

# Community Consultation and Planning Proposal

Mariners Centre

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Max Chauvin  
President  
Chauvin Resource  
Development Group  
5 Rocklin Drive  
Dartmouth, NS B2X 3R5  
(902) 240 7272  
[maxim.chauvin@gmail.com](mailto:maxim.chauvin@gmail.com)



## **Consulting Company Overview**

***Chauvin Resource Development*** exists to assist organizations in discovering their maximum potential, dramatically improve the lives of their ownership, and create an exciting, unique and motivating experience for staff, volunteers and customers.

Max Chauvin, President of Chauvin Resource Development, has both an MBA and an MSc in Strategic Planning from the Edinburgh Business School, is a Nationally Certified Facilitator and Trainer with over 25 years of senior management and governance experience in a variety of organizations. Max is a recognized expert in recreation and facility management. He was a participant in the development of the National Recreation Framework and one of the authors of the Shared Recreation Strategy for Nova Scotia.

Max leads all projects and conducts all workshops personally. He utilizes a variety of techniques including appreciate inquiry & focused conversation and always provides a unique, relaxed, hands on practical approach. All projects are tailored for each group and can incorporate any special needs of the organization.

### **Type of Services**

- Strategic and business planning
- Board of Directors training in board management and governance
- Group process facilitation for team development, issue exploration and clarification, or conflict resolution
- Volunteer management training
- Executive Director training

### **Sample Client List**

- Rath Eastlink Centre
- Federation of Nova Scotia Heritage / Association of Nova Scotian Museums
- Memory Lane Family Place
- Snow Mobile Nova Scotia
- Lunenburg County Lifestyle Centre
- Government of Nova Scotia
- Real Estate Institute of Canada
- Greenwood Military Family Resource Centre
- Lifesaving Society Nova Scotia Branch
- Heart and Stroke Foundation of Nova Scotia
- Town of New Glasgow
- Canadian Cancer Society Nova Scotia Division
- Fall River Recreation Association
- Nova Scotia Recreation Professionals in Health
- Phoenix Youth Programs

## Summary of Project:

A series of consultations with the communities surrounding the Mariners Centre to gather feedback from residents about the future of the Centre.

## Desired Outcomes:

1. Gather feedback from users of the facility about their current experiences and future wants and needs.
2. Gather feedback from non-users of the facility about their current view of the facility and what their hopes and expectations are for the future of the Mariners Centre.
3. Confirm the draft framework policies of the Association: Mission, Vision and Values or Beliefs.
4. Identify what success looks like for the Mariners Centre over the next several years and how it could be monitored and evaluated.
5. Articulate key priorities for the association over the next 3 years, include the critical components of those priorities.
6. Have some fun.

## Key Principles of Project:

- In every project there are options that will not be considered in the planning process. These limitations in project scope must be clearly identified before commencement of the project.
- Any consultation activities must be based on genuine questions that will be considered in the planning process, not token involvement for appearances sake.
- A meaningful community consultation process must allow anyone who wishes to participate an opportunity to have their voice heard.
- A workplan must be created with the people who will use it.

## Workplan:

Step 1: Initial project meeting - Completed

Step 2: Setting of dates and locations for community consultations

Step 3: Development of community consultation tools

- Draft agenda for focus groups
- Draft community survey and introductory document
- Entry of survey into online survey tool
- Preparing of a hard copy version of the survey
- Testing of survey

Step 3: Community survey open

- Promote community focus groups.
- Promote and allow members of the public to complete the on-line survey.
- Provide easy access to the hard copy survey.

Step 4: Community consultation: focus groups

- Conduct 6 focus groups based on the desired profile of participants as identified in the initial project planning meeting.

Step 5: Key informant interviews if required

- Conduct key informant interviews if required.

Step 6: Community feedback report

- Draft a 'what we heard' document based on the feedback from the survey, focus groups, and if required, key informant interviews.
- Generate a series of recommendations based on the results.
- Identify questions and discussion topics for the in-person meetings and review.

Step 7: 1<sup>st</sup> In-person meeting

- Review of report from community feedback
- Clarify current situation and operational environment
- Review and update the framework policies
- Identification of priorities

Step 8: 2<sup>nd</sup> In-person meeting: If required

Step 9: Final draft of strategic vision and plan framework

- Incorporate the feedback from members of the review committee and generate final report.

## Specific Responsibilities:

### Chauvin Resource Development will:

- Hold one or two advance tele-conference meetings with representatives from the Mariners Centre.
- Design a community survey
- Design and conduct focus groups with community members
- Facilitate the planning meetings
- Prepare notes from meetings and surveys. Draft both a “what we heard” document from the community consultations and workplan for review and approval by the project leadership team.
- Host two in-person meetings with the project leadership team to review data, reports, and workplan.

### Mariners Centre Leadership will:

- Identify a single contact person who shall be considered their official representative for this project. This person will be the authoritative answer for all questions about the project. This person will confirm the specifics around the project.
- Provide meeting facilities and supplies (1 LCD projector & screen (or white wall space), 2 flip charts & 2 pads of flipchart paper, food and beverages for focus groups, and compensation for focus groups participants (if provided).
- Provide tele-conference services for meetings as required.
- Provide access to survey monkey or similar tool.
- Promote the survey and focus groups.
- Provide copy services and distribution for the hard copy survey
- Conduct registration for the focus groups and provide a host to welcome participants.
- Determine if key informant interviews are required and who should be interviewed. (For example, local YMCA leadership)
- Pay invoice for project within 30 days of receipt of invoice.
- Provide a copy of any requested Board or Association materials 15 days before a meeting to Max Chauvin. All materials & any copies to be returned to the Mariners Centre office within 7 business days after the final meeting.

## Financial Breakdown:

Online survey and hard copy survey	\$1,000
Focus groups (6)	\$3,000
Report from survey and focus groups	\$1,500
Planning meetings including final report	\$1,500
<b>TOTAL COST:</b>	<b>\$7,000 + expenses</b>

<b>EXPENSES:</b>	Mileage @ .49/km
	Accommodation @ cost
	Meals @ \$100/day

Optional items for discussions TBA

- Chauvin Resource Development provides on-line survey tool
- Chauvin Resource Development provides meeting spaces and provides all supplies for the focus groups
- Chauvin Resource Development provides tele-conference services as required
- Hosting more than 6 focus groups
- Hosting key informant interviews
- Additional in person meetings

## Agreement:

Date: \_\_\_\_\_ CRDG: \_\_\_\_\_

Date: \_\_\_\_\_ MC: \_\_\_\_\_