



Engage Framework

Guiding principles

The City of Calgary assigns a high priority to appropriately involving citizens and other stakeholders early on and throughout the process, especially when the decision(s) impacts their lives.

The Engage Policy incorporates the following five principles for guiding engagement initiatives:

Guiding principle	Strategies and promises
ACCOUNTABILITY The City upholds the commitments it makes to citizens and stakeholders, and demonstrates that results and outcomes are consistent with the approved plans for engagement.	<ul style="list-style-type: none"> ▶ Stewardship of the Engage Policy lies with Council. ▶ The City Manager, and General Managers and/or designates, are responsible for adherence to the Engage Policy and stewardship of the Engage Administration Framework. ▶ The City's project managers and work leads are responsible for the correct and thorough completion of The City's engagement processes, as directed in the Engage Administration Framework. ▶ Customer Service & Communications is responsible for the development and maintenance of the Engage Administration Framework, including The City's processes, tools, training and data archives with respect to engagement.
INCLUSIVENESS The City makes its best efforts to reach, involve and hear from those who are impacted directly or indirectly.	<ul style="list-style-type: none"> ▶ Opportunities are provided for citizens and stakeholders to get involved at the beginning and throughout a City project or initiative when decisions impact their lives. ▶ Best efforts are made to accommodate diverse needs and backgrounds, including those in accordance with Calgary Corporate Accessibility Policy CSPA003 and Welcoming Community Policy CSPA034. ▶ Opportunities are provided to create shared visions embraced by diverse interests.
TRANSPARENCY The City provides clear, timely and complete information, and endeavours to ensure decision processes, procedures and constraints are understood and followed.	<ul style="list-style-type: none"> ▶ The promise, purpose and limitations on engaging citizens and stakeholders are made clear. ▶ The roles and responsibilities of all parties are clearly communicated. ▶ Citizens and stakeholders are provided with relevant background and context about the project or work requiring engagement, as well as information about how to participate in the engagement process. ▶ The City communicates to citizens and stakeholders: <ul style="list-style-type: none"> ▷ What was heard – sharing input received; and ▷ How input was considered, or why input was not used, in decision-making.
COMMITMENT The City, within its ability and work plans, allocates sufficient resources for effective engagement.	<ul style="list-style-type: none"> ▶ Business Units identify appropriate funding and resources for engagement processes within business plans for capital and operational work. ▶ Customer Service & Communications develops and delivers training to support effective engagement across The City, specific to roles and responsibilities of The City's engagement process. ▶ Stakeholder time and resources are respected and used effectively.
RESPONSIVENESS The City of Calgary endeavours to understand citizen and stakeholder concerns.	<ul style="list-style-type: none"> ▶ Timely information is provided to citizens and stakeholders about opportunities for input via channels that best suit the audience. ▶ Feedback is collected and delivered to citizens and stakeholders in order to share input on both engagement processes and outcomes. ▶ The City is receptive to hearing the views of citizens and stakeholders.