca).

## **APPENDICES AND SCHEDULES ATTACHED**

Appendix "A": Organizational Participation in Engagement on Hamilton's Community Safety and Well-Being Plan

**Organizational Participation in Engagement on  
Hamilton's Community Safety and Well-Being Plan**

<b>Virtual Engagement Sessions (February 22, 24, 25, 2021)</b>
<b>Participating Organizations</b>
541 Eatery and Exchange
Affiliated Services for Children and Youth- Early Words
Centre de santé Communautaire Hamilton Niagara
Flamborough Connects
Gibson and Landsdale Area (GALA) Community Planning Team
Hamilton Foundation for Student Success (Hamilton Wentworth District School Board)
Hamilton Police Service
Hamilton-Wentworth District School Board
Helping Hands Street Mission
Housing Help Centre Hamilton & Area
Immigrants Working Centre
New Vision United Church
Over The Bridge
Pumpkin Patch Day Care
Sex Workers' Action Program of Hamilton
St. Matthew's House
The Jewish Social Services of Hamilton (Hamilton Jewish Family Services)
Urban Indigenous Strategy, City of Hamilton
Victoria Park Community Homes Inc.

<b>Discussions with Service Providers and Community Groups</b>
<b>Participating Organizations</b>
Mohawk College Community Access & Engagement Team
<i>Housing COVID Response Table</i>
City of Hamilton Housing Division
CityHousing Hamilton
Hamilton Police Services
Hamilton Regional Indian Centre
Mission Services
Inasmuch House
Salvation Army
St. Joseph's Healthcare Hamilton
Wesley Urban Ministries
YMCA
YWCA
<i>Women's Abuse Working Group</i>
Catholic Family Services of Hamilton

**Organizational Participation in Engagement on  
Hamilton's Community Safety and Well-Being Plan**

<b>Discussions with Service Providers and Community Groups</b>
<b>Participating Organizations</b>
Centre de santé Communautaire Hamilton Niagara
Compass Community Health
Hamilton Police Services, Domestic Violence Unit & Victim Services
Hamilton Regional Indian Centre
Interval House Hamilton
Ministry of Children, Community and Social Services
SACHA Executive Director
The AIDS Network
YWCA Hamilton
Committee Against Racism
LGBTQ+ Advisory Committee
City of Hamilton Ward 1
Contact Hamilton