



CONSTANCE LAKE FIRST NATION

P.O. Box 4000, Constance Lake First Nation, ON P0L 1B0
Tel: 705-463-4511 | Website: www.cfn.on.ca

REQUEST FOR PROPOSALS

Project Title: First Nation Communications Infrastructure and Planning Study

- Issue Date:** December 1, 2015
- Deadline:** December 18, 2015 at 11:59 PM
- Project Timeline:** January 11, 2015 to February 26, 2016
- Lead Contact Person:** Monica John-George, Executive Director
E-Mail: monica.john-george@cfn.on.ca
Tel: 705-463-4511
- Alt. Contact Persons:** Patrick Cheechoo, Ring of Fire Lead Advisor
E-Mail: patrickcheechoo@icloud.com
Tel: 807-356-1968
- Roger Wesley, Ring of Fire Coordinator
E-Mail: roger.wesley.cfn.on.ca
Tel: 705-463-4511

Introduction

Constance Lake First Nation is an Oji-Cree / Cree community located in northeastern Ontario (42 kms west of Hearst, ON) with a membership of over 1,600. Over 900 members live in the reserve with the remainder in urban centers such as Thunder Bay, Toronto, Timmins, North Bay, Sudbury and more. The First Nation has a Daycare/JK to Grade 12 school, the Jane Mattinas Health Centre, a Band Office, and local member-owned businesses. Other services and entities include: Communications Center, First Nation owned businesses, an elder living complex and three churches. There are local Boards and committees under various sectors such as education, land-use planning, community planning, health, elders, youth and more.

Constance Lake First Nation is on the edge of major change and development with increasing mining exploration and a growing potential for major infrastructure and energy development occurring within Constance Lake's traditional territory. A growing need to ready the community and its members for forthcoming interactions with government and industry have initiated the local leadership to acknowledge capacity building and community planning as a priority. As the First Nation prepares through community and business development, there is a growing desire to build local communications; thus, community communications for both internal and external stakeholders is a top priority for the Chief, Council and the membership.



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Constance Lake is part of the Matawa First Nations Ring of Fire Regional Framework Agreement, which is in Phase II (Negotiations). Constance Lake requires comprehensive community and sector-based planning; therefore, studies on local priority issues are being implemented. A holistic community planning process was initiated in April 2015 and will be completed in March 2017. Nee-Gan O-Ta-Pi-Nan-Nee-Win, the 30-year community plan, will guide the First Nation from the membership's perspective in all sectors such as community infrastructure (water, sewer, roads, ditching...), our lakes, land-use planning, environmental issues, education, health, social, elders, youth and more.

This Request for Proposals (RFP) is for gap analysis on community communications infrastructure and planning along with recommendations for the First Nation's Community Communications planning and implementation as well as potential funding sources.

Project Summary:

The successful consultant or firm of this RFP will work under the auspices of the First Nation's Executive Director and will work collaboratively with the Ring of Fire and Communications offices personnel along with Mr. Patrick Cheechoo, Ring of Fire Advisor.

The successful candidate will ensure that meaningful and comprehensive dialog and consultation will take place with Chief and Council, First Nation administration and management and both on- and off-reserve membership. Efforts must include outreach to elders, youth and women. The winning bid will include a review of past reports and other documentation regarding community communication, the Ring of Fire and Nee-Gan O-Ta-pi-Nan-Nee-Win.

The final product will be a gap analysis on local communications infrastructure, planning and governance along with recommendations on furthering the draft Community Communications Plan.

Background and Scope:

Constance Lake, through the Ring of Fire office, has held community gatherings including a one-day Community Communications forum and has drafted a Community Communications Plan (Communications Plan). To support the Communications Plan, a gap analysis is required to help determine additional goals and objectives for the community with regards to infrastructure, programming, communications governance and documentation including communication best practices, protocols and procedures. Communications infrastructure includes, but is not limited to, Internet access, intranet, broadcasting tower (for radio station and television channel) and phone mobility service.

The final report / plan must also include a training needs analysis with recommendations for next steps on training and education for First Nation personnel and the membership at-large. A list of potential sources of funding for the Communications Plan will also be included. The project will be focused on community communications including local infrastructure, governance, management and capacity. Both internal and external communications will be considered throughout the project and will include outreach to as many of the following: Chief and Council, band administration, on-and off-reserve membership with a focus on elders, youth and women. Other stakeholders that may be approached included personnel from Matawa First Nations Management and regional First Nations.



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Required Tasks / Deliverables:

- Phase 1:
 - The consultant or firm will sign a consulting services agreement with Constance Lake First Nation;
 - Initial planning meeting(s) will take place with the Executive Director, Ring of Fire Coordinator and Lead Advisor.
- Phase 2:
 - Review of existing records and documentation regarding local communications and infrastructure;
 - Initial contact/meeting(s) with Executive Director, Advisor, local leadership and management and RoF / Communications personnel;
 - On- and Off-reserve outreach using community gatherings/workshops, surveys, interviews, online/e-mail and more.
- Phase 3:
 - On or before February 5, 2016 at 4:30 pm, submit a draft final report.
 - The Executive Director, Ring of Fire Coordinator, Program Managers and RoF Lead Advisor will review the draft report and submit feedback by February 12, 2016 at 4:30 pm.
 - Review and implement feedback and submit final report by February 26, 2016 at 4:30 pm.

Project Schedule / Timeline:

- Bid process closes on December 18, 2015;
- Selection made by December January 6, 2016;
- Contract signed and Project commences on January 11, 2016;
- Project Completion Date (submission of the Final Report) will be February 26, 2016 at 4:30 PM.

Submission Requirements:

- Proposal with following details:
 - Introduction of Firm, Lead Consultant and Team (as applicable)
 - 3 References
 - Project Team / Resumes
 - Roles and Responsibilities
 - Study Objectives
 - Project Background
 - Statement Of Consulting Work
 - Methodology: Communication, Meetings...
 - Schedule And Completion Time
 - Complete Budget including all fees and expenses
 - Consultant Questions



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Evaluation Criteria:

- Likelihood of successful completion within timeframe and budget; 20 pts
- 3 References; 20 pts
- Ability and experiences of bidder and bidder's team; 20 pts
- Experiences with northern Ontario First Nations clientele; 20 pts
- Bidder's project plan and methodology; and 20 pts
- Bidder's estimated Fees and Expenses. 20 pts
 - Winning Bid must score at least 75/120.

Submission Deadline:

Bid process closes on December 18, 2015 at 11:59 PM.

Submissions:

Mail your Bid Package / Proposal to: Constance Lake First Nation
c/o CLFN Communications RFP
Attn: Monica John-George, Executive Director
P.O. Box 4000, Constance Lake First Nation, ON P0L 1B0

Or e-mail: monica.john-george@cfn.on.ca, RE: CLFN Communications RFP

Inquiries:

On the Request for Proposals process, please contact the Executive Director, and for other details on the Project, please contact Mr. Wesley or Mr. Cheechoo.

Working Agreement:

The winning consultant or firm will sign a consulting services agreement with Constance Lake First Nation.

Reference Documents:

- Draft Community Communications Plan

NEE-GAN O-TA-PI-NAN-NEE-WIN



DRAFT

Community Communications Plan

**Prepared by:
PATRICK CHEECHOO**

**Prepared for:
CHIEF AND COUNCIL, COMMUNICATIONS (CCLO) and
RING OF FIRE COORDINATING OFFICE**

**Date:
July 2015**

1) EXECUTIVE SUMMARY:

Constance Lake First Nation's Ring of Fire Coordinating and Communications Offices led the development of this Community Communications Plan under the direction of Chief and Council and supported by the Ontario Ministry of Northern Development and Mines (Funding Agreement). The Community Communications Plan resulted from discussions, recommendations and conclusions from community surveys and community-based forums. The First Nation leadership, management, staff and members participated offered their opinions and input during a consultation process.

A) Background:

The purpose of the Community Communication Plan (Plan) is to enhance communication in support of Constance Lake First Nation's on-going administration and community-based initiatives such as Ring of Fire Negotiations, Nee-Gan O-Ta-Pi-Nan-Nee-Win (N-O) and sector-based Planning. This Plan is a community-based plan to help assure all First Nation members are informed and up-to-date on all important initiatives, news and announcements. The Plan will take advantage of community strengths and opportunities while addressing and proactively solving weaknesses and threats to First Nations communications. This plan includes Goals, Objectives and Action Items for all First Nation stakeholders (i.e - elected leadership, management and administration along with members) to implement when communicating to internal and external audiences. The main areas discussed and included in this Plan are as follows:

- ◆ The Communications Cycle and how it relates to CLFN (see Appendix B)
- ◆ Effective Communication – Best Practices
- ◆ Internal communication (within the First Nation and its Membership)
- ◆ External communication (between the First Nation and other stakeholders/organizations)

B) Objectives:

To clearly define the Communications Cycle to the First Nation Leadership, Management and Administration and encourage and support best practices for internal and external communication for the First Nation, Administration, community-based Committees/Boards and all its community-owned entities.

C) Methodology:

To host a Community Communications Forum with Leadership, Management, Staff and community members to learn about the Communications Cycle and Best Practises. The participants will then be asked for their input into a SWOT Analysis, Priority-setting and determine Goals, Objectives and Action Items for the final Community Communications Plan. Subsequent group and community forums will be hosted to review the draft Plan to ensure it accurately reflects the discussion and to hear more feedback on community communications.

D) Issues Arising:

Initial participation has been moderate; however, subsequent communication forums will include participants from leadership, management & administration, youth, elders and other members through interviews, focus groups and community gatherings. Along with continued solicitation for input into communications, the Ring of Fire and CCLO office will move recommendations, roles and responsibilities forward with all applicable stakeholders within the recommendations and action items within this Plan.

2) VISION AND MISSION:

- A) The mission for this planning process is to review and analyze the current state of communication in Constance Lake First Nation and to then create a Plan with goals, objectives and action items that take advantage of our strengths and opportunities while considering any weaknesses and threats to community communications.
- B) The vision for Constance Lake and Communications is an informed, empowered and united First Nation that is moving the community towards health, wealth and happiness through effective discussions and informed decisions.
- C) The First Nation's communications process will include roles and responsibilities of all participants within any cycle of communication including the sender, recipient and other stakeholders within the cycle (IT technicians, Elders...). The process will consider and address best practices for message building and delivery, possible influences from "noise" (i.e. - IT issues, timing / schedules...) and receiving / active listening along with effective feedback and applied confirmation of interpretation / understanding.

3) COMMUNICATIONS AUDIT:

A) Current Situation:

- ◆ CLFN is in the midst of negotiations with industry and government regarding the potential for mining, infrastructure and energy development in the region. The community has also established Nee-Gan O-Ta-Pi-Nan-Nee-Win (CLFN's Comprehensive Community Planning). The First Nation strives to ready itself and its members to ensure that all opportunities, goals and objectives that arise are addressed through community-level business and sector-based (health, social, education...) development. Internal and external communications is fast becoming a critical tool to help CLFN navigate through the challenges and activities that will result in community development, economic enhancement and heightened community member health and prosperity.
- ◆ CLFN's administration and all its subsidiaries require enhanced and coordinated communication with clear procedures and lines of authority.

B) Current Channels:

- ◆ The First Nation currently uses the following channels for community and administrative communication: E-mail, unofficial Facebook Page, official Facebook Page (*new under N-O), Website (Static), fax, phone, in-person meetings, community gatherings, tele-conferencing and video-conferencing (limited use). There is cell service (i.e. Bell Mobility), which can be intermittent in nature with a relatively weak signal. Members do access the Internet via NorthernTel (telephone lines); internet speed is of concern to the community members and administration.
- ◆ CLFN has re-established its community radio and cable television stations, and programming has begun from local youth.

C) Critical Issues:

- ◆ Community infrastructure (see F. below) is a foremost concern for community communications.
- ◆ Documentation development to clearly define formal lines communication and authority is critical to all First Nation stakeholders given the need for community-based decision-making that is required for the Ring of Fire Regional Framework Agreement and CLFN's N-O community planning. Documentation defining external communications is a critical aspect of community communications and will ensure protocol for industry and government as forthcoming partnerships and consultations are implemented.

D) Administration Personnel and Management:

- ◆ Under auspices of CLFN's Executive Director, the Community Communications and Liaison Officer (CCLO) will coordinate documentation and implementation of community communications (includes this Plan and resulting communications action items, protocols, policies, procedures and more). The CCLO will work closely with First Nation managers (i.e. RoF Coordinator, department managers...) and leadership to build, maintain, monitor and evaluate CLFN's communication processes and documentation.

E) Community Members:

- ◆ The Plan defines documentation development to assist community members with obtaining information and avenues to deliver their message to proper personnel through appropriate channels. Now more than ever, community members are seeking ways to learn about news, events and issues of concern to them and they seek clearly defined mechanisms to ensure that the appropriate persons hear their concerns, recommendations and confirmations of support.

F) Infrastructure:

- ◆ Community infrastructure restricts access to effective communication modes such as cell phones, the Internet and online services such as video conferencing and webinars. Enhancements are required for the following communication channels: access to high-speed internet, signal strength for cell phone service(s), proper cable infrastructure for full-service cable television and internet, local radio and television channels.

G) SWOT Analysis:

- Strengths:
 - Personnel: CCLO – Communications & Communications Technician
 - Access to Internet: NorthernTel & Other: (tbd)
 - Translators (Oral and Written) for Oji-Cree and Cree
 - Rangers (Emergency Communications Protocol)
 - Community-owned Communications Tower
 - Aboriginal News Media – Wawatay Newspaper
 - Cellular Phone Service: Bell & Rogers (tbd)
 - Billboards (i.e. Community, annual Pow Wow...)
 - Group E-mail List for members living in Thunder Bay (Rebecca Mattinas)
 - Land-based Community Activities
 - Facebook: CLFN Community pages (unofficial) & CLFN CCP page (Official)
 - Street Signs
 - Reliable Telephone Service
 - Door-to-door Flyer Delivery (note: Random Checks required to ensure delivery)

- Weaknesses:
 - Inactive Radio and T.V. Stations
 - No Cable T.V. / Internet
 - No Broadband (tbc)
 - Lack a Community/Admin. Calendar of Events (centralized, scheduling of community events/meetings and kept up-to-date)
 - No CFLN Newsletter(s)
 - No Wawatay Newspaper distribution
 - CLFN is Static (needs to be dynamic and maintained with current information – i.e. calendars, news)
 - For door-to-door flyer delivery (deliverer needs to speak / invite people)
 - Language/communications Gap between:
 - Elders ↔ Youth
 - Chief and Council ↔ Community Members
 - Administration ↔ Departments | Departments ↔ Departments
 - Administration ↔ Community Members
 - CLFN lacks Elder and Youth Council who should be active and meet with each other regularly (lacks a Women’s Council - from RoF Community Surveys)
 - Participation at Community Gatherings is low
 - Local Slang / References and Speed of speaking
 - Lateral Violence
 - No Staff or Management Meetings at Band Office, O/W or Education...
 - Fee too high for faxing at band office (O/W does offer fax support upon request)
- Opportunities:
 - CLFN-owned Communications Tower (by Radio Station)
 - Nearby Communications Tower (Calstock)
 - Potential Partnership
 - Alternate avenues for telephone service (when cut-off)
 - Maybe CLFN can partner with a service provider?
 - Access to MFNM Communications and other Services
 - MNM Funding (RoF Regional Negotiations)
- Threats:
 - Lack of formal communications equipment/protocol for community/group trips to Mammattawa (satellite phone?)
 - Lack of Funding / Reduced
 - High cost of Communications Infrastructure
 - Change in government policy/priorities creating hurdles to funding

4) COMMUNICATIONS STRATEGY:

- A) To realize the First Nation’s Communications Vision and respecting the Communications Mission, all stakeholders are encouraged to help ensure that this Plan is properly and completely implemented resulting in comprehensive documentation and effective communications activity. The following are the main phases as Constance Lake moves this Plan forward:
- ◆ Raise Awareness and solicit further input into this Plan with the leadership, managers, staff and community members;
 - ◆ Build documentation to ensure consistent and clear community communication activities (i.e. CLFN Communications Protocol for industry and government and CLFN Communications Policies, Procedures, Forms, Work Instructions and more).
 - ◆ Seek and secure appropriate resources to fully implement community communications (i.e. – funding, personnel, capacity building...)

- ◆ Ensure all governance and documentation are clearly understood by all stakeholders (internal and external).
- ◆ Monitor, evaluate and continually improve all aspects of community communications on an on-going basis through (focus groups and community gatherings).

5) TARGET AUDIENCES:

A) Internal Audiences:

- ◆ Focus Groups: Youth, Women, Elders, Managers, Leadership, Staff...
- ◆ Membership: On-Reserve Members | Off-Reserve Members

B) External Audiences:

- ◆ Regional First Nations & FN Organizations: Matawa, NAN, KTEI...
- ◆ Regional Municipalities: Hearst, Greenstone...
- ◆ Provincial and Federal Government Departments and Ministries
- ◆ Industry: mining, energy, construction, exploration, forestry...
- ◆ General Public: public opinion / awareness

6) COMMUNICATIONS GOALS AND OBJECTIVES

A) Goal #1: To enhance communications activity internal to the community:

- ◆ Objective #1: Enhance communications between Elders and Youth.
 - (1) Action Item (A/I): Build and resource functional Youth and Elders Councils;
 - (a) Add Women's Council (from RoF Surveys)
 - (2) A/I: Ensure councils interact regularly through land- and community-based events;
 - (3) A/I: Build, implement and monitor a Terms of Reference for each Council;
 - (4) A/I: Ensure proper documentation to help Councils with on-going activities and communication to FN's Chief, Council and Band Office
 - (5) A/I: Utilize Mammamattawa and Eagle's Earth for land-based excursions to bring Youth and Elders together and include both history (i.e. - locations, stories and families) and traditional teachings (i.e. - hunting, cleaning and cooking)
- ◆ Objective #2: Enhance communications between the Chief and Council and the Band Office (Management and Staff)
 - (1) A/I: Enhance Documentation (minutes and action items) to ensure proper records and follow-up from each Council Meeting;
 - (2) Ensure that all Departments are able to provide written reports and brief presentations at all monthly Council Business Meetings;
- ◆ Objective #3: Enhance communications between Departments
 - (1) A/I: Hold bi-weekly staff meetings for all personnel employed with CLFN including Education/School and band-owned businesses;
 - (2) A/I: Hold monthly Managers meetings for all departments and community-owned entities;
 - (3) Post minutes from staff and manager meetings at the Band Office and CLFN website for access my First Nation's membership while respecting confidentiality;
 - (4) Encourage cross-departmental coordination / projects to share varying viewpoints, expertise and to cost-share where possible (i.e. community gatherings / consultation / awareness events)

- ◆ Objective #4: Enhance communication between First Nation's Administration and the Membership
 - (1) A/I: Ensure First Nation personnel and up-to-date information are accessible for attendees at each General Gathering;
 - (2) A/I: Enhance documentation for General Gatherings to ensure formal records of each meeting including proper follow-up to requests, decisions and action items
 - (a) Form: Minutes/Agenda/Action Items, Report Form/Templates, .PPT Template for presentations...
 - (3) A/I: Enhance updates to members (on- and off-reserve) from Chief and Council and all departments using CLFN's website, social media, e-mail, e-newsletters, print newsletters and more

B) Goal #2: Enhance Community Communication Infrastructure

- ◆ Objective #1: Re-activate CLFN Radio and Television Stations
 - (1) A/I: Ensure Radio Station and Television Stations are operational;
 - (2) A/I: Build programming for both Stations (shows, bingo...)
 - (3) A/I: Build access for First Nation announcements and reports from leaderships, departments and projects.
 - (4) A/I: Implement a study to determine current infrastructure and build a short- and long-term plan for communications infrastructure
- ◆ Objective #2: Enhance access to high-speed internet for administration and community members;
 - (1) A/I: Ensure high-speed internet is a component of the communications infrastructure study (as above);
 - (2) A/I: Information gathering for potential solutions & partnerships for access to broadband / high-speed internet;
- ◆ Objective #3: Enhance infrastructure for cable television
 - (1) A/I: Ensure cable television is a component of the communications infrastructure study (as above);
 - (2) A/I: Information gathering for for-profit venture for First Nation with partner to sell full cable television services throughout First Nation;

C) Goal #3: Enhance External Community Communication Activities

- ◆ Objective #1: Build, implement and monitor documentation in support of community-led communication activities between CLFN and industry;
 - (1) A/I: Build formal protocol for industry looking to extract resources within our territory (including any First Nations consultation they are legislated to implement);
 - (2) A/I: Build a library of samples and templates for potential agreements and contracts between the First Nation and industry (i.e. sample IBAs, MOUs and Contracts)
 - (3) A/I: Build formal protocol for government (all levels) that may be implementing consultation with Constance Lake on projects or policy that will impact Constance Lake's membership or traditional territory (i.e. MNRF's spraying, Caribou Habitat...)

CONCLUSION:

This Plan is meant to guide the enhancement of community communications for all of Constance Lake First Nation. The Plan will require an earnest commitment from the Chief, Council Members, youth, elders, women and band administration (management and staff) during the documentation development phase and on-going implementation, monitoring, evaluation and continual improvement of communications activities.

The Goals, Objectives and Action Items reflect the priority actions as stated from the April 29, 2015 community gathering on Communications; they also are reflective of issues related to communications from the four Ring of Fire Community Surveys. The complete list of proposed action items or next steps from April 29, 2015 are found in Appendix A “ Summary: Community Communications Planning Session.” Also of note, is that this Plan has been built to supplement and support the findings and recommendations from the following community engagements:

- Ring of Fire Community Surveys (x4);
- NADF’s Final Report from the March 17-18, 2015 Community Strategic Planning Session;
- Past Community consultation from other departments and projects:
 - Land-Use Planning
 - Economic Development
 - Health and Social / Jane Mattinas Health Centre
 - Education
- Housing / Infrastructure Planning
- Elder Complex (expansion)
- Culture, Youth and Recreation Planning

The success of this Plan extends beyond the CCLO’s role to coordinate the recommended next steps and action items; there must be a determined and collaborative effort by Chief, Council, Management and Staff to ensure that the Plan moves forward for the long-term benefit of Constance Lake. Once the foundation of documentation has been developed, the membership will become more informed and participative as the First Nation moves forward with regional negotiations under the RoF Regional Framework and as the community moves Nee-Gan O-Ta-Pi-Nan-Nee-Win forward (CLFN’s 30-year Plan).

APPENDICIES

- Appendix A – Summary: Community Communications Planning Session
- Appendix B – Communications Cycle Diagram
- Appendix C – PowerPoint presented on April 29, 2015 Community Session

Appendix A - Summary: Community Communications Planning Session

NEE-GAN O-TA-PI-NAN-NEE-WIN Constance Lake First Nation Comprehensive Community Planning

SUMMARY: COMMUNITY COMMUNICATIONS PLANNING SESSION

April 29, 2015 (10:00 am to 3:00 pm) @ the Community Hall

The following is a summary of all discussions that took place at the CLFN Community Hall during the April 29, 2015 Community Gathering on Community Communications. The agenda for the day was as follows:

- Opening Prayer
- Purpose of Gathering
- Communications (an overview)
 - Group Exercise
- SWOT Analysis on CLFN's Communications
- Goal-Setting – addressing Weaknesses, building from Strengths...
- Priority-Setting Exercise
- Next Steps in CLFN Community Communications Planning

Group Discussion / Exercise: How would you deliver a Nee-Gan O-Ta-Pi-Nan-Nee-Win announcement to Community Members?

- Consider Audience:
 - Ensure Translation for Elders;
 - All ages: youth, adults and elders;
 - Try to entice/motivate people to attend;
- How would message be sent?
 - Facebook / Social Media
 - Community Radio (announcements)
 - Flyers (door-to-door) include brief overview by delivery person
 - Word of Mouth / Personal Invitations
 - Posters throughout Community
- Other considerations:
 - Determine best timing for event:
 - Weekend or Weekday, Daytime or Evening

Group Discussion - CLFN Communications SWOT:

- Strengths:
 - CCLO – Communications
 - Communications Technician
 - Access to Internet:
 - NorthernTel
 - Other: (tbd)
 - Translators (Oral and Written) for Oji-Cree and Cree
 - Rangers (Emergency Communications Protocol)
 - Community-owned Communications Tower
 - Aboriginal News Media – Wawatay Newspaper
 - Cellular Phone Service:
 - Bell
 - Rogers?
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 - Local Slang/References and Speed of speaking
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- Opportunities:
 - CLFN-owned Communications Tower (by Radio Station)
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Group Discussion - Possible Projects and Activities when considering SWOT:

- First Nation Admin. Satellite Phone Lending Program for Mammamattawa and other Community Land-based excursions
- Monthly Managers Meetings / Bi-weekly Staff Meetings – regular updates on projects, meetings, gatherings and announcements
- Monthly update to CLFN membership (General Meeting) with Program Managers
- Community Calendar(s) – website, admin. network and community flyers/posters
 - Live updates on CLFN.on.ca
 - Live Program Calendars between all Depts.
 - Personnel aware of internet, network, websites and e-mail set-ups required to ensure dynamic nature of above
- Comprehensive Assessment of Communications Infrastructure required to move towards: updated website, radio station, television station, cellular service, full cable TV/Internet (hi-speed internet) and landline phone services – contract consultant
- Single Location for all CLFN administration (all dept. managers in one building)
 - Build a new Business Complex
- Establish Youth and Elders Councils
 - Regular and on-going meetings as councils and jointly
- Increase participation and attendance:
 - “buddy system” for future community gatherings – please bring someone with you to next forum
 - Promote prizes for future gatherings – draw at end
 - Year-end grand prize (large screen t.v. / sports teams trip to Toronto (hockey and basketball weekend)
 - Annual Volunteer Recognition Social/Awards
 - Promote that all Nee-Gan O-Ta-Pi-Nan-Nee-Win forums are members’ opportunity to really be heard
 - Transportation for Elders and Infirm to Gatherings
 - Invite High School Students / Youth to Gatherings
 - Participating at Gatherings = Volunteer Hours
- Reduce Later Violence:
 - Host Workshops / Bring in Speakers
 - Have Rules of Order for Gatherings / Post them
- Train Committee Chairs / Committees on:
 - Effective Meetings

- Productive and Positive Meetings
- Proper Minutes
- Community Presentation from CLFN Canadian Rangers on Emergency Communications Protocol and Best Practices
- Elder / Youth Gatherings and Activities – land-based trips / teachings
 - Make it annual
- Use Eagles Earth for Youth / Elders life skills, survival techniques and include local trappers/hunters to host demonstrations/teachings

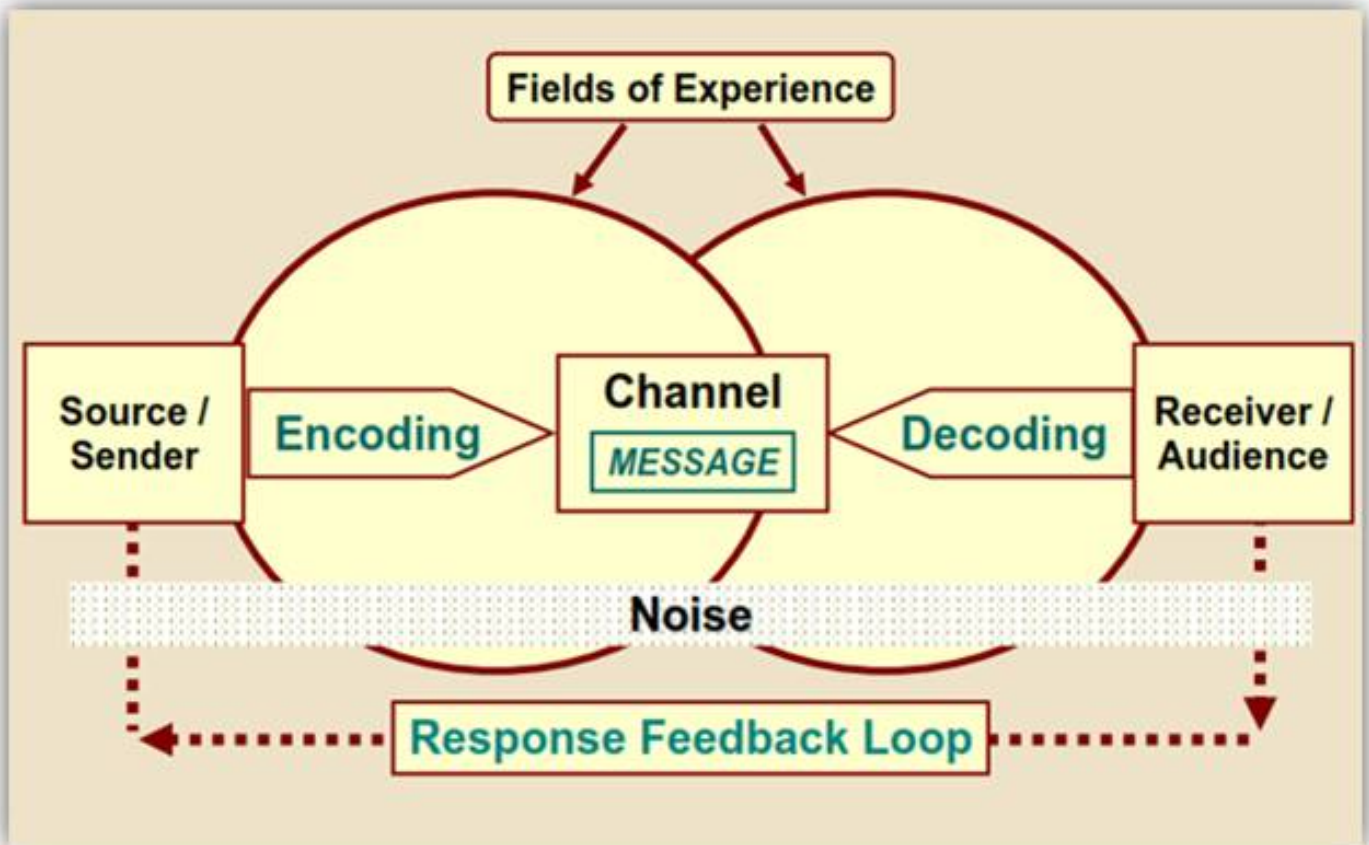
Group Poll – Top 3 Priority Items from Possible Projects and Activities:

1. Regular Administration, Management and Community Meetings (updates);
2. Youth/Elders Councils and subsequent Activities
3. Build Community Infrastructure – assessment, planning and implementation
3. Eagle’s Earth / Mammamattawa Annual Trips

Next Steps:

- Complete Surveys (4 for RoF, Nee-Gan O-Ta-Pi-Nan-Nee-Win, EcDev and Land-Use Planning)
- Summarize Past Surveys and Consultations and bring information forward to Community Communications Plan (i.e. Past Surveys from CCLO, past Consultation from MNP/MFNM/Firedog)
- Review other Past Planning Sessions, Surveys and Consultations from past two years (Land-Use, EcDev and more)
- Draft CLFN Communications Plan
- Review draft Plan:
 - Administration, Management and Leadership
 - Community Gathering to Review
- Adopt CLFN Communications Plan (Chief and Council) then draft Implementation Plan and incorporate items into dept. annual Work Plans and Budgeting
 - RoF to submit as part of Regional Ring of Fire Negotiations – Phase II reporting for MDNM Funding
- Review progress of CLFN Communication Plan annual at Community Gathering

Appendix B – Communication Cycle Diagram



Appendix C – PowerPoint presented on April 29, 2015 Community Session

Nee-Gan O-Ta-Pi-Nan-Nee-Win

**Constance Lake First Nation
Community Communications**




AGENDA




- Purpose of Today's Gathering
- Communications
- CLFN's Community Communications Plan
 - SWOT
 - Priorities, Goals and Objectives
- Next Steps

PURPOSE




- Learn About Communications
 - Communication Cycle
- Get Community Input into Communications
- Determine Best Means on Communications for on- and off-reserve
- Determine Next Steps in Communications Planning Process

7 Cs of COMMUNICATIONS 


Completeness - A complete communication has following features:

1. Complete communication develops and enhances reputation of an organization.
2. Moreover, they are cost saving as no crucial information is missing and no additional cost is incurred in conveying extra message if the communication is complete.
3. A complete communication always gives additional information wherever required. It leaves no questions in the mind of receiver.
4. Complete communication helps in better decision-making by the audience/readers/receivers of message as they get all desired and crucial information.
5. It persuades the audience.

7 Cs of COMMUNICATIONS 


Conciseness - Concise communication has following features:

1. It is both time-saving as well as cost-saving.
2. It underlines and highlights the main message as it avoids using excessive and needless words.
3. Concise communication provides short and essential message in limited words to the audience.
4. Concise message is more appealing and comprehensible to the audience.
5. Concise message is non-repetitive in nature.

7 Cs of COMMUNICATIONS 


Consideration - Features of considerate communication are as follows:

1. Emphasize on "you" approach.
2. Empathize with the audience and exhibit interest in the audience. This will stimulate a positive reaction from the audience.
3. Show optimism towards your audience. Emphasize on "what is possible" rather than "what is impossible". Lay stress on positive words such as jovial, committed, thanks, warm, healthy, help, etc.

7 Cs of COMMUNICATIONS 


Clarity - Clarity in communication has following features:

1. It makes understanding easier.
2. Complete clarity of thoughts and ideas enhances the meaning of message.
3. Clear message makes use of exact, appropriate and concrete words

7 Cs of COMMUNICATIONS 

Concreteness - Concrete message has following features:

1. It is supported with specific facts and figures.
2. It makes use of words that are clear and that build the reputation.
3. Concrete messages are not misinterpreted.

7 Cs of COMMUNICATIONS 

Courtesy - Courteous message has following features:

1. Courtesy implies taking into consideration both viewpoints as well as feelings of the receiver of the message.
2. Courteous message is positive and focused at the audience.
3. It makes use of terms showing respect for the receiver of message.
4. It is not at all biased.

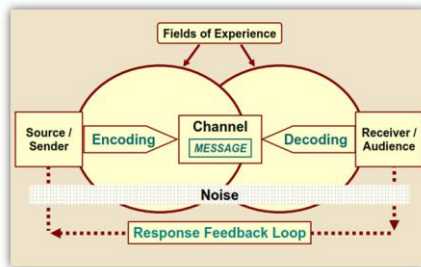
7 Cs of COMMUNICATIONS



Correctness - Correct communication has following features:

1. The message is exact, correct and well-timed.
2. If the communication is correct, it boosts up the confidence level.
3. Correct message has greater impact on the audience/readers.
4. It checks for the precision and accurateness of facts and figures used in the message.
5. It makes use of appropriate and correct language in the message.

COMMUNICATIONS CYCLE




COMMUNICATION TYPES



What types of messages do you use?


- Informational
- Good News
- Bad News
- Requests
- Pleasure
- Report

COMMUNICATION TYPES



Information Channel	Information Richness
Face-to-face conversation	High
Videoconferencing	High
Telephone conversation	High
E-mails	Medium
Handheld devices	Medium
Blogs	Medium
Written letters and memos	Medium
Formal written documents	Low
Spreadsheets	Low

COMMUNICATION TYPES



Use Written Communication When:	Use Verbal Communication When:
conveying facts	conveying emotion and feelings
the message needs to become part of a permanent file	the message does not need to be permanent
there is little time urgency	there is time urgency
you do not need immediate feedback	you need immediate feedback
the ideas are complicated	the ideas are simple or can be made simple with explanations

COMMUNICATION TIPS



Business E-mail Do's and Don'ts

- DON'T send or forward chain e-mails.
- DON'T put anything in an e-mail that you don't want the world to see.
- DON'T write a message in capital letters—this is the equivalent of SHOUTING.
- DON'T routinely CC everyone. Reducing inbox clutter is a great way to increase communication.
- DON'T hit send until you've spell-checked your e-mail.

COMMUNICATION TIPS



Business E-mail Do's and Don'ts

- DO use a subject line that summarizes your message, adjusting it as the message changes over time.
- DO make your request in the first line of your e-mail. (And if that's all you need to say, stop there!)
- DO end your e-mail with a brief sign-off such as, "Thank you," followed by your name and contact information.
- DO think of a work e-mail as a binding communication.
- DO let others know if you've received an e-mail in error.

COMMUNICATIONS SWOT




1. **Strengths:** characteristics of CLFN that give us an advantage over others.
2. **Weaknesses:** characteristics that place the CLFN at a disadvantage relative to others.
3. **Opportunities:** elements that CLFN could exploit to its advantage.
4. **Threats:** elements in the environment that could cause trouble for CLFN

COMMUNICATIONS SWOT



1. **Strengths:**
 - i.e. CCLO
 - i.e. Administration (internet/network)

COMMUNICATIONS SWOT



2. Weaknesses:

- i.e. Slow Internet
- i.e. No Radio/Television Stations


COMMUNICATIONS SWOT



3. Opportunities:

- i.e. Nee-Gan O-Ta-Pi-Nan-Nee-Win
- i.e. RoF Funding


COMMUNICATIONS SWOT



4. Threats:

- i.e. Cost of Hi-Speed Internet (infrastructure)
- i.e. Politics creating hurdles (PC Gov't)

**COMMUNICATIONS
Priorities**




- **Considering SWOT, what are some priority issues to look at?**
 - Address a Weakness?
 - Take advantage of a strength?
 - Overcome threats?
 - Access opportunities?

**COMMUNICATIONS
Goals/Objectives**



- **Considering SWOT/Priorities, what are some goals we should set?**
 - Plan for new infrastructure
- **Considering Goals, what are some Objectives we should set?**
 - Assessment of Infrastructure
 - Buy parts for Radio Station

**COMMUNICATIONS
NEXT STEPS**



- **Off-Reserve Survey?**
- **Summary/Report from Today w/ items from Surveys (as applicable) - Stella, Charlene and Pat**
- **Secure other Consultations/Documents from CCLO and EcDev - Rick, Ernest and Pat**
- **Draft CLFN Community Communications Plan - Stella, Charlene, Rick and Pat**
- **Review Draft Plan**
 - Depts. - EcDev, CCLO, LUP, Emp&Training, Edu.,
 - Off-reserve (via e-mail) and 2nd Community Gathering
- **Final Community Communications Plan (C&C)**
- **Workshop for Admin on Implementation.**
