

# A model for inclusive public participation



This model was co-created by Context Research and community members of Vancouver's Chinatown through a pro-bono project in summer 2017 examining the question: *How might we design and execute more inclusive engagement processes?*

PILLAR	EQUITY	CULTURAL RESPECT	COMMUNITY INVOLVEMENT	ACCESSIBILITY	TRUST + ACCOUNTABILITY
GOAL	To design an engagement process that reaches and hears from marginalized voices	To honour and respect the community's cultural values, history and diversity	To provide the community with a meaningful way to shape the process and outcome	To eliminate the barriers to participation and offer different ways to seek and hear input	To demonstrate transparency, legitimacy and credibility
OUTCOME	Community members feel that they are being heard and treated fairly	Community members feel respected, included and understood	Community members feel that their input is valued, helping to shape the outcome of the process	Community members feel informed and enabled to participate in the engagement process	Community members feel that the engagement team is authentic and that the process is accountable
EXCERPTED QUOTES FROM COMMUNITY MEMBERS	<p><i>"You might think you may be hearing or interpreting answers, but it may mean something different. Your power may influence/limit what you hear and understand. Recognize that there's another worldview that you have to understand, and recognize that it is equal to yours."</i></p> <p><i>"Notetaking not representative of input."</i></p> <p><i>"Who in this community are we not often hearing from? Involvement from people who are most impacted and giving them priority. Who has the most to lose?"</i></p> <p><i>"Councils, senior staff, advisory committees should have equity training."</i></p> <p><i>"Being sensitive means listening more and talking less."</i></p>	<p><i>"Understanding the longer-term history of the community and how this affects the community's response to proposed plans. Participants are likely to be intent on ensuring the preservation of their community particularly if it has a history of adversity and proposals attempting to chip away at the cultural identity and the long-term viability of the community."</i></p> <p><i>"Cultural sensitivity RESPECT... Don't approach my culture/race /ethnicity as an inconvenience."</i></p> <p><i>"Not everyone will think or act the same way - even if they share culture or ethnicity."</i></p> <p><i>"Make engagement more visible to the community... exhibits that attract people to participate and not just dragons."</i></p>	<p><i>"Advisory committees should have greater diversity of socioeconomic and lived experience."</i></p> <p><i>"Honouria really help encourage involvement in any community that has experienced marginalization."</i></p> <p><i>"Provide compensation and reciprocity...in what other ways can the community benefit?"</i></p> <p><i>"Community liaisons' can be problematic - no single person should be an ambassador even though they're well respected"</i></p> <p><i>"Racial licensing is dangerous, such as 'this person of colour says it's fine'."</i></p> <p><i>"Something that's missing is fostering the development of decision-makers from within the community."</i></p>	<p><i>"Provide a diversity of modes for contribution - public events are not always 'safe' for everyone."</i></p> <p><i>"Translation often goes one way. Ensure equitable access to receive and provide info - does translation go both ways?"</i></p> <p><i>"Meet people where they are."</i></p> <p><i>"Money on the wrong things, i.e. refreshments instead of giving staff a translator that would be more meaningful for equitable access."</i></p> <p><i>"Some Chinatown seniors aren't literate, don't understand engagement processes - there is a responsibility to educate them first to make sure that they understand what is going on."</i></p> <p><i>"Community should have access to someone to explain plans."</i></p>	<p><i>"When someone else comes in to the community and pretends to know more than the residents, this is a lack of respect."</i></p> <p><i>"Knowing the intentions of the process (agenda, objectives, what's open for input) is important."</i></p> <p><i>"Need to communicate a sense of authenticity - e.g. having community dinners before even asking for something in return from that community."</i></p> <p><i>"Trust - earned over time - hard to transfer from individual to individual."</i></p> <p><i>"Important to see someone leading the process who is representative or who comes from the community, who already has an affiliation with Chinatown or proven already within the community."</i></p>