

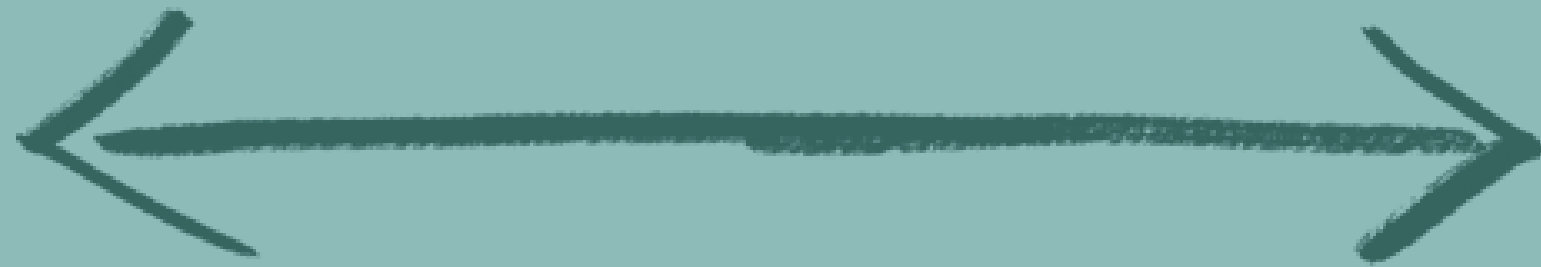


Building Belonging

Council I.D.E.A. Consultation
Workshop

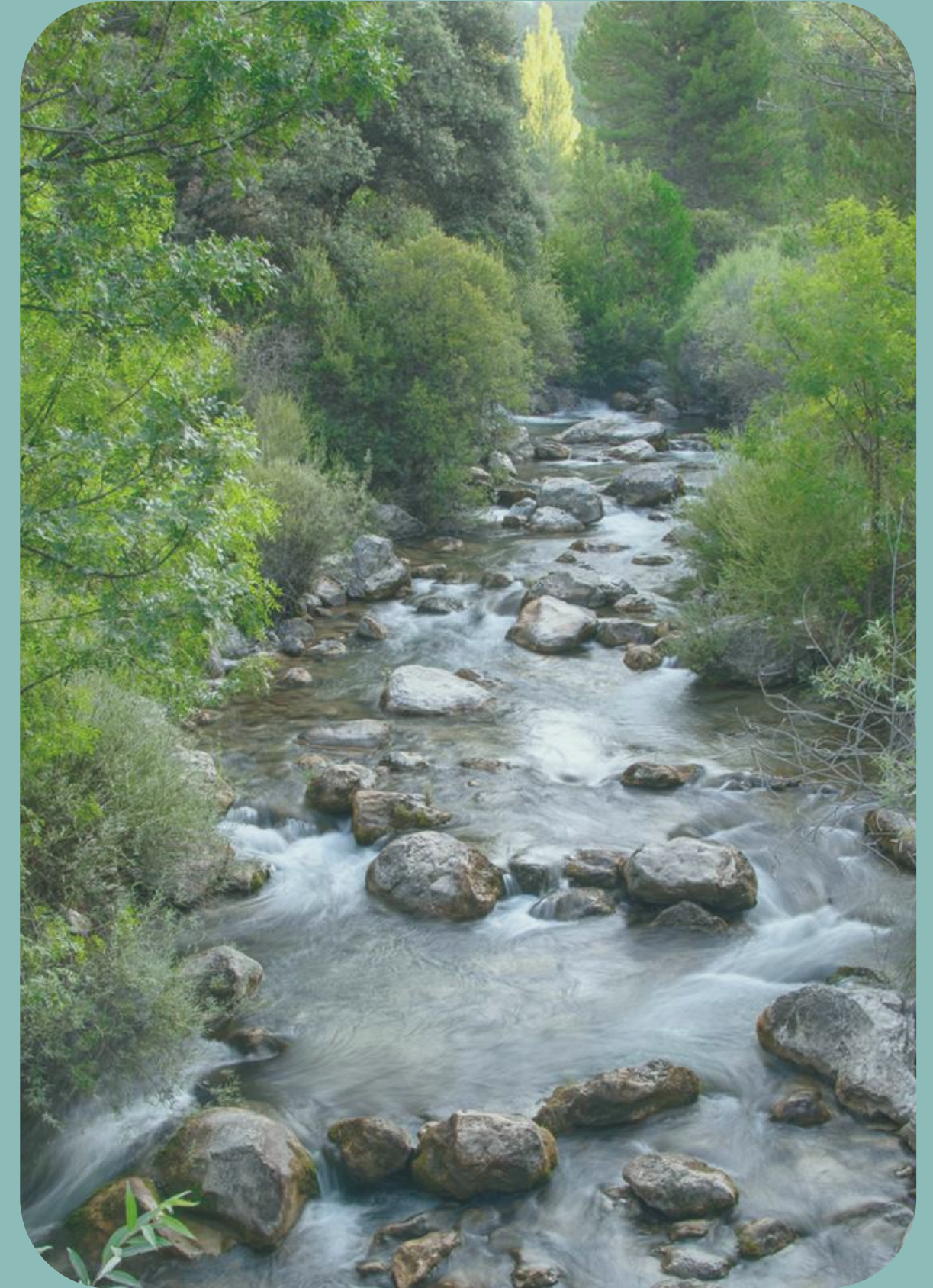


About Today



Goals

- **Understand I.D.E.A. + Journey of Belonging**
- **Make it real for Harrison Hot Springs**
- **Capture Council priorities, risks, and measures**



The I.D.E.A

What is an I.D.E.A. Framework?

An I.D.E.A. (Inclusion, Diversity, Equity, & Accessibility) Framework is a roadmap, co-created by residents, businesses, visitors, and staff, that the Village can use to improve service quality, fairness, and access for everyone.

Inclusion

People feel welcome and able to participate.

Diversity

The different backgrounds, identifies, and perspectives in our community.

Equity

Fair access to services and opportunities.

Accessibility

Information, spaces, and processes work for different needs and abilities.

Intersection & Local Context



- Overlapping realities: businesses, aging, health/ability/mobility, language, newcomers, power/privilege, racism, visitors/tourism, Village services
- Design principle: Plan for intersections, not silos.
- Myths & Resources: GetIntoltHarrison.ca

What it includes

A shared vision and principles; an Equity Decision Lens for day-to-day choices; and a Council-ready Action Plan with clear implementation steps, actions, owners, timelines, and measures.

What it doesn't include (in Phase 1)

Implementing the actions (this happens in Phase 2 - timing TBD).



What: Co-create an I.D.E.A. Framework + Action Plan

Why: Better service quality, fairness, and access

How: Surveys, workshops, outreach

When: Dec 2025 → mid-Apr 2026

Next: Draft plan for comment in early March; Council review in spring 2026

Journey of Belonging



Exclusion: When people are left out completely, not given access or opportunity in a space, service, or community.



Segregation: When people are separated, present but not fully included, often because of disability or difference.



Inclusion: When barriers are removed so that everyone can participate equitably with dignity & differences respected.



Belonging: When people feel welcomed, valued, and naturally part of the community, with connection, trust, and respect.

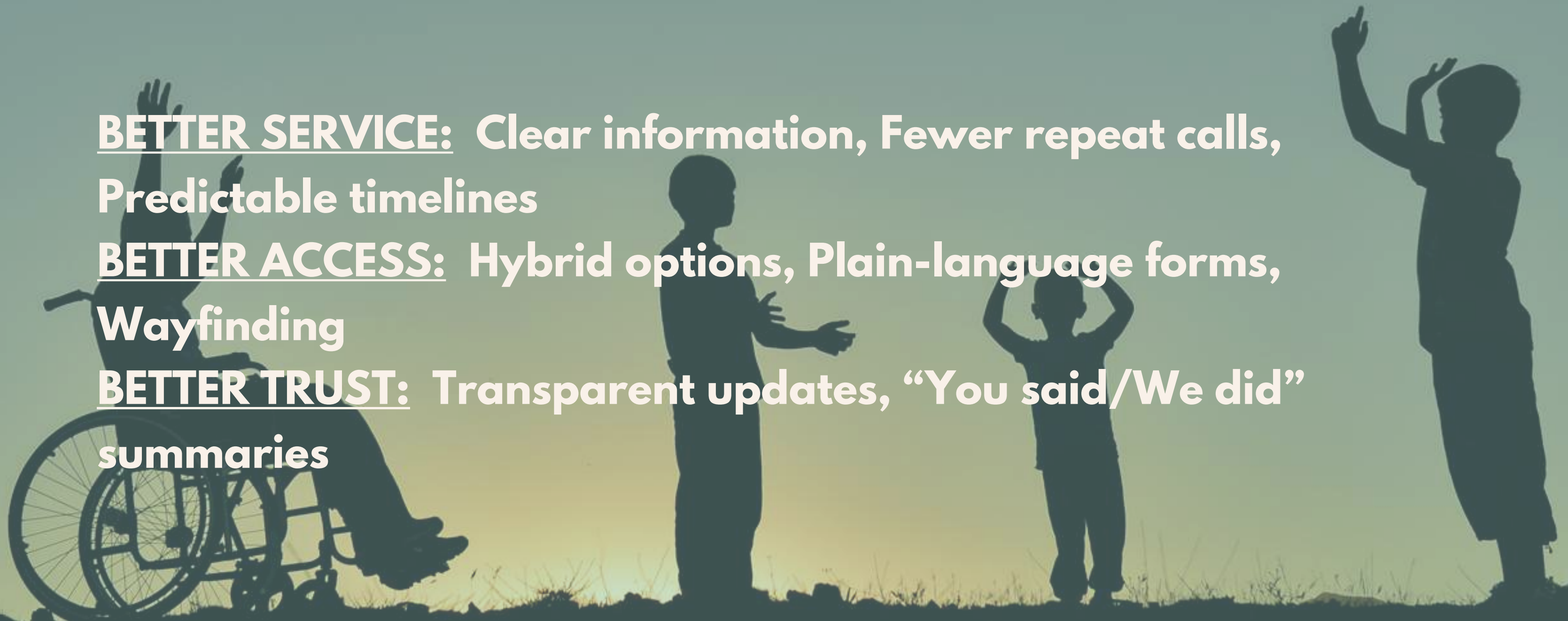
Adapted from Lexa Bergen @ lexabergen.ca

Why this matters (service & trust)

BETTER SERVICE: Clear information, Fewer repeat calls,
Predictable timelines

BETTER ACCESS: Hybrid options, Plain-language forms,
Wayfinding

BETTER TRUST: Transparent updates, “You said/We did”
summaries



Harrison Hot Springs Scenarios



Consultation 1

Constituent Signals



Guiding questions

- **What are you hearing most?**
- **Where do people get stuck or give up?**
- **What builds trust; what erodes it?**

Consultation 2:

Risks & Worries



Consultation 3

Priorities



Guiding questions

- What are two practical fixes that could come first?
- Any symbolic signals that fit HHS (and why)?



KPIs

How do we know if it's working?

What do we measure?

- What do we pay attention to?
- What do we report and when?
- How does input change action?

What does success look like?

- Collecting stories
- Describing success
- Belonging as a Benchmark



Top
Themes

Key Fixes

Success
Indicators

What we heard: Council Workshop

- **December 1, 2025**
Phase 1 Project Launch and Survey 1 Opens
- **February 19, 2026**
Public Consultation Event
Check back here for more information!
- **End of February 2026**
What We Heard (summary of themes from survey, workshops, and outreach).
- **Early March 2026**
Survey 2: What We Heard Feedback Opens
- **March 2026**
Draft Framework & Action Plan posted for comment.
- **March 2026**
Survey 3: Draft Action Plan Feedback Opens March 2026
- **April 2026**
Revisions, Council presentation, and final public summary for Phase 1.



Next Steps

[GetIntoItHarrison.ca](https://getintoharrison.ca)

- Staff Session January 28th 2026
- Two Public Sessions February 19th 2026
- Business and Groups can reach out to schedule small group/organizational consultation for January & February



THANK YOU

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