



Community Engagement Guidelines

These guidelines outline steps to ensure a culture of respect, inclusion, and responsibility established at the board level to support community engagement on policy decisions.

Community engagement, as defined in **Policy T.07**, takes place when meaningful feedback and/or input from TCDSB stakeholders is received.

The following audiences should be considered in all community engagement activities as applicable:

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| <ul style="list-style-type: none"> • Parents/guardians • Students • Staff • Unions • Parent groups SEAC and CPIC • Advisory & Steering Committees • Advocacy Groups • Archdiocese of Toronto and parishes • CSLIT student group | <ul style="list-style-type: none"> • School neighbours • Catholic ratepayers |
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TCDSB engages its community stakeholders via the following communications channels as applicable:

- Tcdsb.org website
- Social media
- Email
- Direct Mail (targeted)

Principles of TCDSB Community Engagement

1. **Inform:** To provide TCDSB stakeholders with timely and accessible information to navigate the TCDSB system and support their child's school and learning as appropriate.
2. **Consult:** To obtain meaningful feedback on TCDSB schools, programs, services and strategic directions to serve stakeholders better.
3. **Involve:** To provide regular, inclusive opportunities for stakeholders to participate in TCDSB events, initiatives, and consultations to ensure their concerns and priorities are understood.
4. **Collaborate:** To partner with stakeholders who will be most impacted by the initiative or issue, incorporating input in the development or resolution process.
5. **Empower:** To reach a conclusion that is reflective of all stakeholder interests.



Planning For Effective Engagement

Step 1: Preparation

The questions outlined below will assist in determining the overarching vision for your engagement.

1. Identify the issue, its scope, and related stakeholders:
 - What are you trying to achieve by engaging with the public?
 - What information and feedback do you need to know, and why?
2. Determine the purpose and overall objectives of the engagement:
 - Will the input be used to inform the development of a policy, program or regulation?
 - What change(s) do you anticipate as a result of the engagement?
 - How will the feedback be analyzed and used to achieve the purpose?
3. Determine required communications and their timelines before, during and after the engagement process.

Step 2: Design

TCDSB is committed to providing community engagement opportunities that are free of barriers and biases. Please review the [Accessibility Standards for Services and Facilities Policy](#) and [Multi-Year Accessibility Plan](#) at the beginning of the design phase.

1. Determine the type of engagement approach to involve community members (townhall meeting, survey, etc.) and its overall objectives.
2. Identify what information will be needed to support the engagement process.
3. Identify communications channels to share engagement related information with community members.
4. Determine metrics to be used in evaluation.

Step 3: Implementation

Implement the engagement plan that was developed during the preparation and design steps following the **Community Engagement Event Procedure**:

- All TCDSB Community Engagements must begin with a prayer and land acknowledgement.
- All participants are expected to adhere to TCDSB's [Code of Conduct Policy](#), maintaining a safe environment where participants respect and treat others fairly at all times.
- Invitations to participate should be shared with appropriate stakeholders a minimum of one week prior to community engagements.

Step 4: Feedback and Follow-up

Provide participants with information concerning how their feedback will be used in the decision-making process. Next steps and a summary of feedback received from the engagement should be shared with community members in a timely fashion.

Step 5: Evaluation

1. Assess whether the process met the objectives using metrics set out in the design stage.
2. Submit a summary of engagement activity to Communications Department for inclusion in report to Board of annual community engagements.