



AGENDA

Zoom Link: <https://us02web.zoom.us/j/87032847380>

Meeting ID: 870 3284 7380

A. CALL TO ORDER

B. APPROVAL OF AGENDA

- **Motion:** THAT the Committee approve the June 28, 2021 agenda as circulated.

C. APPROVAL OF MINUTES (page 2)

- **Motion:** THAT the Committee approve the June 1, 2021 minutes as circulated.

D. ITEMS / REPORTS

1. Chair and Vice-chair's Discussion with UNA Board Chair and UNA CAO

- i. Oral update (Susan with supporting comments from Jane and Ran)
- ii. Discussion

2. CEAC Work Plan (page 7)

- i. Overview of the draft CEAC Work Plan (Glenda)
- ii. Discussion (Led by Jane)
- iii. **Motion:** THAT the Committee approve the draft CEAC Work Plan for submission to the UNA Board of Directors.

3. Setting-up a Standing Meeting

- i. Introduction (Glenda)
- ii. Discussion
- iii. **Motion:** THAT the Committee establish standing meetings every _____.

E. ADJOURNMENT

- **Motion:** THAT this meeting of the CEAC be adjourned.



MINUTES

PRESENT:

Jane Kang, Chair
Susan Eadie, Co-Chair
Ran Keren, Co-Chair
Alice Bradley

David Hahn
Eileen Le Gallais
Michelle Niu
Nidhi Raina

REGRETS:

Lee Weinsten

STAFF:

Glenda Ollero, Communications Manager

RECORDING SECRETARY:

Debbie Reimer, Mosaic Writing Group

A. CALL TO ORDER

Jane Kang, Chair, called the University Neighbourhoods Association (UNA) Community Engagement Advisory Committee (CEAC) meeting to order at 4:39 p.m.

B. APPROVAL OF AGENDA

Motion: THAT the University Neighbourhoods Association Community Engagement Advisory Committee approve the June 1, 2021 agenda with the addition of Item D.1.vi – Committee Members' Update.

Carried.

C. APPROVAL OF MINUTES

Motion: THAT the University Neighbourhoods Association Community Engagement Advisory Committee approve the March 31, 2021 minutes as circulated.

Carried

D. ITEMS/REPORTS

1. Brainstorming Session

i. Review of CEAC Terms of Reference

Glenda Ollero, Communications Manager, reviewed the terms of reference of the CEAC and highlighted:

- The purpose to represent community interests in providing advice to the Board of Directors
- The mandate to provide advice and assistance on matters to improve community engagement in the University neighbourhoods
- The minutes of the first UNA CEAC meeting will be sent to the June 2021 Board meeting for information

- Committee members are appointed for a two-year term:
 - Appointments will be reviewed annually
- Meeting schedules will be determined by the CEAC
- Additions to the agenda should be finalized prior to agenda submission to the Committee members
- Quorum is five of the nine members
- The CEAC may make recommendations to the Board by including motions on the Board meeting agenda
- All motions are required to be moved and seconded
- Board approval is required for:
 - Work assigned to staff in support of studies or activities
 - Funding for projects or activities
- Committee members are also residents and may voice opinions as such
- CEAC meetings will be open to the public
- The terms of reference may be reviewed at any time.

ii. Review of Existing and Upcoming UNA Committees

Ms. Ollero reviewed UNA committees and highlighted:

- Board Standing Committee on Finance and Audit is responsible for overseeing the financial Health of the UNA
- Board Standing Committee on Governance and Human Resources considers UNA policies relating to governance and Human Resources policies
- Community Engagement Advisory Committee provides assistance to the Board regarding community engagement
- Joint Task Force consists of UBC and UNA members and provides recommendations regarding the long term financial health of the UNA
- The establishment of the Land Use Planning Advisory Committee is in progress.

iii. Review of Upcoming UNA Board Activities

Ms. Ollero led the review of the upcoming UNA Board activities and highlighted:

- The Annual General Meeting (AGM) will be held on September 30, 2021 for the years 2020 and 2021
- Elections of new Board Directors will be held outside of the AGM, in a three-year election cycle
- The requirement to submit an application to become a member of the UNA in order to attend the AGM and vote in the election.

Agenda Varied

The order of the agenda was varied to consider Item D.1.vi prior to Item D.1.iv.

iv. Committee Members' Update

Committee members shared their reasons for joining the CEAC and their past experiences with UNA.

Agenda Varied

The order of the agenda was resumed.

v. Brainstorming Discussion

The CEAC members noted the need to clarify whether the purpose of the CEAC is to support residents or the Board; and to enhance political or community engagement.

Discussion ensued on:

- The need to determine if the mandate of the CEAC includes increasing voter participation in elections
- Clarification of the CEAC's mandate will help to generate ideas for actionable items.

It was suggested that the CEAC meet with the Board or Board Chair to clarify the purpose of the CEAC at the next CEAC meeting.

1. Ideas to Support the Board

The following comments were offered:

- CEAC can be a vehicle to developing a broader and deeper understanding of the interests of residents:
 - Use the CEAC to deliver the residents' voice to leaders
- Develop activities that respond to residents' interests to increase support for the work of the UNA
- Resident survey:
 - Suggestion to survey attendees, in English and Mandarin, to gather information about residents' interests and concerns
 - Suggestion to consult previous surveys
 - The need to know more about the demographics of survey respondents as young families' interests differ from teenage and older groups' interests
 - CEAC members could assist in addressing the language barriers that may prevent residents from participating in the survey
- Community activity:
 - Suggestion to plan an activity to draw the community together and to survey the attendees during the event e.g., a stone picking day on the field designated as a future school site, which would not involve costs and would allow the community to use the field until the new school is constructed
 - Suggestion to provide a website where residents can submit ideas for community activities
- Friday Newsletter:
 - Suggestion to promote the CEAC in the Friday Newsletter
 - Suggestion to ask residents if they utilize the Friday Newsletter as a source of information
 - There are approximately 5,000 subscribers, but the readership is undetermined
- Suggestion to establish communication channels with community opinion leaders and those who already volunteering and heavily engaged in the community to spread ideas e.g., strata council chairs, community leaders, community centre volunteers, Members of Legislative Assembly (MLAs)
- Suggestion to use both quantitative data, collected from the survey, and qualitative data to determine and drive the work of the CEAC:
 - Suggestion that CEAC members augment the survey by interviewing residents within their personal networks

- Suggestion to establish a general email address for the CEAC on the UNA website for residents to inform the CEAC of interest, concerns and accolades:
 - The email account could be managed by a CEAC member
- Develop a welcome package for new residents and include contact information for the CEAC:
 - The updates to the UNA welcome package will be finalized in the next few weeks
 - Suggestion to include engagement questions in the next amendment of the welcome package
- Establish a community portal to facilitate information sharing amongst residents:
 - Suggestion to establish a Facebook group for UNA residents
 - Recognition of the effort associated with the ongoing management of a community portal
 - Funding will be required to provide the ongoing management
- The CEAC's mandate from the Board is to increase community engagement in land issues and elections:
 - The Board's expectation to learn about residents' needs from the CEAC
 - The CEAC is able to make recommendations to the Board by including motions on the Board meeting agenda.

It was moved (Jane Kang) and seconded (Nidhi Raina)

THAT the University Neighbourhoods Association (UNA) Community Engagement Advisory Committee (CEAC) directs staff to draft a 2021-2022 CEAC priorities document to reflect the discussions during the June 1, 2021 CEAC meeting.

Carried

2. Emerging Issues

The following emerging issues were identified:

- Clarify the mandate of the CEAC with the Board
- Consult old surveys and create new ones to gather information about residents' interests and concerns
- Create social media platforms that are limited to neighbourhood residents
- Create communication channels with community opinion leaders
- Language barriers may prevent some residents from participating
- Identify the diverse interests and concerns of UNA residents.

It was moved (David Hahn) and seconded (Susan Eadie)

THAT the University Neighbourhoods Association (UNA) Community Engagement Advisory Committee (CEAC) directs the CEAC Chair to request the UNA Board Chair meet with the CEAC to clarify the mandate and expectations of the CEAC.

Carried

2. Election of Vice Chair

The Chair called for nominations for the position of Vice Chair.

Alice Bradley was nominated and did not consent to the nomination.

Ran Keren was nominated and did not consent to the nomination.

Susan Eadie was nominated and did not consent to the nomination.

Susan Eadie and Ran Keren were jointly nominated and consented to the nominations.

Member Departed

David Hahn departed the meeting at 6:28 p.m.

The Chair called a second and third time for nominations.

There being no further nominations, Susan Eadie and Ran Keren were acclaimed as Co-Chairs.

E. ADJOURNMENT

The date and time of the next meeting is to be determined.

It was moved (Jane Kang) and seconded (Ran Keren)

That the University Neighbourhoods Association Community Engagement Advisory Committee meeting adjourned at 6:31 p.m.

Carried

Community Engagement Advisory Committee Work Plan (2021-2023)

The Community Engagement Advisory Committee (CEAC) Work Plan is based on the mandate of the committee as laid out in the [Terms of Reference](#) (TOR), as well as the brainstorming session held on June 1, 2021. Ideas from committee members were compiled and condensed into four work plan goals.

The plan spans the CEAC's two-year term, and is broken into tasks and general priorities, with an opportunity to review the work plan periodically.

Learn about the community

To learn about community interests, needs and ideas about how residents want to engage with the UNA.

Tasks:

- Examine existing surveys done by UBC and other partner groups
- Create and promote a community survey
- Review the survey results and create a report

Be a voice for the community

To advise the UNA Board of Directors and staff on the opinions and interests in the community and offer suggestions on how to engage residents in the UNA based on what the committee members learn from the residents.

Tasks:

- Report on survey results to UNA Board of Directors and share results with UNA staff and other appropriate partner groups
- Recommend alternative communications strategies and tools for engaging with the community
- Participate in focus groups that will help the UNA guide its recreational programs, events planning and service delivery strategies

Connect the community

To identify community groups and identify ways to connect them with each other.

Tasks:

- Explore ways to build better communication lines between community leaders and stakeholders
- Create and monitor a general email inbox for the CEAC as a central place to receive information from resident and community groups, and report this information to the UNA Board of Directors and/or UNA staff

Support UNA engagement initiatives

To use the committee’s network to broaden the reach of the UNA’s engagement initiatives.

Tasks:

- Support in the recruitment of qualified residents to join advisory committees
- Support in the promotion of a UNA membership drive to encourage civic engagement and participation in the community
- Support in the promotion of a newsletter subscription campaign to help increase the reach of established UNA communications tools.

Proposed Timeline

Below is a proposed estimated timeline that shows the order in which the tasks outlined in the plan might be undertaken. It proposes that the committee start with the tasks under the learning goal to have a good foundation for decision-making. It also proposes that the committee may undertake multiple tasks concurrently.

SEASON	TASK
Summer 2021	Examine existing surveys done by UBC and other partner groups
Fall 2021	Create and promote a community survey
Fall 2021	Participate in focus groups that will help the UNA guide its recreational programs, events planning and service delivery strategies
Winter 2021	Review the survey results and create a report



Winter 2021	Report on survey results to UNA Board of Directors and share results with UNA staff and other appropriate partner groups
Winter 2022	Explore ways to build better communication lines between community leaders and stakeholders
Year-round or As needed	Recommend alternative communications strategies and tools for engaging with the community
Year-round	Create and monitor a general email inbox for the CEAC as a central place to receive information from resident and community groups, and report this information to the UNA Board of Directors and/or UNA staff
As needed	Support in the recruitment of qualified residents to join advisory committees
Year-round	Support in the promotion of a UNA membership drive to encourage civic engagement and participation in the community
Year-round	Support in the promotion of a newsletter subscription campaign to help increase the reach of established UNA communications tools

Notes from the Chair:

1. The CEAC works as a team and serves as a bridge for UNA Board and residents.
2. CEAC members would be the leaders of residents, also connect with the other leaders such as Strata members, cultural groups leaders, parent leaders etc.

CEAC Brainstorming Session Notes (June 1, 2020)

- Promote the committee
- Special activities that involve more residents
- Mediator and voice for residents
- Is this within the mandate of the committee?
- Can the group have an opportunity to meet with the board?
- Can we come up with suggestions?
- Develop broader and deeper understanding of the interests of the residents
- What are residents really interested in or unhappy about? Can we create a survey? Or an engagement event? Set starting points and baselines.
- What surveys are out there already?
- Learn more about various interests. What are different groups interested in? Who are the different groups?
- Example of activity: stone picking activity to clear a field
- Friday newsletter promotion
- Website/online portal/survey to suggest community activities
- Where do residents get their info?
- Language barrier might prevent residents from participating in a survey but the committee would be helpful in encouraging residents in participating
- Is there a way to set up communication channels with leaders in the community? (Strata chairs, community leaders, MLAs, etc.)
- Nidhi's personal experience as Strata chair – struggle to find support from community leaders
- Survey brings data and numbers that can be used to inform the committee's work
- Qualitative work has not been used/collected as much as quantitative
- Qualitative work is time consuming and difficult to do formally, like maybe informally is the way to go
- Can we have a general email for the committee that will be monitored by a member?
- Can we include information in Welcome Package about the CEAC?
- Community portal/Facebook groups for sharing ideas across neighbourhoods
- Staff to take brainstorming notes and create a workplan