

Education & Outreach Committee Meeting Minutes

Tuesday, February 7, 2023 9:00 a.m. – 12:00 p.m. LICA Boardroom and via Microsoft Teams

Present:	Louise White-Gibbs Murray Phillips Duane Zaraska Colin Cote Cindy Connolly Kim Foisy Amanda Avery Bibo
Guests and Observers:	Robert Machatis
Staff and Contractors:	Vicky Krawchuk, LICA Executive Director Stephanie Sitkowski, Education & Outreach Coordinator Kayla Hellum, Environmental Coordinator Eveline Hartog, LICA Administrative Professional Lori Jodoin, LICA Administrative Professional
Regrets:	Evelyn Mondares Gabrielle Whiskeyjack

1.0 CALL TO ORDER

The Committee Chairperson called the meeting to order at 9:03 a.m.

- 1.1 <u>Territorial Acknowledgement</u>
- 1.2 Vision, Mission, and Values
- 1.3 Introductions
- 1.4 Roll Call

1.5 Approval of Agenda

1.5.1 February 7, 2023, Education and Outreach Committee Agenda

#1 Moved by Duane Zaraska AND CARRIED that the February 7, 2023, Agenda be approved as presented.

1.6 Approval of Minutes

- 1.6.1 December 12, 2022
- #2 Moved by Cindy Connolly AND CARRIED that the December 12, 2022, Minutes be approved as presented.

2.0. NEW BUSINESS

2.1 Social Media

2.1.1 Review of Social Media Guide

The LICA Education & Outreach Committee reviewed the Social Media Guide.

A discussion was held on the various social media accounts LICA has. Currently, LICA actively uses Facebook and Instagram. In addition to those accounts LICA also has a Twitter account, but it is not being used.

A Committee member mentioned that Industry and Business actively use Twitter, but youth and the majority of people use Instagram and Facebook. Twitter seems to be more business based. It was suggested to leave the Twitter account dormant for now, for potential future activity and to continue using Facebook and Instagram.

2.1.2 <u>Review Policy 4.3 Social Media Management</u>

The LICA Education & Outreach Committee reviewed Policy 4.3 *Social Media Management* for information.

A Committee Member stated that all Board, Committee Members, and Staff should actively be sharing LICA posts and content on their own social media accounts, to increase LICA exposure.

One recommendation was made to Policy 4.3.2.5. Reword it to say-"Periodically review passwords and administrators and the Passwords document in the shared drive."

2.2 Stream of Dreams

2.2.1 <u>Review Application – Light of Christ School</u>

The Education & Outreach Coordinator presented the Stream of Dreams Application from Light of Christ School in Lac La Biche. They were the only school to send in an application this year; they have applied in the past. The owner of the fence gave them permission to use it for Stream of Dreams. A Committee Member thought the location was great; since the fence is right on main street, it will get good exposure.

LICA's goal is to do two Stream of Dreams programs per year, based on LICA's budget. The price has recently increased from \$5.00 to \$7.00 per fish.

It was also mentioned that a couple of groups in Bonnyville may be interested in participating in it for their Summer Programs. Those fish could possibly be displayed in LICA's Community Garden or baseball diamonds in town. The murals can be put up anywhere in the community, not just schools. Local FCSS may also be interested in the program and offer it as a series of workshops over the summer, so families could participate together.

There is also an option to re-do the Stream of Dreams programs in schools for those who have previously completed it if it was more than four years ago. Students would have the option to purchase their fish which were previously done, with the money going back into the program.

A Committee Member suggested reaching out to Senior Citizen Facilities to share the program and increase exposure. Possibly making it a grandparent and grandchild activity.

A Committee Member requested the E&O Coordinator to reach out to all members of the Committee. Sending them an application, so they can send it out to their sectors which would broadcast it out to their communities.

E&O Coordinator also mentioned that Stream of Dreams has a Fish in a Box program, which was used during COVID when children could not be altogether.

All schools within the LICA region have been contacted. A Committee Member recommended the E&O Coordinator reach out to the schools again in May 2023, reminding them that LICA can offer them this program. Applications are now closed but will be reopening again in Fall 2023.

#3 Moved by Louise White-Gibbs AND CARRIED that the Stream of Dreams Application for Light of Christ School be approved as presented.

3.0 ONGOING BUSINESS

3.1 Education & Outreach Update

The Education & Outreach (E&O) Coordinator presented her Update to the Committee, noting:

- Photo Contest is now complete. Judging was difficult to arrange so photos were sent to judges, and they had to choose the top ten, for the Adult Category. The three photos with the most points were selected as winners. The Youth Category had three entries. Photos were framed, and winners are coming in to pick them up. They will also receive their cash prize, as advertised, via mail. The prizes are as follows:
 - Fan Favourite \$50 cheque with a small LICA prize bag
 - Adult 1st Place \$150 cheque
 - Adult 2nd Place \$100 cheque
 - Adult 3rd Place \$50 cheque
 - Youth 1st Place \$150 cheque
 - Please note that the youth recipient is the same for first, second, and third place in the youth entries. The winner has received a collage photo frame of all winnings and a monetary value for the first-place award.
- Calendar Contest is also complete, as all winners have received their prizes.
- The deadline for the Cookbook has been extended until March 31, 2023. Approximately 20-30 recipes have been submitted.
- She will contact Industry as well to do an evening presentation.

3.1.1 <u>School Programming Updates</u>

The Education & Outreach (E&O) Coordinator updated the Committee on School Programming.

- Programs are continuously being updated with current information. Five Wastewater Programs and three Air, Water, and Climate Programs were presented last week. In addition, two Airshed Programs have been done since her report was written.
- X-Stream Science training will occur in May or June 2023 in Camrose during the WPAC Meeting and then the program will begin to roll out.
- Little Green Thumbs contact was established. E&O Coordinator is connecting with all the schools to update equipment and provide consumables. Older systems will be updated with new LED lamps.
- A Committee Member asked that if the Two Hills FCSS wanted us to come and do a program, would we have to do it in Myrnam, as Two Hills is outside of the LICA region? Another member stated that this would have to be a Board decision. All school programming is offered to all Two Hills Schools because the rest of the St. Paul School Division is in the LICA region.
- Another Committee Member asked about how they can get printed material for the KLOB program. The E&O Coordinator will assist with this.

3.1.2 Upcoming Community Events

The Education & Outreach (E&O) Coordinator updated the Committee on Upcoming Community Events.

- On Monday, February 13, 2023 LICA will be hosting a Bird ID Workshop. It can be offered virtually if needed. Another Bird ID Workshop will be held in the Lac La Biche region at a later date.
- Vermicomposting Workshops have been very popular as interest has been increasing throughout the community. There will be 50-60 bins being completed this month. The Bonnyville Library is holding one on February 8th, which has 22 participants registered. Rich Lake Agricultural Society also requested to have a workshop in April 2023.
- ALUS 101 Presentation will be held on February 27, 2023.

A Committee Member pitched the idea of holding another Virtual Science Fair within social media to engage youth through active learning. Youth will send in small reels of their science projects. Advertising will start soon, so youth can work on it through Easter/Spring Break. The fair will have three different age categories. LICA Admin will decide on details on timelines and age groups. Submission deadline will be Friday, April 14, 2023. The E&O Coordinator will collect entries and place them into a folder on Sharepoint. The folder will be shared with Committee Members for personal viewing and then they will be watched together at the April Meeting, for judging. There will be cash prizes for each age category. In addition, one Fan Favourite Award will receive a LICA swag bag.

#4 Moved by Amanda Avery Bibo AND CARRIED that the Virtual Science Fair with monetary prizes of \$50.00, \$75.00, and \$100.00 cash be approved.

4.0 ACTION LIST

4.1 Follow-Up on Action List

4.1.1 <u>December 12, 2022</u>

The Committee reviewed the E&O Action List from the December 12, 2022 meeting.

5.0 UPCOMING MEETING DATES

5.1 Board Meeting – February 23, 2023

Murray Phillips, E&O Chairperson, is unable to attend. Duane Zaraska will be reporting.

5.2 Next Meeting – April 24-28, 2023

6.0 ADJOURNMENT

The meeting adjourned at 10:39 a.m.

#5 Moved by Colin Cote AND CARRIED that the meeting be adjourned.

Approved on:

Date

Signature

2022-23 Attendance

Education & Outreach Committee Meetings

NAME	December 12, 2022	February 7, 2023					
Evelyn Mondares	ТС						
Louise White-Gibbs	\checkmark						
Stephanie Sitkowski	\checkmark						
Amanda Avery Bibo	\checkmark						
Murray Phillips	ТС						
Duane Zaraska	ТС						
Gabrielle Whiskeyjack	ТС						
Colin Cote	ТС						
Cindy Connolly	ТС						
Kim Foisy	~						
Notes: $\checkmark = Present$	t	TC = T	Telephone Con	ference	•	A = Abs	sent from Me

https://lica2.sharepoint.com/sites/Office/Shared Documents/Committees/Education and Outreach/Committee/Agenda/2022-23/ February 7, 2023/E&O Roll Call 2022-2023.doc



Lakeland Industry and Community Association ■ Box 8237, 5107W - 50 Street, Bonnyville, AB T9N 2J5 780 812-2182 ■ 780 812-2186 ■ www.lica.ca

Education and Outreach Committee (EOC) Meeting LICA Boardroom and via Microsoft Teams Tuesday, February 7, 2023 9:00 a.m. - 12:00 p.m.

ltem	Agenda	Discussion Leader	Required Outcome
1.0	CALL TO ORDER		
1.1	Territorial Acknowledgement	Murray	
1.2	Vision, Mission, and Values	Murray	
1.3	Introductions	All	
1.4	Roll Call	Murray	For Review
1.5	Approval of Agenda		
	1.5.1 February 7, 2023	Murray	For Decision
1.6	Approval of Minutes		
	1.6.1 December 12, 2022 - DRAFT	Murray	For Decision
2.0	NEW BUSINESS		
2.1	Social Media		
	2.1.1 Review of Social Media Guide	Stephanie	For Discussion
	2.1.2 Review Policy 4.3 Social Media Management	Stephanie	For Information
2.2	Stream of Dreams		
	2.2.1 Review Application – Light of Christ School	Stephanie	For Decision
3.0	ONGOING BUSINESS		
3.1	Education and Outreach Update	Stephanie	For Information
	3.1.1 School Programming Updates	Stephanie	For Information
	3.1.2 Upcoming Community Events	Stephanie	For Information
4.0	ACTION LIST		
4.1	Follow-up on Action List		
	4.1.1 December 12, 2022	Murray	For Review
5.0	UPCOMING MEETING DATES		
5.1	Board Meeting – February 23, 2023	Murray	For Information
5.2	Next Meeting – TBD	Murray	For Information
6.0	ADJOURNMENT	Murray	For Decision



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Education & Outreach Committee Meeting Minutes

Monday, December 12, 2022 9:00 a.m. – 12:00 p.m. LICA Boardroom and via Microsoft Teams

Present:	Louise White-Gibbs Murray Phillips (Via Microsoft Teams) Duane Zaraska (Via Microsoft Teams) Colin Cote (Via Microsoft Teams) Cindy Connolly (Via Microsoft Teams) Kim Foisy Evelyn Mondares (Via Microsoft Teams, arrived 9:20 a.m.) Amanda Avery Bibo Gabrielle Wiskeyjack (Via Microsoft Teams
Guests and Observers:	Robert Machatis
Staff and Contractors:	Vicky Krawchuk, LICA Executive Director Stephanie Sitkowski, Education & Outreach Coordinator Eveline Hartog, LICA Administrative Professional Lori Jodoin, LICA Administrative Professional Kayla Hellum, Environmental Coordinator

Regrets:

1.0 CALL TO ORDER

Vicky Krawchuk, LICA Executive Director, called the meeting to order at 9:00 a.m.

- 1.1 <u>Territorial Acknowledgement</u>
- 1.2 Vision, Mission, and Values
- 1.3 Introductions
- 1.4 Roll Call

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1.5 Approval of Agenda

1.5.1 December 12, 2022, Education and Outreach Committee Agenda

#1 Moved by Louise White-Gibbs AND CARRIED that the December 12, 2022, Agenda be approved as presented.

1.6 Approval of Minutes

1.6.1 <u>September 8, 2022 – DRAFT</u>

#2 Moved by Duane Zaraska AND CARRIED that the September 8, 2022, Minutes be approved as presented.

2.0. CHAIRPERSON APPOINTMENT

2.1 Appointment of Committee Chairperson

The Education & Outreach Committee (EOC) appointed Murray Phillips to be chairperson of the committee by acclamation.

3.0 POLICY REVIEW

3.1 Committee Terms of Reference

The LICA Education & Outreach Committee reviewed the Terms of Reference document. The following changes were recommended to the Board of Directors.

#3 Moved by Duane Zaraska AND CARRIED that the LICA Education & Outreach Committee Terms of Reference be accepted as amended.

3.2 Policy Review

3.2.1 Policy 1.5 Decision-Making Process

The LICA Education & Outreach Committee reviewed Policy 1.5 *Decision-Making Process* for information.

3.2.2 Policy 1.12 Volunteer Hours

The LICA Education & Outreach Committee reviewed Policy 1.12 *Volunteer Hours*.

3.2.3 Policy 1.13 Confidentiality

The LICA Education & Outreach Committee reviewed Policy 1.13 *Confidentiality* and each member was requested to sign a copy for retention by LICA if they had not already done so.

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3.2.4 Policy 2.7 Board and Committee Expenses and Remuneration

The LICA Education & Outreach Committee reviewed Policy 2.7 *Board and Committee Expenses and Remuneration.*

3.2.4.1 Expense Claim Form

The Committee reviewed the LICA Expense Claim Form.

3.2.4.2 Direct Deposit Option

The Education & Outreach Committee members eligible for stipends were given the option to complete the Direct Deposit form noting that a VOID cheque will be required to accompany the form.

3.2.5 Committee Member Sign-on

The Committee was requested to complete the Board and Committee Sign-on sheet for retention by the Financial Coordinator. Members who have already completed this form were requested to complete the form should their contact information have changed.

4.0. ONGOING BUSINESS

4.1 Education & Outreach Update

The Executive Director and Education & Outreach (E&O) Coordinator presented their updates to the Committee, noting:

- School programs cancelled in October and November are being rescheduled with teachers for the new year.
- The calendar contest galley has been sent to Dark Horse Media and we are awaiting the final proof and calendars will be printed, hopefully, by December 15. The photo contest judging will happen in January 2023. Sixty-three photos are eligible for judging.
- The deadline for submissions by schools who wish to receive the Stream of Dreams program has been extended to January 20, 2023. Schools who had applied in the past but were not awarded the program have been contacted.
- The artwork for the LICA cookbook is being worked on but publication of the cookbook will be deferred until harvest 2023 to allow for more recipe submissions.
- The Community Garden beds, and compost bin have been prepared for the winter season with minor repairs done on the compost bin. A professional grass cutting service was hired in the fall resulting in the garden looking very tidy before the snow fell. In Spring 2023, there will be placement of security cameras, lights, and signage at the garden.

4.1.1 LICA Calendar Contest Winners

The Committee briefly reviewed a slide show showcasing the entries of the LICA Calendar Contest. Winners will be notified once calendars are ready.

5.0 ACTION LIST

5.1 Follow-Up on Action List

5.1.1 <u>September 8, 2022</u>

The Committee reviewed the E&O Action List from the September 8, 2022, meeting noting:

- Item 2.2.1 Bonnyville Community Garden 2022 the fall weed removal, managing inactive beds and cover crop for inactive beds will be assigned to Stephanie and updated to Spring 2023.
- Item 2.2.3 Cameras need the addition of signage in the garden and will be assigned to Stephanie.
- Item 2.2.4 Cookbook will now be completed in the fall of 2023 and assigned to Stephanie.
- Item 2.3.1 Judging Timeline to be assigned to Stephanie and to be completed in January 2023.
- Item 2.3.2 Showcase Event to be updated to Spring 2023 and assigned to Stephanie.
- Item 2.3.3 Fan Favorite Voting will be assigned to Stephanie and completed in January 2023.
- Item 2.6 Volunteer Appreciation Event will be assigned to Stephanie to be completed in February 2023.

The Committee had a general discussion regarding activities that Education and Outreach could consider pursuing. These included:

- Having an industry-based community presentation, such as Pathways with Jason Barrie presenting on carbon capture. This could be an evening or a LICA Lunch and Learn event.
- Contacting Alberta Environment and Protected Areas or Alberta Energy Regulators to do a community presentation.
- Hosting an open house showcasing our programs, and the photo contest winners; or having a volunteer appreciation event.
- Do presentations to municipal councils and school boards in the LICA region to inform them of our community and school programs in order to get local buy-in for these programs; this is who we are, this is what we can offer, how can we partner?
- Create more awareness of the airshed component of LICA's activities.
- Consider creating a YouTube video of what programs E&O has and what LICA can offer in the community.
- Have a booth and participate in the Lac La Biche Healthy Waters kick-off to the Keep Our Lake Blue campaign on June 4, 2023.
- Consider establishing an E&O youth committee to pursue environmental projects in their schools and in the community.

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• Planting shelter belts or fruit tree seedlings in inactive LICA Community Garden beds and then awarding these seedlings to LICA volunteers.

6.0 UPCOMING MEETING DATES

- 6.1 Board Meeting December 15, 2022
- 6.2 <u>Next Meeting TBD</u>

7.0 ADJOURNMENT

The meeting adjourned at 10:28 a.m. **#4 Moved by Duane Zaraska AND CARRIED that the meeting be adjourned.**

Approved on:	Date	
_	Signature	
	Signature	
)	



ENVIRONMENTAL STEWARDS

Social Media Guide

Table of Contents

Purpose & Goals Audience Insights Audience Persona Brand Voice Social Media Content Post Examples Future Additions

Purpose



Social media allows LICA to share messages that promote its vision, mission, and values. LICA uses social media to connect stakeholders, promote community involvement, educate the community, and advocate for environmental stewardship. This guide includes recommendations for the best way for LICA to use social media to share messages that promote its values.



Vision

The environment in the LICA region is ecologically healthy and sustainable.



LICA collects, shares, and acts upon credible data, Indigenous Knowledge, and information relevant to the environment. This will be achieved through scientific study, community engagement, and meaningful partnerships.



- We connect stakeholders and promote community involvement.
- We provide timely, defensible, and accessible data.
- We educate the community, advocating for environmental stewardship.
- We responsibly manage our resources to achieve our vision and mission.

LICA's Social Media Goals

Increase Brand Awareness

Annually increase LICA's social media following by 10% on Facebook and Instagram.

Boost Workshop & EventAttendance

When hosting events, reach at least 90% capacity.

Increase Membership & Email Registration

Annually grow membership and email list by 10%.

Challenges

LICA occupies the unique position of supporting two topics that are often polarized in social media: industry and ecological health. This polarization presents a challenge of unifying LICA's online following in a way that maintains healthy perceptions of all viewpoints.

Solution

Although LICA faces unique challenges when it comes to increasing its online following, there are ways to overcome the challenges. Neither industry nor ecological health will be vilified in LICA's online messaging, and the messaging will show how each can prosper while coexisting in the region.



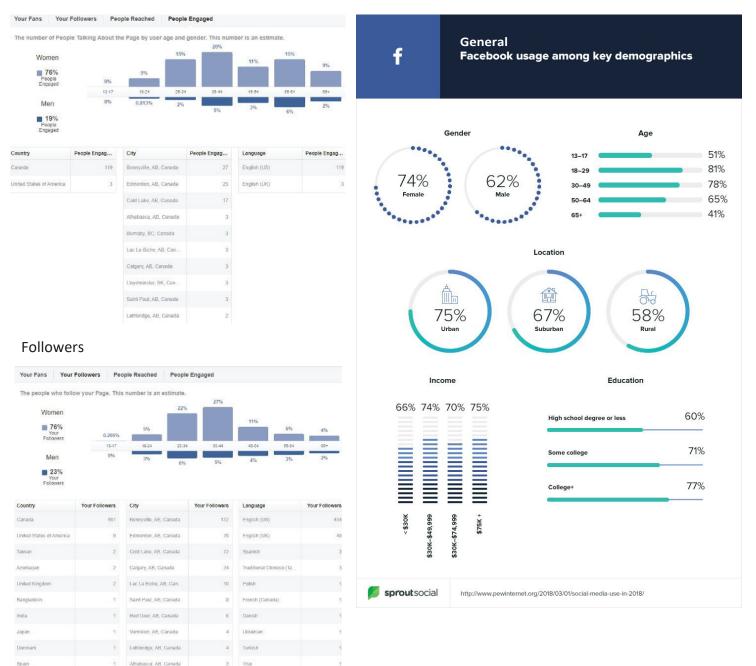
Audience Insights



An audience persona is a fictional character (based on real data and market research) who represents a segment of a target audience. The purpose of identifying an audience persona is to guide LICA toward creating social media content that the target audience will find appealing. The data used to create LICA's audience persona is based on analytics from our current Facebook and Instagram audiences.

Facebook

People Engaged





Instagram

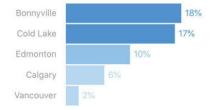




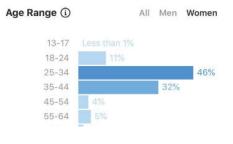


Locations

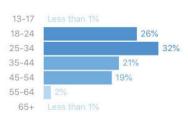


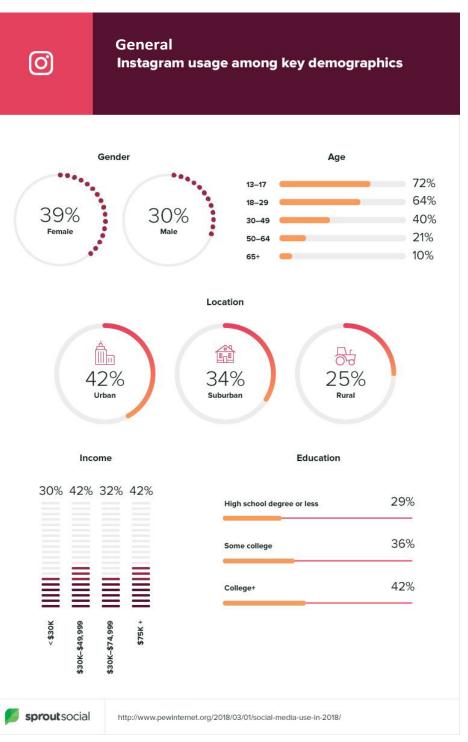


Age











Audience Persona



Included are LICA's audience personas (male and female) that are based on the insights previously listed along with the engagement on past, popular posts.

Name: Jane

Age: 44 Gender: Female

Job Description: Middle School Teacher

Hobbies: Visiting Provincial Parks with her family, reading, shopping for ethical and green goods, and camping.

Personal Motivation: Jane wants her family to be healthy, maintain financial comfort, and help keep the local environment she uses healthy.



Professional Motivation: Contribute to educating and inspiring the next generation to become advocates for their local region's economy and environment.

Annual Salary: \$60,000.00 Location: Cold Lake Social Accounts: Facebook & Instagram

Name: John

Age: 32 Gender: Male

Job Description: Oilfield Safety Officer

Hobbies: Quadding, fishing, boating, going for food with friends, and playing in a beer league.

Personal Motivation: John is trying to save for a new house while still having the flexibility to go on annual vacations with friends.



Professional Motivation: Ensure the safety of co-workers so the company can continue to function smoothly. Eventually, he would like the get a raise and promotion.

Annual Salary: \$80,000.00 Location: Bonnyville Social Account: Facebook



Brand Voice



LICA's brand voice is intended to help guide the tone of responses and post captions on social media. There should be a consistency that aligns with the core words, which continue to establish LICA's branding. Below are five keywords that describe the general characteristics of LICA's online tone.

Friendly - Professional Informative - Trustworthy Collaborative

Do's:

- Keep the above five characteristics in mind whenever writing captions or creating social media content
- Write in a way that reflects how Board members and LICA's target audience would talk or form sentences
- Explain any complicated or technical terms that must be used
- Reference LICA's audience as members or more generically as community
- Always review grammar and spelling before publishing
- Have a positive tone

Don'ts:

- Avoid jargon, cliche, trendy or over-used phrasing
- Do not use acronyms other than LICA. Even though they may be common within the office the public may not know what is being referenced
- Avoid a negative/dire tone or pointing blame at particular groups on topics such as climate change, global warming, pipelines, and others
- Refrain from language that could polarize LICA's Airshed, Watershed, or Industry audiences
- Do not use politically charged phrasing. LICA does not take a political stand

For more information on brand voice visit: <u>https://</u> <u>blog.hootsuite.com/how-to-build-an-authentic-</u> <u>voice-on-social/</u>



Social Media Content



A social media calendar tool, such as *latergram.com*, allows the user to plan and schedule posts for different apps. LICA recommends using a social media calendar tool to schedule posts for optimal times. Times will vary between platforms and audience demographics.

Posting Frequency

Use the social media content rule of thirds:

 $^{1}/_{3}$ of content promotes LICA and converts the audience to follower engagement $^{1}/_{3}$ of the content shares ideas and stories from external sources $^{1}/_{3}$ of the content is original branding

This ratio is an approximate guide to how monthly posts should be distributed.

Posting consistency on Facebook should not drop below two posts per week during the summer and should remain at one post per weekday during busy seasons.

Any content that has good visuals can be shared on Instagram. There should be at least one post per week.

Post Ideas

- High-quality photography related to an article
- Infographics
- Monthly series based on a relevant topic
- Graphics to support intriguing captions
- Professional / Appropriate Gifs
- Videos
- Evergreen Posts
- Poll Questions
- How tos
- Contests
- Shared Content
- Employee profiles, including Board members
- Workplace tours to showcase what LICA does
- Action shots of employees and team members hard at work
- Photos and videos from events that were organized
- Share a reading list related to LICA
- Recognize volunteers, supporters, and sponsors

Social Media Policy 4.3.2.1

- Ensure the validity of any claims from external or linked sources before sharing
- Posts should be evenly distributed and related to LICA's affiliation with Synergy Alberta, the Watershed Planning and Advisory Council, and the Alberta Airshed Council
- Visuals should align with LICA's Brand Guideline document unless it is for a special event or collaboration with another account
- Respond to all comments on LICA's posts
- Like and comment on all LICA posts that were shared by other pages or people
- Like and comment on all posts LICA is tagged in

For more on LICA's Social Media Policy go to: O:\DOCUMENTS\Board Manual, Policies



Post Examples



Providing an aesthetic guide to LICA's social media posts is essential for continued brand development. In an online public space that is as cluttered as social media, it is important to ensure consistency and optimization.

General Rules:

Sharing Links

- Always include a relevant image, graphic, or video
- Use a link shortener such as bitly.com to track traffic

Hashtags

- Only include hashtags on Instagram
- Do not post a list of hashtags on Facebook. Instead, only use them if it is part of a larger campaign
- This is a base set used for LICA's Instagram: #LICA #LICAEnvironmentalStewards #EnvironmentalStewards #Environment#EnvironmentalOrganization#Synergy#Watershed#Airshed#Alberta#LakelandAlberta #Canada #reduce #reuse #recycle #sustainable #sustainability #Industry
- More hashtags can be included as long as they are related to the post content
- Each word should be capitalized for multiple-word hashtags
- Using an emoticon or symbol to separate hashtags from the caption is recommended
- Do not exceed 30 hashtags per post and the optimal number is between 9 15
- Hashtag usage will be adjusted according to popular and effective marketing practices

Caption Format

- Captions should be in title case
- Aim to use a minimal amount of text to communicate clearly and concisely
- Review every post for spelling and grammar. Using grammarly.com or hemingwayapp.com are recommended
- Refer to the Brand Voice section for more

Liking & Commenting

- Respond to all comments on LICA's posts
- Like and comment on all LICA posts that were shared by other pages or people
- Like and comment on all posts LICA is tagged in



Facebook Post Examples:



Photo Galleries are one of LICA's post types that receive the highest amount of engagement. If there is a way to share high-quality imagery shortly after an event, it will consistently increase LICA's visibility. Event posters, workshops, or classroom presentations generally perform well if they align with LICA's target audience. Posting at appropriate times and days is essential for this style to achieve optimal engagement.



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LICA - Environmental Stewards *** Externed by Lica Boxard (7) * September 28 @ We want to thank Note Dame High School for heizing pick up 2,887 pieces of garbage during our Greek Canadas Shoeline Coleanup event list Bir fraidy Heiping prevent more garbage from entering Jessie Lake is appreciated



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6	LICA - Environmental Stewards
3257	Published by Lica Steward [2] - October 18 - @

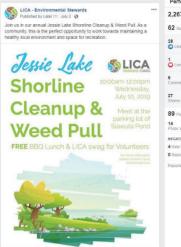
Thank you, everyone, who came out to our AGM last week Congratulation to Save Muniel Lake for receiving the Valunteer Award from Alberta Lake Management Society. If you would like to read more about the meeting check out this article by Bonnyville Nouvelle.http://bt1.iy/2019LICAAGM



55 Reactions, Com	ments & Shares #	
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Performance for Your Post

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LICA - Environmental Stewards Putested by Later (H - August 26 - 3 The school year is almost here and we can't wait to share ou programs with your classi LICA teaches students about our Airshed & Watershed and t

In CVe give students an inside look at how we utilize the environment slong with ways we can prevent harm. Each program is specifically aligned with the Alberta curriculum and designed to provide hands-on learning with memory and the students and the second students are studen

School Programs SLICA

se FREE programs are av

k-1 ---



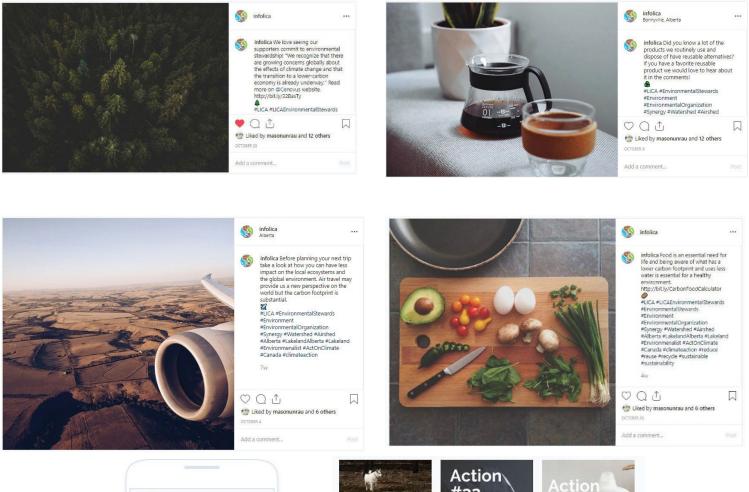
692 People Read	led	
20 Lines, Commen	is & Shares (i)	
16 Lites	7 On Post	9 On Shares
0 Comments	On Post	On Shares
4 Shares	4 On Post	0 On Shares
55 Post Clicks		
33 Photo Wews	Cline Clicks @	22 Other Clicks (#
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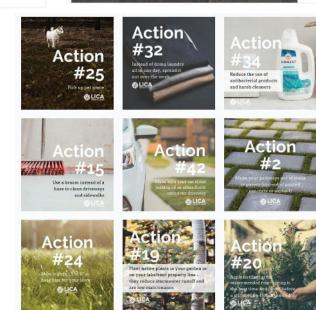
Instagram Post Examples:



Instagram should consist of high-quality imagery. When possible, prepare multiple posts that will allow for a grid that is appealing as a set. Instagram posts should always be highly visual and have low amounts or no text. When a series is not in progress, use imagery with similar earthy tones. For original photography, only post images if the current tones and light on LICA's Instagram wall match.









Created: May 5, 2020 Updated: February 7, 2023

Future Additions



Thank you for taking the time to read through LICA's Social Media Guide. This is a working document, which means it will continue to evolve and expand in a way that best reflects the organization and its members. If you have any feedback or questions, please email the Education and Outreach department at outreach@lica.ca.

Future additions could include:

Annual or monthly Social Media Strategies Social Media Marketing Budget Additional Popular Platforms



CONTENT MARKETING CRITERIA	STRENGTH	WEAKNESS
We connect our content marketing strategies and tactics to our business goals		
We put enough resources – time, budget, people – into our social marketing program		
Our social content aligns with the interests and needs of our target audience		
We have the marketing technology and analytics capability to measure the ROI of our social marketing efforts		
We have and use social media accounts to promote our content and drive prospects and clients to our website		
We create content for specific channels and adapt them as necessary to perform well on other channels		





4.3 SOCIAL MEDIA MANAGEMENT

INTENT:

To maintain LICA's brand identity consistently across social media channels, prevent a security breach, prevent a public relations crisis, act quickly if a breach or crisis does happen, and provide a criterion for how staff should manage LICA's online presence.

4.3.1 DIRECTIVES:

- **4.3.1.1** The Education & Outreach team is responsible for maintaining all online social media accounts according to the Social Media Guide.
- **4.3.1.2** All posts have a positive tone and reflect the Vision, Mission, and Values of LICA.
- **4.3.1.3** The Education & Outreach team provides social media training for employees.

4.3.2 IMPLEMENTATION:

- **4.3.2.1** Posting and Engagement
 - Ensure the validity to any claims from external or linked sources before sharing
 - Posts should be evenly distributed and related to LICA's affiliation with Synergy Alberta, the Watershed Planning and Advisory Council, and the Alberta Airshed Council
 - Visuals should align with LICA's Style Guide document unless it is for a special event or collaboration with another account
 - Like and/or comment on all LICA posts that were shared by other pages or people
 - Like and/or comment on all posts LICA is tagged in
- **4.3.2.2** Customer Service
 - Respond to any inquiries or messages sent through social media
 - Contact and register participants when hosting an event that was shared online

Review Dates: February 5, 2020 Approval Dates: March 12, 2020

4.3.2.3 Strategy and Planning

- Use social media planning calendars to schedule and visualize social feeds
- Have posts scheduled at the optimal times on each weekday
- Highlight any special calendar days that align with LICA values and create a correlating post
- Posting frequency on Facebook should not drop below two per week during the summer and should remain at one post per weekday during busy seasons
- There should be at least one post per week on Instagram
- For posting multiple photos or videos, use Facebook's scheduled posts feature and write a note on the planning calendar to ensure redundant posting does not occur

4.3.2.4 Advertising

- Ensure ads have minimal text, proper dimensions, align within the parameters provided by the various social media companies, and LICA's style and social media guides
- Ensure all paid advertising remains within the approved budget
- **4.3.2.5** Security and Passwords
 - The Education & Outreach team and Executive Director should be the only employees with access to posting on LICA's social media accounts
 - Annually review and update the privacy policies on each social media account
 - Annually update passwords and the passwords document in the shared drive

4.3.2.6 Approvals (legal, financial, or otherwise)

- Posted imagery, graphics, and video must follow proper copyright laws and use conditions
- Any social media campaign projecting to use 25% or more of the advertising budget should be approved by the Executive Director

4.3.2.7 Monitoring and Listening

- If an unexpected or off-brand post shows up on LICA's social media, cross reference it with the social media scheduling calendar to see if it was planned before identifying it as requiring a Crisis Response (4.3.2.8)
- Monitor all social channels for unscheduled or random posts, which may indicate a security breach
- Watch for imposter accounts, inappropriate mentions, and negative conversations about LICA as a Crisis Response may be required
- Annually gauge which topics LICA's followers are interested in and adjust social post planning appropriately
- Be attentive to topics that are sensitive to LICA's audience

Review Dates: February 5, 2020 Approval Dates: March 12, 2020

Operational Policy: Environmental Management, Monitoring and Educational Outreach Policy 4.3 – Social Media Management

4.3.2.8 Crisis Response

- A social media crisis is when a publicly viewed post on LICA's account violates the Social Media Policy, Confidentiality Policy, or anything contrary to the law. It can also include a major negative change in the online conversation about LICA as an organization
- Once a post is identified as the cause of a crisis, the following general procedure will be followed:
 - Pause all scheduled posts to ensure they are not published until the crisis has subsided
 - Remove or delete the post in question
 - Identify the source or publisher of the post
 - If the post is from an external source, report it to the social media platform
 - If the post is a result of a security breach, change all passwords and minimize internal access to social profiles
- Have the Education & Outreach team and Executive Director formulate a timely public response to temporarily remediate a negative public image
- Respond to public responses in an apologetic tone to alleviate long term brand disparagement and ensure the public that actions will be taken to resolve any damage or harm caused
- Once the Executive Director has approved that the crisis has been resolved, regular scheduled posting can resume
- Following all social media crises, the Board will be informed of the situation including the post, procedure, resolution, and any other ramifications due to the event
- If the crisis was caused by a LICA employee or Board Member, refer to Policy 3.10 *Disciplinary Procedures* and assess the severity of consequences

4.3.2.9 Social Media Training for other Employees

- New Education & Outreach employees will:
 - Become familiar with the Social Media Management Policy, Social Media Guide, and Style Guide
 - Receive training on programs required to maintain LICA's social media profiles
- Best practices for employee's personal social media activity include:
 - When posting from a personal account and referencing LICA, ensure it is consistent with LICA's branding
 - Do not respond to any negative reviews or comments about LICA with a personal account

Review Dates: February 5, 2020 Approval Dates: March 12, 2020

Operational Policy: Environmental Management, Monitoring and Educational Outreach Policy 4.3 – Social Media Management



Stream of Dreams Murals Society in partnership with LICA – Environmental Stewards

outreach@lica.ca www.lica.ca



www.streamofdreams.org

Stream of Dreams[™] Watershed Education and Community Art Elementary School Program

This program description is specific to the LICA region

How does the program work?

Who participates?

The entire school participates, staff as well as students, and usually several parents.

What fence will hold the mural?

Any chain link fence: on school property, parkland or other public land or on private land. The more visible the fence is to the general public, the more people will learn about the streams in their neighbourhood. Obtain permission to use the fence from the owner of the property (school board if on school property). Anticipate that the mural will be on the fence for at least 5 years, a lasting legacy. Check maintenance plans for the fence so the mural does not need to be taken down before its time.

What does our school have to do?

Your project coordinator or project team gets staff, students and parents excited about the project and arranges for volunteers to raise funds, schedule the workshops and help with the installation. Your school provides a well-ventilated space with 6 - 10 tables for the painting portion of the workshops. The watershed education portion is presented in each classroom. You may want to invite a Stream of Dreams representative to make a brief presentation to your PAC/Staff to describe how the program works and to answer questions.

What does Stream of Dreams Murals Society (SDMS) provide?

- Planning, watershed research, guidance with fundraising.
- All supplies for the workshops, including fully prepared handmade wooden fish for each student.
- A Stream of Dreams team of environmental and art instructors for the watershed education and wooden fish painting workshops: up to 6 classes a day with about 45 minutes for each portion of the two part workshops, for a total of 1.5 hours per class.
- Mural Installation within a day or two after the workshops including a sign for the mural.
- Your mural will be added to the Stream of Dreams & LICA's website, Facebook page, and other publications as deemed fit.

What does the program cost?

The total cost of Stream of Dreams is \$5/person participating in the program.

Example: A school with 220 students and 15 staff members will have a cost

of 235 people x \$5 = \$1,175 Frequently Asked Questions

How soon can we do the project?

Depending on workshop schedule and availability of fish we can schedule your project as soon as two months.

What is the environmental education component?

In the Stream Talk the science instructor talks with the students about their local rivers and streams, how the students are connected to waterways through storm drains in the streets and indoor drains in homes and buildings, and how the students can help take care of waterways. Students then hear the story behind the Stream of Dreams project and are invited to do their part to help keep our streams and rivers healthy. The instructor uses maps, models, posters, pictures and other props to help the students understand the concepts presented. Presentations are tailored to fit the age group.

What about vandalism?

Vandalism has occurred to some degree on a few existing murals, but in general, has not affected their beauty or effectiveness as stream awareness raising artwork. When you have a chain link fence with hundreds of charming fish, like a school of fish in a stream, lake or ocean, some are bound to disappear – perhaps caught by predators or maybe kept as a pet. But like fish in the wild, even though a few are lost or injured along the way, the school of fish or the Stream of Dreams carries on.

Are there signs on the murals?

Stream of Dreams provides a standard sign for each mural. An additional sign is usually created to thank the sponsors and contributors to the project.

Stream of Dreams is a copyrighted and trademarked program to be presented only by instructors trained and licensed by the Stream of Dreams Murals Society.





Reviewed December 12, 2018

Stream of Dreams Application Form

Please read the Stream of Dreams Project Description before filling out your application, thank you.

General Information

Application Date: June 14, 2022		
Name: Katrina Mamela	0	
E-mail: kmamela@lrcssd.ca	2.	
Phone #: 780-623-3667	7 707	•
School: Light of Christ Catholic School		0
Position at the School: Classroom Support To		A.)
School Address: 10140 104 Street Box 990 La	c La Biche, AB TOA 2CO	-
Have you applied for Stream of Dreams befo	re? When? Yes -2020/21 school	l year
	Ann	
	how No.	
Questions	how we	hy
Questions 1. Number of Classes in the School: 14	how No.	hg
	how we	hy
1. Number of Classes in the School: 14	Grade 5: 27	Grade 10: 0
1. Number of Classes in the School: 14 <u>Number of Students in Each Grade:</u>		
1. Number of Classes in the School: 14 <u>Number of Students in Each Grade:</u> Kindergarten: 21	Grade 5: 27	Grade 10: 0
1. Number of Classes in the School: 14 <u>Number of Students in Each Grade:</u> Kindergarten: 21 Grade 1: 20	Grade 5: 27 Grade 6: 15	Grade 10: ㅣ٥ Grade 11: 닉
 Number of Classes in the School: 14 <u>Number of Students in Each Grade:</u> Kindergarten: 21 Grade 1: 20 Grade 2: 33 	Grade 5: 27 Grade 6: 15 Grade 7: 25	Grade 10: 10 Grade 11: 닉 Grade 12: 5



2. Does your school have a chain linked fence which your school has ownership of?

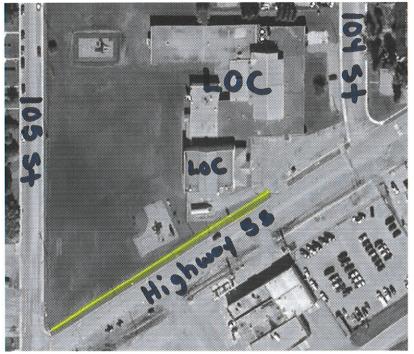
Yes, we have a chain linked fence the school has ownership of

Yes, we have a chain linked fence, but the school does not have ownership of the fence – we have permission to use this fence

No, we do not have a chain linked fence, but there is community fence we have permission to use

No, we do don't have a chain link fence we can use

3. Please provide a description or sketch of the location of your fence in relation to your school and surrounding roads (please label roads):





6. How do you envision Stream of Dreams helping your school make a connection to our watershed and overall environment?

As our school is located so close to Lac La Biche lake, this program will reinforce the importance of taking care of our watershed. This program allows our students to connect with our local watershed and explore environmental issues that are taking place in their own back yards. This fosters a sense of connection with the environment that can then spread beyond our community. By exposing students to environmental stewardship, we are setting them up to become life long protectors of the environment.

7. How do you envision the Stream of Dreams helping your school connect with your community?

The fence that we will utilize for this project runs along a major highway and it is our hope that the art piece itself will have community members asking questions about it and why it has been put up. It is possible that we could host a community event that features the art piece unveiling as one of our monthly Family Nights that we host at our school.

8. The cost of the Stream of Dreams program is \$5/person, please check all that apply for funding possibilities. Please note LICA is a non-for-profit and the main limiting factor for delivering Stream of Dreams is funding, therefore the greater the funding provided by the school the higher the likelihood the school is to receive the program.

Our school can cover the \$5 person fee, while LICA will cover the cost for the delivery of the program and additional materials. – we will be reaching out to our local kinsmen group to supply funding for this program.

Our school can cover a portion of the cost (i.e. \$2-4/person), while LICA will pay for the remaining cost per person, the delivery of the program and additional materials. Please fill in your available contribution \$_____/person.

Our school would like LICA to cover the entire cost of the program, including the \$5/person, the delivery of the program and additional materials.



4. Please explain why you are interested in participating the Stream of Dreams Program.

Our school is interested in participating in the Stream of Dream programs for a number of reasons but two stick out as the most impactful: we want to expose our students to the valuable learning opportunities that this program provides and we want to be involved in a whole school project that will build our students confidence and connections with one another after the separation of the pandemic. This program fits in well across multiple outcomes of our curriculum but would also expose our students to much more than just these curricular learning opportunities, our students will also be called to think about environmental stewardship which will have lifelong implications in the way they approach many decisions throughout their lives. This program will also allow our whole school to come together to create an amazing art piece that we can be proud of for years to come.

5. What impact do you hope Stream of Dreams might make within the lives of your

students? It is our hope to foster a sense of lifelong environmental stewardship within our students by having them participate in this whole school project. This project will build confidence within our school and provide valuable learning opportunities. Any project that stretches beyond the classroom has the potential to engage students who may not necessarily shine academically and allow them to find a niche within school where they can shine. This helps to build their confidence and engagement with other parts of school life. Students will also be proud to be leaders within our community who are able to share this knowledge with the grown ups in their lives.

9. Please describe the support system you have in place for the Stream of Dreams program, and please attach a signed letter of support from the school principal. *Please Note: schools are expected to read and sign our Stream of Dreams Memorandum of Understanding upon acceptance which outlines the reciprocal nature of this program.*

Our principal & staff are ready & willing to deliver the program. We have community support with funding as well.

10. Please list at least two desired one-week options within the months of May or June 2023 for Stream of Dreams to be delivered:

May 22nd - 26th or May 29 - June 2nd





11. How did you hear of LICA's Stream of Dreams Program? Have you taken part in other LICA Programs? If so, please list below:

Our school has run LICA programs in our science classes previously. (presentations)

Please send in your application to <u>outreach@lica.ca</u> or mail/drop off your application at 5107 50 Street, Box 8237, Bonnyville AB, T9N 2J5

If you have any questions regarding the application process please get in touch using the e-mail above or by calling 780-812-2182 Thank you for interest in our program!



Box 990, 10140-104 St, Lac La Biche, AB TOA 2C0 TELEPHONE: 780-623-3667 FAX: 780-623-1961 Principal: Mrs. Carmen Semeniuk

casemeniuk@lrcssd.ca

June 15th, 2022

To Whom It May Concern:

Thank you very much for taking the time to consider our application for the LICA Stream of Dreams Watershed Education and Community Art Elementary School Program. As the Principal of Light of Christ, I support the application that Mrs. Katrina Mamela is putting forward for your consideration.

We would be pleased to be able to present this opportunity to our school community. Our staff and students have expressed interest in this program in the past. The learning experience and new learning that students would bring forward into their everyday interactions, experiences and choices would be beneficial to not only our student populations, but also our whole community.

If you require any additional information, please do not hesitate to be in contact with Katrina or myself.

With thanks, **Carmen Semeniuk** Principal Light of Christ Catholic School 780-404-7691



Lakeland Industry and Community Association Box 8237, 5107W - 50 Street, Bonnyville, AB T9N 2J5 780 812-2182
780 812-2186
www.lica.ca

LICA Education & Outreach Committee Report January 24th, 2023

LICA E and O Program and Event Analytics 2022 - 2023					
Synergy		Watershed		Airshed	
Audience Reached	1560	Water School Programs	29	Air School Programs	0
Community Events	6	X-Stream Science	3	CARS	0
LICA Workshops/Events	10	Stream of Dreams	2		
Contests	2				
Youth & Summer Programs	13				
Little Green Thumbs	0				

E and O Updates

• Stephanie has taken over the social media accounts. Posting targets have been matched or exceeded.

Contests

- The LICA Photo Contest:
 - As there were consistent scheduling conflicts, photos were sent to the judges, with two additional contacts as backups. The deadline given was January 27th, 2023. Each person was asked to provide their top ten list of favourites. Each place would coincide with a grade, and the top three grades won.
- The 2023 LICA Calendar Contest prizes have all been delivered to the winners.

Stream of Dreams

- The Stream of Dreams application deadline was on January 20th, 2023. We received one application, for Light of Christ School in Lac La Biche.
 - This school lies within the LICA region.
 - They do not have possession of a fence, but do have permission to use it.
 - They have applied unsuccessfully in the past.

Cookbook

- The submission deadline for recipes was moved to March 31st, 2023.
- I found many more entries within the E&O email there were many more submissions than I found in our files initially.

Community Workshops

- Vermicomposting Workshops at Bonnyville Municipal Library (February 8th at 6:30pm) and at McArthur Place in Lac La Biche (February 15th, 5:00pm)
- ALUS 101 Presentation and Townhall (February 27th, 1:00pm-4:00pm)
- Contact has been made with Jason Barrie for a Caribou Restoration Project Presentation – Date TBD

School Programming

- Updates have been made to the Vermicomposting workshop presentation, and the wastewater presentation. Additional updates will be made as programming is scheduled.
- X-Stream Science dates have been moved due to safety and ecological concerns.

Little Green Thumbs

- Eveline and Lori managed to get in contact with Brit MacDonald, the National Program Director for Little Green Thumbs
- A meeting is scheduled to discuss organization, programming and update to materials and equipment
- Schools have been contacted to determine the status of their gardens, and if they plan to continue with the program.

Recent Meetings and Events

- December 14th Bonnyville Wellness Coalition Meeting
- December 15th LICA Board of Directors Meeting
- December 24th to January 2nd LICA Office Closed for Christmas
- January 3rd Alberta Airsheds Council Communications Meeting
- January 16th Meeting with Little Green Thumbs
- January 17th X-Stream Science Update Meeting with other WPACs
- January 17th LICA Staff Meeting
- January 18th Bonnyville Interagency Meeting

- January 18th Meeting with Bonnyville Home School Representative
- January 19th WPAC E&O Meeting
- January 19th Business Support Network Roundtable
- January 25th Stream of Dreams meeting
- January 26th Little Green Thumbs Training
- February 2nd Bonnyville Wellness Coalition

Upcoming Meetings and Events

- February 7th Alberta Airsheds Communications Committee Meeting
- February 8th LICA Governance Committee Meeting
- February 8th Vermicomposting Workshop Bonnyville Library
- February 15th Vermicomposting Workshop Lac La Biche Library
- February 16th Lunch and Learn on Water Level Concerns at Moose/Muriel Lake
- February 23rd Board of Directors Meeting
- February 27th ALUS 101 Presentation and Townhall

Social Media Analytics					
Platform	Likes	Followers	Reach	Engagement (90-day period)	Page Views
Facebook					
Sep 9 - Dec 6 Insights	753	913	5,228	486	410
Dec 12 – Jan 24 Insights	758	919	4,300	440	120
Instagram					
Sep 9 - Dec 6 Insights	-	526	201	91	40
Dec 12 – Jan 24 Insights	-	528	275	139	25
Platform	Subscril	bers Impres	sions W <u>atc</u> l	n Time (Hours)	Video Views

YouTube				
Sep 9 - Dec 6 Insights	7	93	2.1	28
Dec 12 – Jan 24 Insights	7	27	0.1	6

Social Media De	efinitions
Platform	Using websites and applications to communicate informally with others, find people, and share similar interests. Allows users to directly connect with one another through groups, networks, and locations.
Likes	The number of likes of your Facebook Page.
Followers	The number of accounts that started following your Instagram account.
Reach	The number of people who saw any content from your Page or about your Page, including posts, stories, ads, social information from people who interact with your Page, and more. Reach is different from impressions, which may include multiple views of your posts by the same people. This metric is estimated.
Engagement	The number of reactions, comments, and shares on your posts.
Page Views	The number of times your page (profile) was visited.
Subscribers	The people or accounts that are subscribed to your channel.
Impressions	How many times your video thumbnails were shown to viewers. Includes only impressions on YouTube, not on external sites or apps.
Watch Time:	Channel watch time compared with the previous period. This includes public, private, unlisted, and deleted videos.
Video Views	Channel views compared with the previous period. Over time, this can help you spot high-performing videos, anticipate seasonal changes, and determine when to upload new videos. This includes public, private, unlisted, and deleted videos.

[Meeting of the Education & Outreach Committee]

Date: December 12, 2022

Recorder: Eveline Hartog

ACTION LIST

<u>Task</u>	Person assigned to task	Date to be complete	Y/N
5.1 Education & Outreach Update			
 Distribute calendars, certificates, and prizes to calendar contest winners 	Stephanie	January 2023	IP
 Review school applications for the Stream of Dreams program 	Stephanie	January 2023	IP
5.0 Action List Discussion			
 Contact Industry, EPA and AER to consider doing a community-based presentation 	Stephanie	Winter 2023	IP
 Look into hosting a LICA Open House showcasing LICA programs and activities 	Stephanie	Spring 2023	IP
 Do presentations to municipal councils and school boards in the LICA region highlighting LICA's programs 	Stephanie	Spring 2023	IP
 Create a YouTube video showcasing LICA's programs 	Stephanie	Spring 2023	IP
 Help Healthy Waters Lac La Biche kick off their Keep Our Lakes Blue campaign on June 4, 2023 	Stephanie	June 2023	IP
 Review Policy 4.3 Social Media Management at next meeting 	Committee	Winter 2023	IP
5.1 Follow Up on Action List September 8, 2022			
2.2.1 <u>Bonnyville Community Garden 2022</u> Season Update			
 Turn fall weed removal into a learning opportunity for our gardeners in the spring 	Stephanie	Spring 2023	IP
 Look into options on how to manage inactive garden beds in order to reduce weed growth 	Stephanie	Spring 2023	IP

[Meeting of the Education & Outreach Committee]

Investigate the use of cover crop for empty garden beds	Stephanie	Spring 2023	IP
2.2.3 <u>Cameras</u>			
 Purchase an outdoor motion sensor light(s) and trail cam 	Stephanie	Spring 2023	IP
2.2.4 <u>Cookbook</u>			
 Complete compilation of LICA cookbook for printing 	Stephanie	September 2023	IP
2.3.1 Judging Timeline			
 Coordinate a time and date with judges to judge photo contest entries 	Stephanie	January 2023	IP
2.3.2 <u>Showcase Event</u>			
 Determine date and venue to host a one- night event to showcase photo contest winners 	Stephanie	Winter 2023	IP
2.3.3 Fan Favorite Voting			
 Create an album on Facebook using the 2022 photo contest entries in order to facilitate likes on the platform 	Stephanie	January 2023	IP
2.6 Volunteer Appreciation Event			
 Start a notice board to honor volunteers monthly 	Stephanie	February 2023	IP