

An aerial photograph of a coastal highway at dusk. The road curves along a steep, forested hillside. In the background, there are mountains and a body of water with a marina. The sky is a mix of blue and orange from the setting sun.

Squamish-Lillooet Regional District

Solid Waste and Resource Management Plan Update

Engagement Strategy

January 2026

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1. Project Summary and Overview

The Squamish-Lillooet Regional District (SLRD) is a local government organization that includes four municipalities (District of Lillooet, Village of Pemberton, Resort Municipality of Whistler and District of Squamish) as well as four Electoral Areas (A, B, C, and D). The SLRD is found within the traditional territories of the Líl wat Nation, Skwx wú7mesh Úxwumixw (Squamish Nation) and St’át’imc Nation, which includes the communities of N’Quatqua, Samahquam, Sekw’el’was, Skatin, T’ít’q’et, Tsal’alh, Ts’kw’aylaxw, Xaxli’p, Xa’xtsa and Xwisten, all of which are independent and self-governing First Nations. Small parts of the SLRD also overlap with the traditional territories of the Stó:lō, Tsleil-Waututh, Nlaka’pamux, Tšilhqot’in, and Secwépemc Nations.

In British Columbia, all regional districts are required to develop a Solid Waste Management Plan (SWMP) under the Environmental Management Act. These plans provide a long-term vision for how solid waste is managed within each regional district, including reuse, reduction, recycling, recovery, and residuals management. Residuals are the portion of materials remaining after reuse, recycling, and composting processes have been maximized. The SLRD’s current Solid Waste and Resource Management Plan was adopted on March 16, 2016, and then the District of Squamish and the SLRD developed a Focus Amendment for the Squamish Landfill Lateral Expansion, which was adopted by the SLRD Board on January 25 and 26, 2023. Solid Waste Management Plans are updated every 10 years, with an interim review every five years, to ensure they meet the needs of the community and the Ministry of Environment and Parks direction.

The SLRD’s Solid Waste and Resource Management Plan (SWRMP) Update will include strategies and actions that will help reduce and prevent waste from going to landfill, while increasing diversion through reuse, reduce, recycling and composting initiatives. The plan will also help to define the services provided by companies, governments, and non-profits to collect, transport and process materials.

Engage Delaney has been retained to support the SLRD in developing the strategy for the engagement process, and to ensure it aligns with the [Ministry of Environment’s Guide to Solid Waste Management Planning](#) four-step planning process.

To align with the above guide to solid waste management planning, the four project phases (2025–2028) are shown in the attached image. Anticipated engagement activities are outlined in section 3.2.



2. Introduction and Project Context

The current SLRD Solid Waste and Resource Management Plan (SWRMP) was adopted on March 16, 2016. The District of Squamish and the SLRD developed a **Focus Amendment** for the Squamish Landfill Lateral Expansion, which was adopted by the SLRD Board on January 25 and 26, 2023. The SLRD led a five-year effectiveness review to determine the progress made on the Plan. Information was gathered on the key factors influencing the plan actions, and an analysis of the waste stream and greenhouse gas emissions was completed. The current SWRMP includes the following five priorities:

1. Moving from awareness to action (behaviour change)
2. Diverting organic waste (increasing composting)
3. Improving existing reuse, recycling, and composting activities
4. Managing construction, demolition and renovation waste
5. Education and improving awareness

Community engagement for the SWRMP update will take place throughout the project and will include opportunities for SLRD residents, member municipalities, First Nations, businesses, industries, institutions, local organizations, etc. to share their insights and ideas on how to support and advance the goals of a circular economy and zero waste.

This Engagement Strategy outlines how the SLRD will support community engagement and is grounded in best practices from the International Association for Public Participation (IAP2) and reflects insights gathered through pre-engagement interviews (9 interested parties in the broader SLRD community that have an interest in the project).

By creating clear, inclusive opportunities for participation, the engagement process seeks to build trust, clarify project scope, and help inform decisions that reflect SLRD's mission to enhance the quality of life of constituents through the facilitation and delivery of regional and community services for the benefit of present and future generations.

3. Community Engagement Objectives

Community engagement is about sharing influence in a decision-making process; however, not all aspects of a project are necessarily open to engagement. Decisions on updates to the Solid Waste and Resource Management Plan (SWRMP) will be informed by engagement findings, best practices, technical studies, and Ministry guidelines.

3.1 Engagement Goal and Objectives

The overarching goal of this engagement is:

By late 2027, the SLRD will have engaged and connected with SLRD member municipalities, community members, local First Nations and those who have an interest in the Solid Waste and Resource Management Plan update, so their priorities, interests, and concerns help to inform the plan updates.

To achieve the goal of this engagement, the following engagement objectives will be required. They are at the CONSULT and INVOLVE levels of the IAP2 Spectrum.

1. **(Vision)** To listen and learn from all interested and affected parties about their vision for the solid waste and resource management plan, specifically exploring what they believe a successful solid waste management approach looks like for the future.
2. **(Current Objectives)** To receive feedback from member municipalities and local First Nations on the solid waste and resource management plan objectives to understand if they still reflect the priorities, community realities and are appropriate for the next decade.
3. **(Opportunity for Change)** To gain insights into how key interested and affected parties, including member municipalities and local First Nations, currently participate in the solid waste management system, including what is working well, what could be improved and what opportunities for innovation.
4. **(Increase Participation)** To listen and learn from key interested and affected parties, including member municipalities and local First Nations on the supports, and potential changes required to increase participation in a solid waste management system which increases diversion from landfill disposal, advances the circular economy and advance a goal of zero waste.

3.2 Engagement Approaches

The following engagement approaches reflect IAP2 best practices, [Ministry of Environment's Guide to Solid Waste Management Planning](#), and have been informed by the feedback received in pre-engagement interviews.

Items 3.2.1-3.2.4 will be implemented by the SLRD and supported by KGS Group and Engage Delaney during the active engagement phase:

- 3.2.1 Public and Technical Advisory Committee (PTAC):** A select committee that includes a balance of technical and non-technical members (industry and public members) to advise the regional district on matters pertaining to solid waste management planning.
- 3.2.2 Engagement survey:** An open survey will be conducted that will seek input on the SWRMP update. It will be open for 4-6 weeks and will be available in online/digital and paper format.
- 3.2.3 Community meetings/open house:** Host open house engagement sessions in accessible and central locations throughout the region to share information on SLRD SWRMP background, input received to date and to gather input from the community.
- 3.2.4 Engagement toolkit:** To support feedback received in pre-engagement about how the community wants to be engaged, and to manage budget and staff resources, this approach seeks to leverage existing relationships the SLRD has with organizations and individuals, who may choose to engage their own networks on behalf of the SLRD. *(Optional methods to include, are shown below)*

Engagement Toolkit: Proposed Engagement Methods and Content

An engagement toolkit would increase the SLRD’s ability to reach a more diverse audience by providing the engagement support and materials needed for representatives from community organizations and identified community champions to directly engage their networks on the solid waste resource management plan update and share findings with the SLRD. **Please note: the toolkit would be developed by the SLRD and KGS Group with consistent objectives as outlined above and implemented by community champions with support from the SLRD.**

Engagement Toolkit: Proposed Methods and Content		
Suggested Method of Engagement		Toolkit Contents
1	<p>Community Workshops Varied audiences of 20-25 participants with businesses, representatives from sectors including construction & demolition, hospitality, recreation, and local organizations including non-profits and environmental.</p>	<ul style="list-style-type: none"> • Workshop design • Moderator guide • Annotated agenda • Presentation deck • Promotional materials, • Discussion questions to align with the public survey • Note taking template • Evaluation survey
2	<p>Small Focus Group Discussions/Roundtables</p> <ul style="list-style-type: none"> • Varied audiences of 10-12 participants • Interested parties, and under-represented groups • Facilitated session to provide an opportunity for participants to share input and understand diverse perspectives and insights. 	<ul style="list-style-type: none"> • Focus group design (in-person or virtual) • Moderator guide • Annotated agenda • Presentation deck • Discussion questions to align with the public survey • Note taking template • Evaluation survey
3	<p>Pop-Ups at Community Locations/Events</p> <ul style="list-style-type: none"> • Organize in high traffic areas accessible to residents living in rural areas. • Locations may include transfer stations, farmers markets, libraries, community centres etc. • Purpose is to go where the people are to provide an opportunity for education, connection, calls to action to engage on the SWRMP, and building relationships in the community. 	<ul style="list-style-type: none"> • Pop up design • Content for project information boards • Design for post card/handout
4	<p>Engagement Interviews</p> <ul style="list-style-type: none"> • One-on-one interviews with individuals or organizational representatives who may not be available to participate in engagement events. 	<ul style="list-style-type: none"> • Interview guide, including questions • Project background handout

<ul style="list-style-type: none"> Interviews are no longer than 30 – 40 minutes and can be done virtually, by phone, or in-person. 	<ul style="list-style-type: none"> Note taking template
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Interested or Affected Parties and Organizations

Based on feedback received in pre-engagement discussions, the table below identifies key individuals and organizations to include in the engagement process, as well as suggested ideas to reach these audiences.

Individual or Group	Engagement Insights
Rural & Hard-to-Reach Communities	<ul style="list-style-type: none"> Community associations and fire societies Haulers, tourism providers, agricultural societies, and other transient users. Engagement ideas: direct outreach, small-group meetings, collaboration with local partners.
Seasonal, Part-Time & Transient Populations	<ul style="list-style-type: none"> Seasonal residents, short-term workers, and tourists. Engagement ideas: summer-focused outreach, signage, workplace and accommodation-based info sessions.
Workers & Employers	<ul style="list-style-type: none"> Frontline service and hospitality staff, small business owners, and businesses via Business Improvement Associations. Chambers of commerce groups Tourism Associations Engagement ideas: multilingual materials, team talks/presentations, brief online surveys, flexible engagement options.
Newcomers, Immigrants & Multilingual Communities	<ul style="list-style-type: none"> Recent immigrants and language-diverse households (e.g. Southeast Asian, Punjabi, Chinese-speaking, French). Engagement ideas: translated materials, newcomer services, community ambassadors.
Renters & Multi-Family Housing	<ul style="list-style-type: none"> Renters and multi-family residents; building managers and strata councils. Housing authorities Engagement ideas: pop-up events, targeted signage, building-level communications.
Youth & Schools	<ul style="list-style-type: none"> Youth groups, schools, and eco-clubs. Engagement ideas: school programs, youth-led projects, behavior-change initiatives targeting families.
Unhoused & Vulnerable Populations	<ul style="list-style-type: none"> Unhoused individuals and other vulnerable community members. Engagement ideas: partner with organizations for outreach and support.
Large Waste Generators & Industry	<ul style="list-style-type: none"> Hospitality associations, large retailers, resort operators, construction and development sector, and businesses involved in waste, reuse, and recycling.

	<ul style="list-style-type: none"> Engagement ideas: sector-specific meetings, targeted communications, collaboration on best practices.
Environmental & Stewardship Groups	<ul style="list-style-type: none"> NGOs and stewardship organizations. Engagement ideas: partnership opportunities, collaborative campaigns, leveraging existing networks.

Indigenous Engagement

Feedback received in pre-engagement interviews, along with the SLRD’s Indigenous Relations Truth & Reconciliation: *In Practice Guide*, - A Guide for Working in a Good Way helped to identify needs, barriers, and enablers to support the engagement process and to ensure that cultural sensitivity and an equity lens is applied throughout the course of the engagement.

The SLRD is committed to building respectful and enduring relationships with Indigenous Peoples while upholding principles of reconciliation. A meaningful and authentic approach to engagement is rooted in engaging and collaborating with Indigenous Peoples and organizations in ways that are meaningful and that will lead to mutual benefit.

This can be achieved by:

- Engaging Indigenous governments early through collaboration with Indigenous leadership.
- Using culturally informed approaches, collaborating with Indigenous leadership either directly (i.e. as with Lílkwat Nation, N’Quatqua, and Squamish Nation) and/or through relevant tribal associations (e.g., Lillooet Tribal Council, Lower St’atl’imx Tribal Council, St’át’imc Chiefs Council) or other relevant organizations (e.g. St’át’imc Eco-Resources, St’át’imc Government Services).
- Providing clear information on land stewardship considerations.
- Acknowledging community priorities; designing participation pathways that respect time and capacity (leadership-focused meetings; targeted invitations).

Note: There is currently no allocation of budget for a dedicated First Nations engagement process and would be SLRD led.

4. Communications Objectives

The following section of the strategy outlines the communications goal and objectives. Clear, accessible, and fact-based communication will support the community in providing informed feedback. It is important to remember that *we can share information without engaging, but we cannot engage without first sharing information.*

Through pre-engagement, we learned that participants in an engagement process:

- Often don’t know if their participation had any influence on the outcome or decision.
- Don’t know what elements of a project have already been decided versus those that are open to change because of community engagement.
- Need information on why the SWRMP is being updated and the anticipated impacts on residents & businesses.

- Require a clear understanding of timeline for when a decision or change will occur following the engagement process.
- Expect transparency and timely communication.

Sharing comprehensive and easily understood information with participants means they will be able to provide more informed input. The section below outlines the communications goal and objectives for the SWRMP.

4.1 Communications Goal and Objectives

The International Association for Public Participation (IAP2) spectrum of engagement was applied to develop the engagement planning process. Based on what we learned in the pre-engagement phase, as well as our understanding of the project, following is the overarching communications goal for the project.

By early 2027, share detailed, clear information on the Solid Waste and Resource Management Plan update, so that key interested and affected parties, including member municipalities, and First Nations are motivated to participate and have the information they need to engage.

Specific communications objectives (at the INFORM level of the IAP2 spectrum) to achieve the goal are:

1. To share information about the SLRD Solid Waste and Resource Management Plan and how key interested and affected parties, including member municipalities and First Nations, can engage in this project.
2. To clearly communicate what the Solid Waste and Resource Management Plan is, and how an updated solid waste management plan will guide the region's policies and collective actions over the next decade and beyond.
3. To share information with key interested and affected parties, including member municipalities and First Nations, about the purpose of this engagement and how input received will be used to help inform the update to the solid waste and resource management plan.

4.2 Communications Strategies

Meaningful and effective communication is required so the communities and interested and affected parties understand how to participate in the process, how their input will be used in the decision-making process, and to ensure that they have the information they need to participate and provide informed feedback. The following communications strategies will be implemented by the SLRD before and during the active engagement phase:

- 4.2.1 SLRD website:** The SLRD project page will host project information, contact information, project update sign-up, timeline and engagement and communication materials, as well as online engagement opportunities.
- 4.2.2 Project emails:** Email updates will be shared with approved SLRD distribution lists and community groups, to share information and encourage the community to participate in the engagement process.

4.2.3 Neighbourhood Signage: Install informational signage about the engagement opportunity in key areas and facilities throughout the SLRD community to reach seasonal residents and workers.

4.2.4 Social media: A social media plan will schedule regular updates on:

- Facebook

5. Stages and Timing of Community Engagement

Creating a meaningful and effective engagement process includes providing various opportunities for all those with an interest in the Solid Waste and Resource Management Plan to feel welcome and invited to participate. The table below outlines the key tasks, and timing, for the engagement process. The workplan is structured to align with four key steps: planning and preparation, active engagement, evaluation and adoption and reporting.

Timeframe	Task	Task Lead	Description
Jan–Feb 2026	Engagement Strategy Approval	Engage Delaney	<ul style="list-style-type: none"> • Present draft Engagement Strategy to the SLRD Board for feedback and approval
Feb-May 2026	Public Technical Advisory Committee	KGS Group/SLRD	<ul style="list-style-type: none"> • Define terms of reference • Select Advisory committee members
Mar–Apr 2026	Project webpage and dedicated email address	SLRD	<ul style="list-style-type: none"> • Promote and manage subscription list for project updates • Develop social media messaging and schedule
Jan – Feb 2027	Communications Materials	SLRD/ KGS Group	<ul style="list-style-type: none"> • Develop designed project materials such project backgrounder, promotional materials, etc.
Feb – Mar 2027	Survey and Toolkit	Engage Delaney (Survey) SLRD/KGS Group (Toolkit)	<ul style="list-style-type: none"> • Draft and finalize survey & engagement toolkit materials.
April – July 2027	Online Survey	SLRD	<ul style="list-style-type: none"> • Launch and promote a region-wide survey to gather input
Aug – Sept 2027	Community Engagement Events	SLRD’s local partnerships (Toolkit)/KGS Group & SLRD (Support)	<ul style="list-style-type: none"> • Issue-focused workshops (C&D; hospitality/ICI; rural waste; organics). • Pop-ups at transfer stations/libraries/markets; partner events. • Targeted roundtables with community partners and seldom heard groups.

Sep–Oct 2027	Open House/s	KGS Group/SLRD	<ul style="list-style-type: none"> • Facilitate open houses in two locations to share developed options based on feedback; collect final comments. • Seasonal worker outreach and incentives; ongoing communications.
Nov – Dec 2027	Analysis and Reporting	KGS Group/ Engage Delaney	<ul style="list-style-type: none"> • Analyze data; prepare Engagement Summary Report and "What We Learned". • Draft engagement findings to inform plan options and draft plan sections.
Jan-Feb 2028	Review draft plan	KGS Group/SLRD	<ul style="list-style-type: none"> • Review draft plan with advisory committee(s) and community members; revise as needed.
By mid 2028	Final Deliverables	KGS Group	<ul style="list-style-type: none"> • Finalize Summary Report; submit plan package for Ministry review (board resolution).

Appendix A: IAP2 Spectrum of Engagement

IAP2 Spectrum of Public Participation

Increasing impact on the decision

	Inform	Consult	Involve	Collaborate	Empower
Public Participation Goal	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision, including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
Promise to the Public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations and provide feedback on how the public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how the public input influenced the decision.	We will look to you for advice and innovation in formulating solutions, and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Appendix B: Pre-Engagement Summary



Squamish-Lillooet Regional District Solid Waste and Resource Management Plan Update

Pre-engagement Interview Summary

December 11, 2025

engage delaney

ENGAGEMENT, FACILITATION, COMMUNICATIONS & CHANGE

Executive Summary

As part of the Squamish-Lillooet Regional District (SLRD) engagement process for the Solid Waste and Resource Management Plan (SWRMP) update, Engage Delaney conducted interviews with nine representatives between November 26 and December 9, 2025. The goal of these pre-engagement interviews was to gather early insights, identify key considerations, and understand community and interest holder perspectives in advance of broader community engagement. These interviews helped to highlight opportunities, concerns, and priorities that will inform the design of upcoming community engagement activities and ensure they are inclusive, transparent, and responsive to the needs of SLRD residents. Below is a summary of key findings.

Key Insights

Important Information to Share

- Upcoming system improvements: transfer station upgrades, composting expansion, and results from the effectiveness review.
- Current and future waste-management infrastructure needs, including landfill capacity and planned upgrades.
- Reasons for updating the Solid Waste & Resource Management Plan.
- Potential impacts on residents: costs, convenience, service levels, and environmental benefits.
- Clear “what’s in it for me” messaging focused on improved service, reduced wildlife conflict, climate benefits, and long-term cost stability.
- Decision-making timelines: what decisions are being made now, what will come later, and where public input fits in?
- Commitment to transparency: major infrastructure decisions will include public involvement.
- Links to climate and sustainability goals, explained in simple, relatable language.
- Easy explanations of waste flows, recycling, sorting, and reuse, supported by visuals, guides, and myth-busting info.
- Roles and responsibilities of the SLRD and the communities it serves.
- How waste services are funded, key cost drivers, and anticipated cost increases — explained clearly.
- How the updated plan affects daily life for residents, businesses, and seasonal workers in Whistler, Squamish, and surrounding communities.
- A clear purpose for the engagement process, rooted in community values before technical details.

Engagement Formats

- Use a mix of in-person and virtual methods to ensure accessibility for both urban and rural communities.
- Surveys = broad, accessible reach.
- Multi-community open houses/information and engagement sessions.
- Pop-ups at high-traffic locations (transfer stations, farmers markets, libraries, community centres).
- Attendance at existing community events and seasonal worker gatherings.
- Partnerships with trusted local organizations (AWARE, community associations, Add Your Voice).

- Workshops focused on specific waste streams (C&D, hospitality/ICI, rural waste) to attract strong interest holders.
- Incentive-based activities and friendly competitions.
- Door-to-door outreach or direct contact with rural/remote community leaders.
- Virtual meetings scheduled during accessible evening hours (e.g., 6–7 p.m.).

Barriers to Engagement

- Seasonal access and timing challenges, especially for part-time residents and during peak ski season.
- Weather conditions and location affecting in-person attendance and rural travel.
- Constraints for tourism/hospitality workers, families, and small-business owners.
- Low turnout and engagement fatigue, including limited interest in waste topics.
- Perception that waste management is technical, irrelevant, or too complex.
- Language, literacy, and communication-style differences, including discouraging or elitist terminology.
- Distrust in the SLRD, consultation processes, or belief that feedback won't influence decisions or outcomes.
- Economic barriers, making travel or attending events challenging.
- General lack of interest.
- Challenge of long or complex instructions, especially for recycling information.

Individuals/Groups

- Rural, Local & Hard-to-Reach Groups
- Seasonal, Part-Time & Transient Populations
- Workers & Employers
- Newcomers, Immigrants & Multilingual Communities
- Renters & Multi-Family Housing
- Youth, Schools & Education
- Indigenous Communities
- Unhoused & Vulnerable Populations
- Construction & Development Sector
- Environmental & Stewardship Groups

Areas of Community Interest/Focus

- Indigenous engagement: particularly around impacts of new infrastructure on traditional territory
- Facility access & infrastructure
- Recycling challenges
- Organic/food waste
- Costs & affordability
- Environmental & wildlife impacts
- Equity & vulnerable populations
- Tourism pressures
- Communication & transparency
- Local operational concerns

Areas of Individual Interest/Focus

- Reuse, Recycling & Composting
- Organics & Food Waste

- Behavior Change & Education
- Community & Seasonal Challenges
- Collection & Access Improvements
- Circular Economy & System Efficiency

Interview Participants

	Organizations	Interview Date
1	Bridge River Valley Community Association	Wednesday, November 26
2	Britannia Beach Community Association	Thursday, November 27
3	Resort Municipality of Whistler	Thursday, November 27
4	Stewardship Pemberton Society	Wednesday, December 3
5	Birken Recreation and Cultural Society	Wednesday, December 3
6	Squamish CAN	Wednesday, December 3
7	Lillooet Tribal Council	Thursday, December 4
8	AWARE Whistler	Thursday, December 4
9	The Lillooet Community Hub - Lillooet Learns	Tuesday, December 9

Summary By Question

Please find below a more fulsome summary of insights shared by question. This represents consolidated feedback received across all nine interviews.

Question 1: What information do you feel is important to share with community members as part of the engagement process?

Participants shared the importance of providing clear and accessible information before and during engagement. Several topics were identified as being necessary to include in information sharing to ensure that participants have the information they need to participate fully.

- Waste facilities and future infrastructure needs, including landfill capacity and planned system updates.
- Why the Solid Waste & Resource Management Plan is being updated—population growth, tourism pressures, environmental requirements, and aging infrastructure.
- How proposed changes may affect residents: costs, convenience, service levels, and environmental outcomes.
- Clear “what’s in it for me” messaging: better service, reduced wildlife conflict, climate benefits, long-term cost stability.
- Decision-making process and timelines: what is being decided now, what comes later, and when public input matters.
- Assurance of transparency—no major infrastructure decisions will be made without public involvement.

- Connections to climate and sustainability goals, presented in relatable, non-technical language.
- Easy-to-understand explanations of waste flows, recycling processes, and how materials are sorted and reused—using visuals, simple guides, and myth-busting facts.
- Roles and responsibilities of the SLRD, RMOW, Village of Pemberton, and local partners (e.g., Stewards hip Pemberton Society).
- Funding sources and cost drivers for waste services, communicated simply, including expected cost increases.
- How the plan impacts daily life for residents, businesses, and seasonal workers.
- Available waste management resources such as transfer stations and diversion programs.
- Plain-language explanations of bylaws, especially for businesses with low awareness.
- A clear statement of purpose for the engagement process—connecting with community values before sharing technical content.

Question 2: Are there any individuals or groups you think we may miss and should be deliberate in reaching out to? Who are they and do you have ideas about how we can engage them?

Participants shared specific suggestions on individuals or groups to include in engagement. The themes below highlight the varied groups that may require an intentional effort to include, as well as suggestions for engagement.

Rural & Hard-to-Reach Communities

- Ratepayers' associations and fire societies (Gun Lake, Marshall Lake, Gold Bridge, Bralorne).
- Britannia Beach Community Association and Fire Department.
- Haulers, tourism providers, and other transient users.
- Engagement ideas: direct outreach, small-group meetings, collaboration with local partners.

Seasonal, Part-Time & Transient Populations

- Seasonal residents, short-term workers (e.g., Vail, Gibbons), and tourists.
- Engagement ideas: summer-focused outreach, signage, workplace and accommodation-based info sessions.

Workers & Employers

- Frontline service and hospitality staff, small business owners, and businesses via Business Improvement Associations.
- Engagement ideas: multilingual materials, team talks/presentations, brief online surveys, flexible engagement options.

Newcomers, Immigrants & Multilingual Communities

- Recent immigrants and language-diverse households (Southeast Asian, Punjabi, Chinese-speaking).
- Engagement ideas: translated materials, newcomer services, community ambassadors.

Renters & Multi-Family Housing

- Renters and multi-family residents; building managers and strata councils.
- Engagement ideas: pop-up events, targeted signage, building-level communications.

Youth & Schools

- Youth groups, schools, eco-clubs (Pemberton Secondary).
- Engagement ideas: school programs, youth-led projects, behavior-change initiatives targeting families.

Indigenous Communities

- Indigenous governments and local community groups across the SLRD.
- Engagement ideas: culturally informed approaches, respectful consultation, collaboration with Indigenous leadership.

Unhoused & Vulnerable Populations

- Unhoused individuals and other vulnerable community members.
- Engagement ideas: partner with organizations like Under One Roof for outreach and support.

Large Waste Generators & Industry

- Hospitality associations, large retailers, resort operators, construction and development sector, and businesses involved in waste, reuse, and recycling.
- Engagement ideas: sector-specific meetings, targeted communications, collaboration on best practices.

Environmental & Stewardship Groups

- NGOs and stewardship organizations.
- Engagement ideas: partnership opportunities, collaborative campaigns, leveraging existing networks.

Q3: We want to be as welcoming and open as possible to everyone who has an interest in the SLRD SWRMP update. Based on this, what do you think are the best ways to bring people together to engage? Is there anything you feel we should avoid in the engagement process?

Participants identified several ways to bring people together. There was general agreement that a mix of approaches would be required to reach different segments of the community. Below is a list of suggested in-person and virtual formats:

In-Person Engagement

- Open houses across multiple SLRD communities (not just one central location) to ensure accessibility for all residents.
- Pop-up engagement at places people already go: transfer stations, farmers' markets, libraries, community centres, and at existing community events (Earth Day, community club events) to boost turnout.
- Leverage successful past events such as Pemberton town halls and Green Drinks nights for topic-specific conversations.

- Partnerships with trusted local organizations, e.g., AWARE, local community associations, or Add Your Voice forums to broaden reach and credibility.
- Presence at seasonal worker events through Vail and Gibbons newsletters and staff functions.
- Create fun incentives or friendly competitions (e.g., competitions between neighbouring communities) to increase interest.
- Door-to-door outreach or direct engagement with community leaders in rural/remote areas where other engagement methods are less effective.

Virtual & Hybrid Engagement

- Hybrid sessions (in-person + online) to accommodate part-time residents, shift workers, families, and those outside town centres.
- Virtual meetings remain effective and accessible, with few reported barriers; evening times (e.g., 6–7 p.m.) work well.
- Offer online participation options even if attendance is lower, ensuring inclusivity for those without transportation or who prefer digital input.

Targeted or Issue-Specific Engagement

- Workshops focused on specific waste streams (C&D, hospitality/ICI, rural waste) to attract stakeholders with strong interest.
- Pop-up outreach for specific demographics (e.g., seasonal workers, business owners).
- Business canvassing for industry feedback, which has proven more effective than cold calls or phone surveys.

Communication & Outreach

- Partner with local organizations and associations to tap into established networks and part-time resident communities.
- Use social media strategically to avoid fatigue but still create clear calls to action.

What Should Be Avoided in the Engagement Process

- Overly technical or dense planning materials without clear, plain-language summaries.
- Engagement held only in one community or at limited times (e.g., only during standard work hours).
- Events that feel like “checkbox consultation” where participants sense decisions are already made.
- Cold calls or phone surveys, which have shown as being less effective than other approaches.
- Relying solely on pop-ups for rural areas, where attendance is lower and harder to reach.
- Overloading the public with too many simultaneous engagement messages, contributing to social media and engagement fatigue.
- Holding large events where highly contentious topics could overshadow the SWRMP update (e.g., Add Your Voice forums without careful agenda planning).

Q4: What do you think are some of the barriers people might experience that would make engagement difficult? How do you think we could work around those barriers or remove them?

Participants identified several barriers that could limit meaningful and inclusive engagement. These barriers are not just logistical but also rooted in overall mistrust in consultation processes, engagement fatigue, accessible locations and travel as well as the perception of this being a technical or complex topic. Addressing some or all these challenges will support broad and balanced participation.

- Seasonal access and timing challenges, especially for part-time residents and during peak ski season.
- Weather conditions affecting in-person attendance and rural travel.
- Time constraints for tourism/hospitality workers, families, and small-business owners.
- Low turnout and engagement fatigue, including limited interest in waste topics.
- Perception that waste management is technical, irrelevant, or too complex.
- Language, literacy, and communication-style differences, including discouraging or elitist terminology.
- Geographic and transportation barriers in rural and remote areas.
- Distrust in consultation processes, the SLRD, or belief that feedback won't influence decisions.
- Economic barriers, making travel or attending events challenging.
- Difficulty engaging people through traditional booths or community events due to lack of interest.
- Challenge of long or complex instructions, especially for recycling information.

Ways to Work Around or Remove Barriers

- Offer multiple engagement formats: short surveys, drop-ins, pop-ups, hybrid and online options.
- Keep surveys short and simple to respect busy schedules.
- Schedule events in shoulder seasons (e.g., November, March) and avoid peak tourism periods.
- Host pop-ups in high-traffic locations, including ski mountain bases (with inexpensive incentives such as SLRD swag items, candy etc.).
- Use clear, plain-language materials and avoid technical or elitist wording.
- Offer translation and accessible communication tailored to diverse audiences.
- Connect waste topics to everyday impacts (costs, wildlife, convenience, climate relevance).
- Partner with trusted local organizations to build credibility and reduce distrust.
- Demonstrate clearly how public input influences decisions to strengthen trust.
- Provide transportation support or host events in multiple communities to reduce travel barriers.
- Use incentives such as raffles or giveaways to increase participation.

Q5: Are there other people you think we should connect with for pre-engagement?

Participants identified several organizations to include in the discussion in either the pre-engagement phase or during active engagement.

- Local motels and resorts, given their large role in seasonal waste generation.
- Protect Our Winters (POW) as a potential partner organization.
- Pemberton Rotary Interact youth group.
- AWARE (contact: Heather Beresford).
- Sea to Sky Community Services as a key partner for reaching broader and marginalized community members.
- Rebuild It in Squamish (Recycle BC Depot operator (Graham); manages construction and demolition waste).

Q6: Based on what you know about the project and the areas we will be looking for engagement, what types of concerns, questions, or areas of focus do you think will be of most interest to the community?

Participants identified several areas that may be of interest to residents and organizations within the SLRD based on past engagements, community discussion and service needs.

Indigenous Engagement and Inclusion

- Respect and consider Indigenous land stewardship and population in landfill and waste policies.
- Ensure decision-making respects land and community rights.
- Approach Indigenous communities with humility, prioritizing learning over imposing plans.
- Maintain transparency, equity, and collaboration in decisions affecting communities.
- Seek permission before using land in Indigenous territories; consider impacts of development and tourism on traditional ways of life and habitats.

Infrastructure & Accessibility

- Location, design, and accessibility of waste facilities (transfer stations, landfill, bins).
- Convenience for rural areas; distance to facilities and transport limitations for residents without cars.
- Townhouse and multi-family garbage storage challenges; infestations and fines.
- Need for more local options for furniture and large item collection in Pemberton to reduce long trips to Lillooet or Hurley FSR.

Recycling & Waste Management

- Glass recycling is cumbersome and often results in inappropriate disposal.
- Clarity on recycling processes and transparency—residents want to know if materials are truly recycled.
- Cardboard recycling costs and support for grants or programs.
- Importance of organized recycling facilities as standard practice.
- Organic waste/food waste management: limited infrastructure, accessibility issues, and confusion among residents.

Costs & Funding

- Tipping fees, service fees, and long-term affordability concerns.
- Individual business costs associated with recycling, cardboard, and composting.

Environmental & Wildlife Concerns

- Wildlife conflicts and environmental protection near facilities.
- Impacts of landfill expansion and tourism pressures on natural areas.
- Climate action and emissions impacts from waste systems.

Community Equity & Indigenous Considerations

- Equity concerns for tenants, small businesses, seasonal workers, and vulnerable communities.
- Need for respectful engagement with Indigenous communities; seek permission before land use.
- Recognizing Indigenous stewardship and traditional ways of life when making decisions.

Tourism & Seasonal Pressures

- Increased tourism driving waste generation and burden on facilities.
- Fair distribution of responsibility and funding for tourist-related waste.

Public Perception & Communication

- Transparency, collaboration, and clear information needed to build trust.
- Concerns over locked or removed garbage cans sparking backlash.
- Emotional responses in public consultations; residents want reassurance that feedback influences decisions.
- Questions about cost-effectiveness and impact of recycling programs.

Specific Community Concerns

- Overall management of Lillooet landfill and its impact on the natural area.
- Local changes in practices including implementing regular garbage pick up without offering recycling services.
- Increased demand for proper waste storage, bins, and infrastructure in growing communities like Pemberton and Squamish.

Q7: Based on what you know about this project, what are the key areas of most interest to you?

Participants specifically noted areas they felt were important to the overall SLRD communities and to them personally.

Reuse, Recycling, and Composting

- Improving existing facilities and programs.
- Implementing systems for building materials reuse (e.g., research shared type systems for building materials).
- Addressing challenges with recycling soft plastics and batteries.

Organics & Food Waste

- Reducing food waste and supporting organics management.
- Engaging commercial sectors, especially tourism and hospitality, in waste reduction.

Behaviour Change & Education

- Promoting mindful waste generation by implementing weekly garbage collection so that it is top of mind for residents.

- Supporting behaviour change with strong education, signage, clear messaging and easy to understand communication.
- Encouraging participation from residents, businesses, seasonal workers, and institutions.

Community & Seasonal Challenges

- Managing waste from tourists and transient populations (bear-proof bins, proactive strategies).
- Preparing for increased waste from projects like BC Hydro.
- Addressing mixed-use developments where businesses and residents share disposal systems.

Collection & Access Improvements

- Increasing garbage collection frequency for residential customers (e.g. weekly)
- Providing community garbage and recycling bins in growing villages like Britannia.
- Offering free dump days for large item disposal.
- Equipping communities with bins and providing regular garbage and recycling pickup services would help with bear awareness and smart initiatives.

Circular Economy & System Efficiency

- Supporting circular-economy outcomes.
- Reducing avoidable waste and single-use items.
- Ensuring equitable access to all waste management infrastructure and programs.

Additional Comments:

Indigenous Inclusion

- Lillooet has a significant Indigenous population with strong land stewardship, which must be considered in landfill policies and directives.
- Decision-making processes should respect land rights and community rights.
- Engagement with Indigenous communities should be done with humility and respect, prioritizing learning over imposing plans.
- Decisions affecting communities should emphasize transparency, equity, and collaboration, rather than assuming meeting attendance equals consent.
- Permission must be sought before using land, particularly in Indigenous territories, as development and tourism can disrupt traditional lifestyles and natural habitats.

Indigenous Engagement Approach

- Conduct one-on-one interviews with local leaders from organizations like Lillooet Tribal Council and St'at'imc Government Services.
- Reach out to the St'at'imc Chiefs Council to ensure the six St'at'imc communities feel included in the process.
- These communities face more pressing issues than waste management like overdoses; it is important to involve local leaders rather than trying to reach every member. i.e. delegation to Chiefs Council.

Appendix A: Pre-Engagement Interview Questions

- 1) What information do you feel is important to share with community members as part of the engagement process?
- 2) Are there any individuals or groups you think we may miss and should be deliberate in reaching out to? Who are they and do you have ideas about how we can engage them?
- 3) We want to be as welcoming and open as possible to everyone who has an interest in the SLRD SWRMP update. Based on this, what do you think are the best ways to bring people together to engage? Is there anything you feel we should avoid in the engagement process?
- 4) What do you think are some of the barriers people might experience that would make engagement difficult? How do you think we could work around those barriers or remove them?
- 5) Are there other people you think we should connect with for pre-engagement?
- 6) Based on what you know about the project and the areas we will be looking for engagement, what types of concerns, questions, or areas of focus do you think will be of most interest to the community?
- 7) Based on what you know about this project, what are the key areas of most interest to you?