RESOURCE GUIDE

NEIGHBOURHOOD LEADERSHIP

AND

NEIGHBOURHOOD CONNECTORS

ABUNDANT
COMMUNITY

Edmonton

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FOREWORD

Message from His Worship Mayor Don Iveson

We are fortunate to live in Edmonton, blessed with so much to offer and enjoy. One of Edmonton's greatest strengths is our people, who are passionate, active and engaged. It is our collective vision to build vibrant and sustainable communities and a stronger city—together. This Abundant Community Edmonton Resource Guide is a useful roadmap to help us achieve this vision.

Building a stronger city starts with building stronger neighbourhoods—our place of belonging, education, recreation and support. I encourage all citizens to use this resource guide to mobilize, organize and prioritize according to the unique qualities, assets and aspirations of each neighbourhood. The benefits of engaged and energized connected neighbours include community pride, a sense of shared ownership, increased safety and reduced social isolation.

The City of Edmonton has embraced the theory of the abundant community and turned it into practical action and demonstrated success. We are encouraged by the enthusiasm of citizens to expand this initiative throughout our city and the interest it has generated across North America and Europe. Our Abundant Community has already transformed lives and neighbourhoods. We are confident this positive transformation will continue.

I thank our citizen partners, City of Edmonton staff and City Council for the support and passion that has brought Abundant Community Edmonton to life. We are closer to our vision of an energized, inclusive, safe and sustainable city. Building a foundation for closer ties within the neighbourhoods where we live, enhances all that we do in Edmonton.

Yours truly,

Don Iveson
Mayor

INTRODUCTION

What is Abundant Community Edmonton?

Across the world, cities and communities are recognizing the importance and need for caring and connected neighbourhood life. The City of Edmonton believes that more neighbourliness on every block in the city will contribute towards this culture of care and connection, increasing sense of belonging and inclusion, ultimately leading to a more inclusive and livable city.

Utilizing the strengths and input of local citizens, the Neighbourhood Services Section of The City of Edmonton has co-developed *Abundant Community Edmonton.* This comprehensive framework for neighbourhood engagement and organization facilitates community building beginning at the block level.

The name of this framework was derived from the book The Abundant Community written by John McKnight and Peter Block, published in 2012. Abundant Community Edmonton (ACE) puts the philosophies of McKnight and Block's book into practice.

The intent of the *Abundant Community Edmonton Resource Guide* is to provide you—a community-minded member of your neighbourhood—with a simple framework that enables and supports you to organize your neighbourhood around the strengths and potential of the people who live there to take action and achieve shared community goals.

For more information about Abundant Community Edmonton please contact City staff by calling **311**, visit **edmonton.ca/AbundantCommunity** or email **abundantcommunity@edmonton.ca**.

For more information on John McKnight and Peter Block's work, visit **abundantcommunity.com**.

OVERVIEW

The Vision

Neighbours connected at the block level and in the neighbourhood. Together we form a strong, caring and supportive blocks and neighbourhoods where we look out for one another, share our talents, skills and resources with one another, recreate together, and collectively create the neighbourhoods we desire. The village is reinvigorated in our imaginations and in our city neighbourhoods.

Key Roles

When increasing neighbourliness using Abundant Community principles, four keys roles have been identified: **Neighbourhood Leadership**, **Support Team**, **Neighbourhood Connectors** and **Block Connectors**. These people support neighbours as they work towards a culture of care and connection.
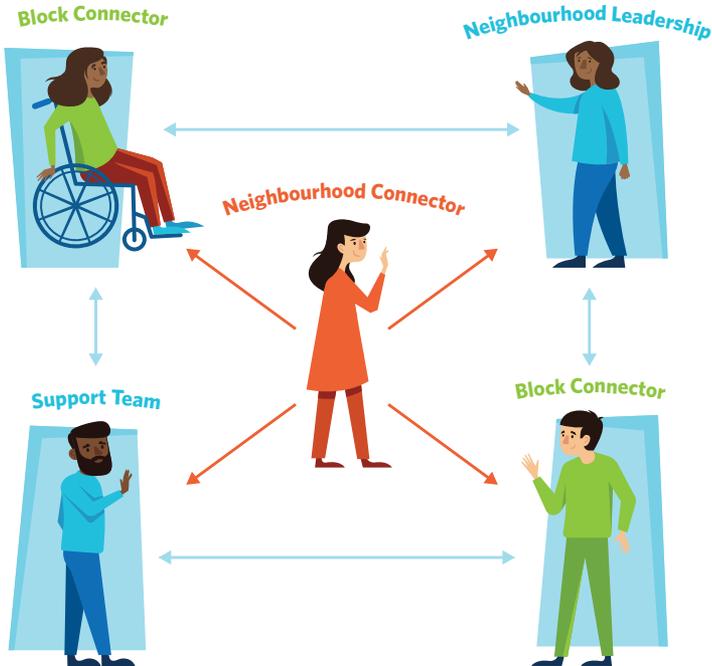
NEIGHBOURHOOD LEADERSHIP

Leadership of ACE can come from any individual or neighbourhood group that is looking to strengthen their connections in the neighbourhoods where they live. Within Edmonton neighbourhoods, citizens generally look to their Community League to host and sponsor the initiative. Edmonton's Community League system, which was established over 100 years ago to support engaged communities, provides a unique opportunity to take on a key role in supporting ACE. They are present in all residential neighbourhoods in the city, and have a mandate to help make Edmonton a place where community is valued, and neighbourhoods are active, vibrant and friendly places to live.

The intention of ACE is to help extend the reach of the Neighbourhood Leadership (i.e., the Community League board) to enhance the existing community building efforts, rather than be another program to add to the responsibilities of the volunteers. To help operate ACE effectively, the Neighbourhood Leadership should encourage the creation of a *Support Team* of committed individuals who will directly support the Neighbourhood Connector.

Contact City staff by calling 311 if you need assistance connecting with your Community League.

You will find the **BLUE** *section(s) most relevant to the role of Neighbourhood Leadership.*

SUPPORT TEAM

In many neighbourhoods involved in the ACE initiative, a Support Team naturally forms and coordinates the initiative for the neighbourhood, endorsed by and in connection with the Neighbourhood Leadership (i.e., the Community League board). The Support Team often originates with early adopters of the framework who meet together to talk about community building where they live. The Support Team's role is to be available to the Neighbourhood Connector and ensure resourcing needs are met.

Support Team members will find the **BLUE** *section(s) most relevant to the Support Team role.*

NEIGHBOURHOOD CONNECTORS

A Neighbourhood Connector is a volunteer from the neighbourhood who takes on the lead role of identifying, mobilizing and supporting Block Connectors. They do this on behalf of the neighbourhood leadership group and with the help and guidance of the Support Team. This is typically an ongoing role although the amount of effort required usually decreases as other people involved learn their roles. In some neighbourhoods, the Neighbourhood Connector role is a temporary part-time paid position, supervised by the Support Team and supported through the Neighbourhood Leadership (i.e., the Community League board). Be it a volunteer or paid position, the tasks would be the same.

Neighbourhood Connectors will find the **RED** *section(s) most relevant to the role.*

BLOCK CONNECTORS

Block Connectors are the people on each block who initiate conversations and connections between block neighbours. They fulfill the roles of:

1. **Point Person** or the "go-to" person for your Block, keeping neighbours updated about block and neighbourhood life. You might put together a block contact list to help neighbours get connected.

2. **Party Person** for the block, initiating block social gatherings such as BBQs and block parties once or twice a year.

3. **Listener** for each neighbour on the block, hopefully hearing from every neighbour. You'll be asking for their ideas for the neighbourhood, what pastimes they would enjoy doing with neighbours and the skills and gifts they would be willing to share with the block or with the neighbourhood.

Block Connectors will find the separate booklet, **Abundant Community Edmonton: Resource Guide for Block Connectors***, to be the most relevant source of information for the role.*

THE BENEFITS OF NEIGHBOURING

There are so many benefits that result from increased connection and neighbour-liness at the block and neighbourhood level. Some of them are listed here and many more will emerge as you build a more engaged and active neighbourhood!

INCREASED CARE OF NEIGHBOURS

* Awareness and activation of the diverse needs, skills, and experiences of residents.

* Neighbours helping neighbours; everyone contributing to neighbour-hood life according to their interests and abilities.

* Watching out for each other. Creating a village for children to grow and play; looking in on seniors and others who can use additional care.

* Better overall mental and physical health through new opportunities for relationships and recreation.

INCREASED CARE OF SHARED SPACES— THE ENVIRONMENTS WE CALL HOME

✸ Increased block identity and pride.

✸ Sense of shared ownership and responsibility for local infrastructure like open parkland, playgrounds, community gardens and public buildings.

✸ Alignment with movement to 'Think Global - Act Local'; promoting local food, water and energy security - reducing environmental footprint.

INCREASED CIVIC ENGAGEMENT AND ECONOMIC GROWTH OPPORTUNITY

✳ Connected citizens are more likely to engage with and influence community and its institutions. Opportunity to have a more engaged and representative voice in government affairs.

✳ Enhanced opportunities for employment through relationships and connections in the neighbourhood.

✳ Shared neighbourhood vision to build a strong local economy.
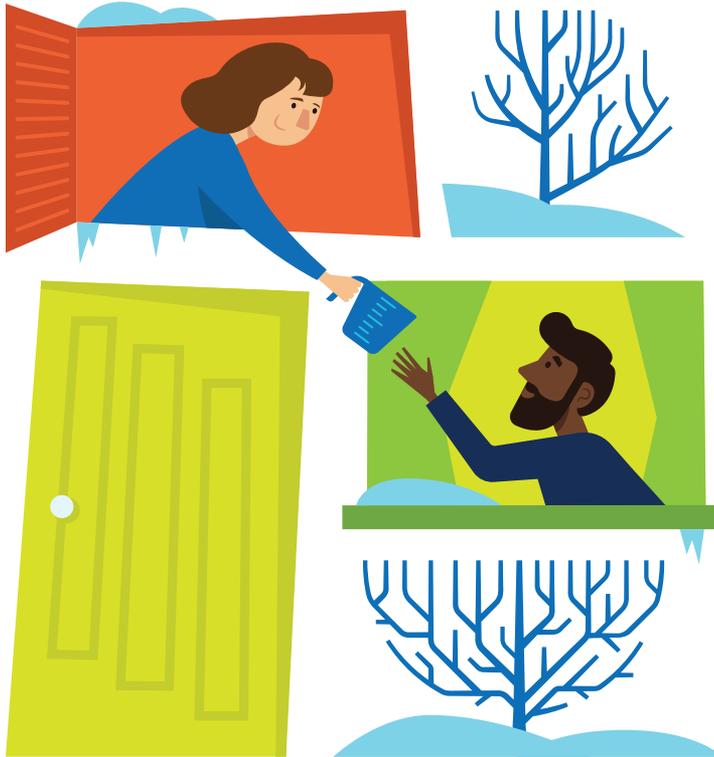
INCREASED SOCIAL AND CULTURAL WELLNESS

* Increased sense of belonging to the block and neighbourhood.

* Local and accessible companionship and friendship.

* More groups to join for recreation, fun, education and social time within the neighbourhood.

* Opportunity to know people from a wide variety of cultures, backgrounds, experiences and ages.

* Opportunity for intergenerational relationships.

INCREASED SAFETY

✳ Increased safety on the block and in the neighbourhood - quick help nearby when you really need it.

✳ "Stranger Danger" decreases as children learn the names of neighbours and residents get to know more about each other.

✳ Residents are able to watch out for each other with insights about each other's needs and schedules.

✳ Increased safety through the creation of a Block Connect list to be used in case of an emergency or disaster.

ACTIVATED AND SHARED KNOWLEDGE, CREATIVITY AND INNOVATION

✳ Collective wisdom, guidance, ideas and innovation from broad perspectives shared among neighbours.

✳ Emergence of creative solutions to common problems by using the unique assets, perspectives and abilities of the neighbourhood.

NEIGHBOURHOOD LEADERSHIP

AND THE

SUPPORT TEAM

"Abundant Community Edmonton invigorates neighbourly relationships by providing Community Leagues with a simple way to nurture opportunities for supportive social connections that perhaps didn't previously exist."

SUSAN PETRINA
HIGHLANDS COMMUNITY LEAGUE PAST PRESIDENT

GETTING STARTED

Blocks and neighbourhoods are important social units in society. Place-based community building comes into action through a person or two saying, "Let's get more connected in our neighbourhood!" The number of neighbourhoods making use of the ACE process and resources is steadily increasing - people hear about this neighbourliness initiative from others and it inspires them to try it out in their neighbourhood.

Key Functions of the Neighbourhood Leadership

Edmonton's Community League structure provides us with a unique opportunity to implement ACE as it already has a place-based focus on neighbourhoods and an established neighbourhood leadership structure. Any Neighbourhood group that wants to implement ACE needs to have a similar commitment and leadership structure to ensuring representation from the neighbourhood they are implementing the ACE framework in.

TIPS FOR OPTIONAL PAYMENT OF NEIGHBOURHOOD CONNECTORS

IF A GROUP DECIDES TO PAY A NEIGHBOUROOD CONNECTOR THESE STEPS WILL HELP:

1. The Neighbourhood Leadership votes to set aside $2,000 towards the one-year start-up salary for a Neighbourhood Connector (this salary can be based on a part-time role that involves approximately 200 to 400 hours of work at a suggested rate of $25/hour)

2. Apply for the Community Initiatives Program (CIP) Matching Grant. For more information on the CIP Grant, view **culture.alberta.ca/community/community-grants** *OR* contact City staff by calling 311

3. A formal selection and hiring process should be engaged in for the hiring of the Neighbourhood Connector. See resources at **edmonton.ca/AbundantCommunity**

A Community League board is comprised of volunteers who are busy tending to the day to day management of the league on behalf of the neighbourhood. The ACE framework is intended to support the work of the Community League by extending its reach to every block through the Block Connector network, ideally activating new volunteers and neighbourhood assets. Establishing the ACE framework depends on an additional commitment of residents from beyond the Community League board.

WITH THIS IN MIND, THE SUGGESTED ROLE FOR THE NEIGHBOURHOOD LEADERSHIP INCLUDES:

* IDENTIFY AND SUPPORT the people in the neighbourhood who have the excitement and time to explore the readiness of the neighbourhood for the ACE framework.

* LINK with other ACE neighbourhoods and City of Edmonton resources to learn about best practices for implementing ACE.

* DECIDE as the Neighbourhood Leadership to formally move ahead with the initiative (e.g., pass a motion at a Community League board meeting).

* ENCOURAGE AND ORGANIZE a team of individuals who are excited about community development. These people may become Block Connectors and/or the Support Team.

* DEFINE THE AREA of the neighbourhood where you'll begin. Some Community Leagues are responsible for multiple neighbourhoods, in which case they may want to choose one neighbourhood to start with. Some Community Leagues have a large population and may want to subdivide into neighbourhoods of approximately 1000 homes.

* IDENTIFY A NEIGHBOURHOOD CONNECTOR by finding a resident who is passionate about their neighbourhood and supports the ACE framework as an effective method of connecting neighbours. They can come from early adopters of the program, Support Team members or existing Block Connectors. In some neighbourhoods, they have chosen to provide a one-year startup salary for the Neighbourhood Connector (possible funding sources include the Community League, the Community Initiatives Program (CIP) Matching Grant or other fundraising activities).

* RECEIVE UPDATES from the Neighbourhood Connector and members of the Support Team.

✳ SHARE THE ACE INITIATIVE ON THE NEIGHBOURHOOD OR COMMUNITY LEAGUE WEBSITE by including a page that explains the initiative, and eventually, lists what is discovered through neighbour conversations (e.g., list of activities neighbours may want to engage in together, or skills and abilities being contributed to help neighbours).

✳ PROGRAM as much as possible from the "activities and interests" of neighbours discovered in the neighbourhood conversations.

✳ CONNECT NEIGHBOURS who have skills, abilities and experiences to offer with other neighbours who are interested in them.

✳ CONSIDER INTEGRATING COMMUNITY LEAGUE MEMBERSHIP information with the information collected during neighbourhood conversations (choose a neighbourhood inventory tool to organize all information together).

✳ CONSIDER FREE COMMUNITY LEAGUE MEMBERSHIP for at least one year in order to include as many neighbours as possible in the Neighbourhood Inventory and to affirm that all residents belong to the neighbourhood regardless of whether they have purchased a Community League membership or not.

Key Functions of the Support Team

The Support Team helps coordinate the work of ACE in a neighbourhood. This is primarily done by overseeing and supporting the Neighbourhood Connector on behalf of the Neighbourhood Leadership. The Support Team also reports back to the Neighbourhood Leadership as the initiative progresses.

Members of the Support Team often include those who first brought ACE to the neighbourhood, neighbours who support the idea, community development experts who live in the neighbourhood, or those who just want to get more connected with their neighbours. The Support Team is usually comprised of residents who are not already part of the Neighbourhood Leadership. The Neighbourhood Leadership nurtures and encourages the Support Team to grow organically.

THE SUGGESTED ROLE FOR THE SUPPORT TEAM INCLUDES:

✳ HOST regular neighbourhood information sessions to explain ACE to neighbours.

✳ ASSIST the Community League with integration of the ACE framework into the Community League's website.

✳ NETWORK with City staff and other neighbourhoods who participate in ACE.

✳ RECRUIT, SELECT AND DIRECT the Neighbourhood Connector and set them up for success by ensuring they have what they need to do the job well.

✳ SUPPORT and work alongside the Neighbourhood Connector to **recruit, celebrate** and **connect** Block Connectors.

✳ ESTABLISH AND SUPPORT the use of a neighbourhood inventory tool and its integration into the Community League website (see the *Neighbourhood Inventory* section on page 27).

✳ IDENTIFY AND/OR WORK WITH A "PROGRAM DIRECTOR" of the Community League board to create programs or groups of shared interest and activity for the neighbourhood. Some Leagues have both Program and Social directors.

✳ IDENTIFY AND/OR WORK WITH A "VOLUNTEER DIRECTOR" of the Community League to match the discovered skills and abilities with other neighbours and the neighbourhood.

✳ ACQUIRE FUNDS if you choose to pay the Neighbourhood Connector.
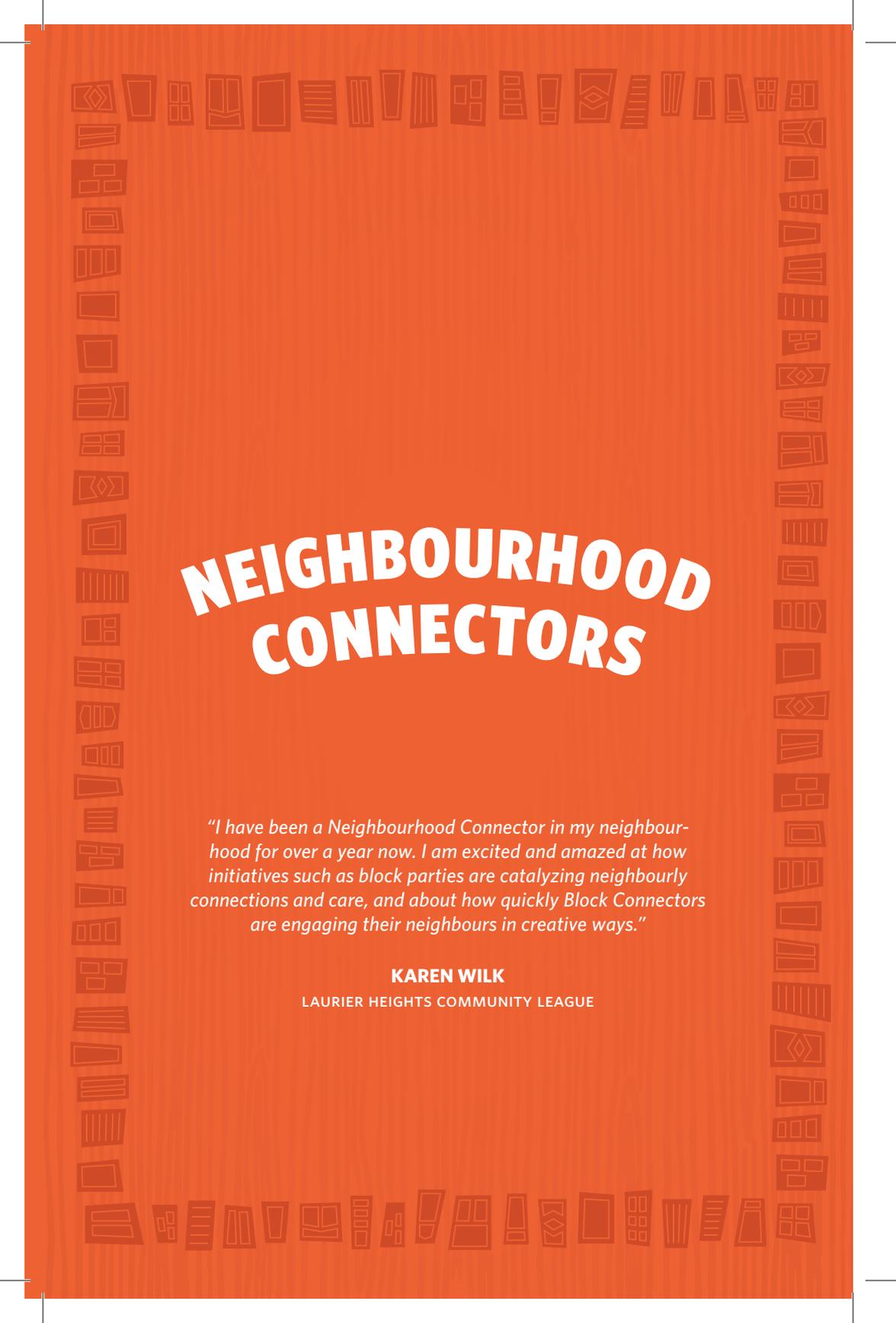
NEIGHBOURHOOD CONNECTORS

*"I have been a Neighbourhood Connector in my neighbour-
hood for over a year now. I am excited and amazed at how
initiatives such as block parties are catalyzing neighbourly
connections and care, and about how quickly Block Connectors
are engaging their neighbours in creative ways."*

KAREN WILK

LAURIER HEIGHTS COMMUNITY LEAGUE

The Role of the Neighbourhood Connector

Your primary role as the Neighbourhood Connector is to identify and support Block Connectors. While this is a straightforward and exciting role, it can also be very challenging. **We encourage you to engage in the work as soon as possible to see if it is a fit for you***. If you feel the role is not for you, please communicate that to your Support Team as soon as possible.*

AS A NEIGHBOURHOOD CONNECTOR YOU WILL NEED:

✸ PASSION for neighbouring.

✸ LEADERSHIP ABILITY to enlist, direct and motivate Block Connectors to connect with their whole block, and host annual block gatherings.

✸ TENACITY AND ORGANIZATIONAL SKILLS to engage all blocks in the neighbourhood.

✸ OPENNESS to engage *all kinds* of neighbours.

✸ HOSPITALITY to convene the Block Connectors for encouragement and "team support".

✸ TEACHING ABILITY to demonstrate for the Block Connectors how to connect neighbours.

✸ INTEREST in the conversations collected, ensuring collection and relevant follow-up action.

✸ CARE, TACT AND PATIENCE to work over the long haul with all levels of ability and commitment among Block Connectors.

✸ COMMUNICATION SKILLS to correspond with Block Connectors, the Support Team and the Neighbourhood Leadership.

Neighbourhood Connector Tasks

This section will guide you in your role. It is designed to provide clear direction and reasonable goals that can be agreed upon between you and your Neighbourhood Leadership. Suggested number of hours per task is included – these may need to be modified to accommodate your specific circumstances. An overview of the tasks follows, grouped into the start-up and monthly tasks.

START-UP TASKS

Orient your Neighbourhood Leadership and Support Team members on the fundamentals of the ACE process and key roles. The recommended optimal time for this period is February and March, in order to be organized and ready for the optimal block connecting months, which we have observed to be May and June in Edmonton. That said, anytime is a good time to start getting neighbourly!

✳ **BLOCK CONNECT ON YOUR OWN BLOCK**
- Introduce yourself to your neighbours using the Connector Card.
- Plan a block social event.
- Do your best to connect your neighbours with current neighbourhood activities based on the information gathered from the Connector Cards.

✳ **ATTEND AN ACE COMMUNITY OF PRACTICE GATHERING**
- These gatherings are supported by City staff and are usually held monthly and build community among Edmonton's Neighbourhood Connectors and their Support Teams, providing a time for sharing resources, stories, research, new information, encouragement and questions.
- Geared towards supporting Neighbourhood Connectors, Support Team members and Neighbourhood Leadership, but open to anyone (including Block Connectors) interested in building community in their neighbourhood.
- For information on the next ACE Community of Practice gathering, contact City staff by calling 311.

✳ **IDENTIFY NEW BLOCK CONNECTORS**
- Attend neighbourhood events and bring your neighbourhood map and Connector Cards. Discover block enthusiasts, people who have hosted block parties, sold Community League memberships, past Block Parents, members of Neighbourhood Watch or Welcome Wagon, etc.
- Place an ad or article in your neighbourhood newsletter or website, briefly describing the Block Connector role and how to contact you.

MONTHLY TASKS:

NEIGHBOURHOOD CONNECTOR MONTH AT A GLANCE (WITH SUGGESTED HOURS):

Identify new Block Connectors	10
Orient the Block Connectors by demonstrating the Connector Card	2.5
Accompany Block Connectors on their first neighbourhood conversation(s)	5
Share ACE updates via website, social media, newsletter, etc.	3
Support collecting data into a Neighbourhood Inventory	2.5
Attend ACE Community of Practice Gatherings	3
Host a monthly Block Connector gathering	3
Work with the Support Team or Neighbourhood Leadership to support new activity groups based on shared interest	2
Email and Administration	2
Approximate Hours per month	**33**
Approximate Hours per year	**400**

TIPS FOR ASSIGNING BLOCK CONNECTORS

✳ As you start identifying Block Connectors, tentatively divide the neighbouhood into blocks and cul-de-sacs, and apartment/condo buildings into floors, of approximately 20 households each (these groupings will eventually each have one or two Block Connectors).

✳ Try using a map and walking the blocks to get a feel for any natural boundaries and separations that create common sense divides between blocks.

✳ You may find that your original block assigments are not the best divisions as more Block Connectors come on. Be flexible.

- Visit neighbors both at their door or in local gathering spaces (e.g., parks, local coffee shops). Ask them if they know any outgoing people on their block or in the neighbourhood that would be a natural Block Connector. If they can't think of anyone, leave your contact information on ACE materials so they can learn about the program and perhaps think of someone later on.

- Approach the suggested residents and let them know their name was recommended by a neighbour. Explain the ACE framework. If they are not interested, ask them if they know of anyone they would recommend. Continue the search.

✱ ORIENT THE BLOCK CONNECTORS BY DEMONSTRATING THE CONNECTOR CARD

- Once a Block Connector is found, model the use of the Connector Card by having the conversation with them.

- Use the *Resource Guide for Block Connectors* to help answer any questions they might have about the Connector Card and the Block connector role.

- Offer to role-play or take the new Block Connector along on a door to door visit and community conversation you have planned.

✱ ACCOMPANY NEW BLOCK CONNECTORS ON THEIR FIRST NEIGHBOURHOOD CONVERSATION(S)

- Accompany each new Block Connector on at least one conversation. Committing at least half an hour per Block Connector will go a long way in setting them up for success.

- As the Neighbourhood Connector, lead the first conversation to demonstrate, then encourage the Block Connector to lead from then on.

✱ SHARE ACE UPDATES VIA WEBSITE, SOCIAL MEDIA, NEWSLETTER, ETC.

- Prepare residents for ACE coming to their neighbourhood. Help socialize them to the idea of Block Connectors coming to their door to have a conversation. This will help soften the door to door approach when it begins in the neighbourhood.

- Celebrate successful block socials by sharing stories or photos.

- Highlight and profile Block Connectors so that others in the neighbourhood understand what is happening. It can also encourage others to get involved and become Block Connectors.

- Highlighting individuals and events helps introduce neighbours to one another.

TIPS FOR SUPPORTING BLOCK CONNECTORS:

The role of the Block Connector can be new and challenging for most. For this reason their success will depend upon **effective support and encouragement** from you.

TO DO:

✳ **HOST PERIODIC GATHERINGS** with Block Connectors to offer an opportunity for team support, learning and camaraderie. Try all kinds of gatherings, times of the day, sizes of groups and formats. Create geographical groupings of 4 to 6 Block Connectors who can support each other.

✳ **CREATE A POSITIVE VIBE AND MOMENTUM** around ACE in your neighbourhood and provide information through newsletter articles, stories and reports. Use the neighbourhood or Community League newsletter to share stories about neighbourliness and include photos of block gatherings, group activities and work projects. Make use of social media (e.g., neighbourhood or block Facebook pages).

✳ **ADD ACE INFORMATION TO THE COMMUNITY LEAGUE OR NEIGHBOURHOOD WEBSITE** Show results of conversations (e.g., list activities neighbours would like to engage in with each other). Make the website a point of entry for Block Connectors and a place of welcome to neighbours to engage in activities and groups. Post the Connector Card with an exwwplanation of how it works as a conversation tool.

✳ **STAY IN TOUCH** Prioritize face-to-face, phone, text and then email conversations.

✳ **GET TO KNOW THE BLOCK CONNECTORS** using the Connector Card. It's a great way to try it out!

✳ **CELEBRATE!** Offer compliments and ensure celebration of even the smallest wins from the efforts of the Block Connectors to build new connections.

✳ SUPPORT COLLECTING DATA INTO A NEIGHBOURHOOD INVENTORY
- ◆ Actively encourage Block Connectors to share conversation information so it can be uploaded into the neighbourhood inventory tool your neighbourhood chooses to use.
- ◆ Inform Block Connectors that the Community League website is posting the inventory information – this will help them to connect their block community building work to the bigger neighbourhood picture.

✳ ATTEND ACE COMMUNITY OF PRACTICE GATHERINGS
- ◆ Receive ongoing support and training in a collaborative environment that provides opportunities for problem solving and learning of best practices.
- ◆ Invite your Block Connectors or people interested in ACE to come along with you.

✳ HOST A MONTHLY BLOCK CONNECTOR GATHERING
- ◆ After identifying at least five Block Connectors, invite an experienced Neighbourhood Connector (from another neighbourhood) to assist you in leading your first Block Connector gathering.
- ◆ Use this gathering to solidify your group as a team who is committed to working together for the common goal of enriching the connections in your neighbourhood.

✳ **WORK WITH THE SUPPORT TEAM OR NEIGHBOURHOOD LEADER-SHIP TO SUPPORT NEW ACTIVITY GROUPS BASED ON SHARED INTEREST**

- ◆ Working with the Community League's "Program Director" and the Support Team, look at the responses in the neighbourhood inventory which seem to stand out for a lot of people, for example, ones in which neighbours are willing to lead or in which there is lots of interest.

- ◆ Finding leaders is a good starting point for the formation of new groups in the neighbourhood - provide leaders with a list of neighbours who have indicated the same interest).

- ◆ Post the conversation information and notification of the new groups formed on the Community League website.

- ◆ Celebrate the work and the outputs of the groups. Share their stories to inspire others!

✳ **EMAIL AND ADMINISTRATION**

- ◆ As with any supporting role, there is bound to be email and admin-istration duties that need to occur. This can seem heavy at first as things are being established but they will decrease overtime as the Neighbourhood Leadership, Support Team and Block Connectors grow in their roles.

- ◆ Clear, consistent communication is key to keeping ACE growing. You are the point person between the groups involved. It is best to ensure they are kept informed and up to date.

TIPS FOR TRICKY SITUATIONS

✸ There may be neighbours who intimidate the Block Connectors. While there is no absolute imperative to approach these neighbours, as a Neighbourhood Connector you may want to join the Block Connectors on these connections in order to overcome any barriers. Remember this is a long term initiative.

✸ What do we do about the "tricky people" that live on our block? Try to reach out to all individuals. This situation presents you with the greatest opportunity for neighbourhood growth. Those that may be isolated can be the most impacted with some words of welcome. Balance this intent to reach everyone with your intuition and sense of what is safe.

✸ Spend time reflecting on the stereotypes that might be barriers to inclusion in your neighbourhoods. Promote opportunities to learn about marginalized people and stay curious when faced with cultural practices or life choices that may seem different from yours.

TIPS FOR WORKING TOGETHER WITH THE NEIGHBOURHOOD LEADERSHIP

✸ It is important for the Neighbourhood Connector to maintain a good relationship with the Community League. Working together with the Support Team to be sensitive to the needs and direction of Neighbourhood Leadership is important.

✸ ACE adds another item to the leadership's agenda, but it is an important and valued one. ACE offers leadership: feedback from the neighbourhood about their vision, identification of the abilities and willingness of residents to contribute to the neighbourhood, and an inventory of activities neighbours would like to engage in together (e.g., ideas for new programs and services that could be offered). And with a Support Team in place, there should be very little extra work on the leadership's plate.

✸ As more information becomes available through the community conversations, create a summary of the findings to share with the Neighbourhood Leadership. For example, share with them the common elements found in the vision your neighbours have for the neighbourhood (see Question #1 on the Connector Card). Suggest posting the neighbours' vision on the Community League website for the neighbourhood to see and invite the leadership to comment on it.

Neighbourhood Inventory

Organizing neighbourhood information has come a long way from the recipe box of cards with phone numbers and Community League membership information. Now inventory and organizational tools are available, secure and easy to use by your neighbourhood. As neighbours provide their contact information and vision for the neighborhood, pastime interests and skills to share, these can be stored, sorted and used to create a flourishing neighbourhood.

The information collected from the neighbourhood conversations has three primary functions, to:

1. Provide a picture of the neighbourhood's vision;

2. Connect and invite neighbours to join existing groups of interest, or assist in the formation of new groups; and

3. Provide an inventory of skills, abilities and experiences to share with the neighbourhood.

Inventory and organization tools are ready for use by you and your neighbourhood. These user-friendly online applications are aligned with the ACE Connector Card and Community League membership cards. For more information, contact City staff by calling 311.

FEATURES OF THE LATEST INVENTORY OPTIONS:

✳ Accessible, secure and easy to use online applications.

✳ Convenient repositories for neighbourhood information collected in conversations.

✳ Effectively identify common interests and activities to facilitate the formation of new groups (or invitation to existing groups).

✳ Easily generate reports (for example, a report on things that are important to people - the vision for the neighbourhood).

✳ Display neighbourhood information visually using interactive lists, while still protecting privacy.

✳ Responsive and easy to adapt as neighbourhood processes evolve.

COLLECTING AND ORGANIZING INFORMATION

SAFEGUARDED INFORMATION:

The information provided by neighbours is intended to be shared with the neighbourhood. And while this is true, the Community League has a responsibility to safeguard the information from misuse. They do this in much the same way as they safeguard the Community League membership information, which has been entrusted to them.

PROTECTING PERSONAL INFORMATION:

It is important to tell people what will happen with the information that they provide to you as their Block Connector. The primary intent of gathering the information is to share it in order to facilitate relationship building and connection in the neighbourhood. This does not mean that it will be shared outside of the neighbourhood. It will be handled with care, following the guidelines of the *Personal Information Protection Act* (PIPA), which governs the protection of personal information for non-profit organizations in Alberta. The *ACE Personal Information Protection Policy* can be provided to you upon request.

For more information, please contact City staff by calling **311**
or visit **edmonton.ca/AbundantCommunity**
or email **abundantcommunity@edmonton.ca**

GET NEIGHBOURING

RESOURCES

The City of Edmonton's Neighbourhood Resource Connectors (NRCs), Revitalization Coordinators, and the ACE Support Team are passionate about working with you to build stronger connections among your neighbours, and uncover the hidden strengths, skills and assets in your community.

ACE is a collaborative initiative. Each neighbourhood that becomes involved, creates resources that help them in their community building efforts. Examples have included yard signs, postcards, Block Letter Introduction letters, and more! We collect these in an online folder. If you are interested in viewing these resources, please contact City staff by calling **311**
or visit **edmonton.ca/AbundantCommunity**
or email **abundantcommunity@edmonton.ca**

THANK YOU

The City of Edmonton is excited to work with you and your neighbourhood in this building community program, and we hope you find this guide to be a useful tool.

Ultimately it is your enthusiasm for a connected and caring life in your neighbourhood that is making a real difference. Thank you for your commitment to community building in your neighbourhood!

*"When we discover the true richness of our neighbourhoods—
the vast and amazing potential—it becomes clear that we
could fill many lifetimes within the boundaries of a few blocks.
And that is more than enough."*

JAMIE ARPIN-RICCI
AUTHOR, *THE COST OF COMMUNITY*

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