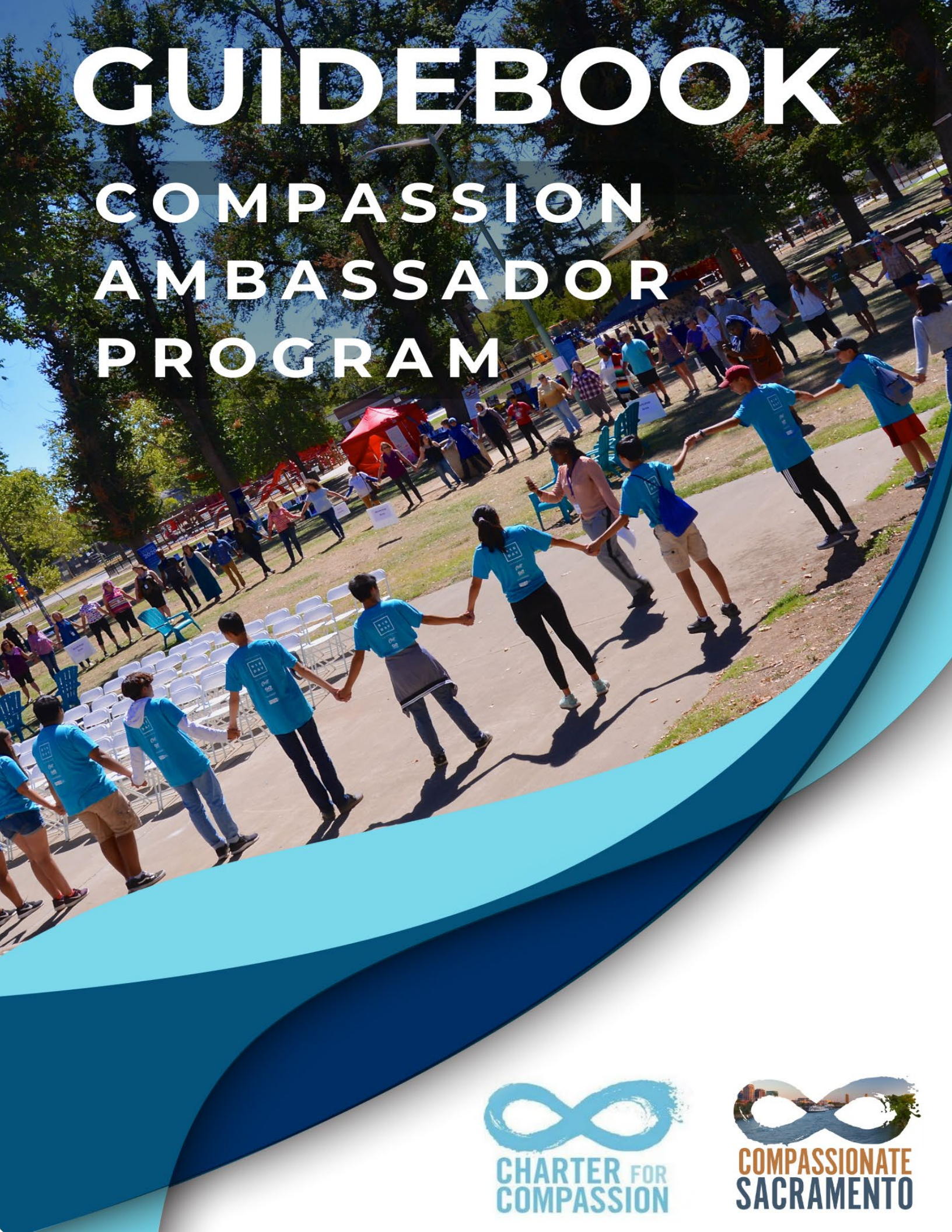


GUIDEBOOK

COMPASSION AMBASSADOR PROGRAM



*A Gift to
the Charter for Compassion
Compassionate Communities Movement*

*From
Chill Center Inc.,
a Nonprofit, Social Impact Organization and its
Compassionate Sacramento Initiative*

*A Step-by-Step Operations Guide
for Building a Compassion Ambassador Team
for Your Community*

Revised February 28, 2025

Table of Contents

1.0	Purpose.....	6
2.0	Overview of the Chill Sacramento Organization and its programs	6
3.0	Vision: The Compassionate Community Movement	6
4.0	Program Mission	7
4.1	Identifying Obstacles and Problems	8
4.2	Inspired Ideas for Community-Building	8
4.3	Community Safety, Health & Wellness.....	8
4.4	Storytelling and Relationship-Building.....	8
4.5	Celebration.....	8
5.0	The Stakeholders.....	11
6.0	Compassion Ambassador Program Phases	12
7.0	Approach of the Compassion Ambassador Program: Compassionate City Community Meetings.....	13
8.0	Goals of the Compassion Ambassadors.....	15
9.0	Strategy of the Compassion Ambassador Program	15
9.1	The Process	15
9.1.1	Discovery.....	16
9.1.2	Project Initiation	19
9.1.3	Planning.....	20
9.1.4	Execution.....	20
9.1.5	Performance Monitoring	20
9.1.6	Ongoing Communication	21
	With the Residents	21
	With Mission Partners	21
	With the Elected Officials	21
	With Funders	21
	With Sponsors.....	21
9.1.7	Project Close - Goal Fulfillment / Sustainability	21
9.2	Logistics of the Compassionate Community Meetings	22
9.3	Roles and Responsibilities.....	23

9.3.1	Compassion Ambassador Team.....	23
	Compassion Ambassador Role and Responsibilities	25
9.3.2	Program / Project Management Team Roles and Responsibilities	27
	Compassionate Community Meetings Project Manager:	27
	Community Meeting WELCOME COMMITTEE (Compassion Ambassador Team Member):	28
	Community Meeting SCRIBE (Compassion Ambassador Team Member):	28
	Marketing (Sponsoring Organization Team):	28
	Compassionate Community Connector (resident volunteer):	29
	Compassionate Community Recorder (resident volunteer):	29
9.3.3	Additional Support to Compassion Ambassador Program	29
	Program/Project Management Roles (SPONSORING ORGANIZATION)	29
	Volunteer Manager (Sponsoring Organization)	30
	Executive Director (Sponsoring Organization)	30
9.3.4	Sponsoring Organization Board of Director roles that support the Compassion Ambassador Program (as an example of a support structure)	30
9.4	Financials (example)	31
	Funding	31
	Expenses -- EXAMPLE	32
	Appendix A – The Official Sacramento City Council Capital Region’s Resolution for Sacramento Passed July 25, 2017	34
	Appendix B – The International Charter for Compassion	35
	Appendix C – Compassion Resources	36
	Appendix D – Compassion Ambassadors and team member roster.....	37
	Appendix E – Council Members and applicable staff roster	38
	Appendix F – Community Stakeholders Roster	39
	Appendix G – First People’s Roster.....	40
	Appendix H – First People’s Acknowledgement at the Compassionate City Meetings	41
	Appendix I – Resident Community Connector Roster	42
	Appendix J – Community Meetings/Events Venues	43
	Appendix K – Community Meeting Planning, Scheduling and Follow-up Checklist.....	44
	Appendix L – Community Meeting PREP AND PACKING Travel kit.....	46

Appendix M – Community Meeting Agenda -- EXAMPLE	47
Appendix N – Community Meeting Day Activities / Responsibilities	48
Appendix O – Community Meeting Scribe TEMPLATE - EXAMPLE	50
Appendix P – Community Meeting Report and Recommendations TEMPLATE - EXAMPLE....	51
Appendix Q – Compassion Ambassador Onboarding Process -- EXAMPLE	52
Appendix R – Compassion in Action Community Event AGENDA- EXAMPLE	53
Appendix S – Compassion in Action Community Event format and layouts - EXAMPLE.....	56
Appendix T – Compassion Ambassador Kids Club -- CONCEPT.....	62

1.0 PURPOSE

The purpose of this ***Compassionate Community Movement Compassion Ambassadors Operations Guide*** is to inform and educate the hosting organizational team about the **Compassion Ambassador Program** and provide the structure, processes, templates and support for the Compassion Ambassadors and their teams to be able to hit the ground running in the easiest way possible. It is also meant to be a valuable resource for the hosting organization's Volunteer Manager to know what volunteer resources are needed to support this important program.

2.0 OVERVIEW OF THE CHILL SACRAMENTO ORGANIZATION AND ITS PROGRAMS

Vision: Healthy, safe and equitable communities in which all residents feel that they belong and participate as volunteers, artists, activists, leaders, neighbors and friends.

Mission: To give individuals and communities the tools and connection to resources they seek for making decisions that serve their individual and collective good – including perspectives and practices for personal wellness and development, cultural understanding and celebration, volunteer resiliency, servant leadership and neighborhood economic activation.

Sacramento joined the International Compassionate Cities Initiative on July 25, 2017, when the Sacramento City Council passed a resolution drafted and presented by Compassionate Capital Region. Through this resolution, Sacramento joined the Charter for Compassion and over 200 cities participating worldwide. This initiative supports governments and residents working together to make decisions that help everyone in their community thrive. [See the resolution in Appendix A.](#)

Compassion Ambassadors each serve the residents of your communities. They help cultivate relationships between stakeholders, inspire collective action for the greater good, and advocate for equity in all environments.

[See the International Charter for Compassion in Appendix B.](#)

[See the Community Stakeholders Roster in Appendix F.](#)

3.0 VISION: THE COMPASSIONATE COMMUNITY MOVEMENT

One primary element of the Compassionate Community movement are the Compassionate City Meetings that can be facilitated by the Compassion Ambassadors as a powerful tool the residents can use as they pursue creating the safe, healthy, and equitable community they envision.

The Compassion Ambassador model helps bridge gaps that people fall through when there are gaps in the foundation of a community.

The foundational principles of the Compassionate City Movement, the Compassionate City Meetings and the Compassion Ambassador Program are:

- Servant Leadership and Stewardship - Servant leadership is about being a servant of the people and resources of a community and the community itself and encouraging and supporting all members of the community to embrace the role of a steward. In the Compassionate Community Movement, we see the definition of Stewardship as the responsible care of the community, its people, and its resources in service to the collective good.
- Community residents have the skills, gifts, wisdom, ideas, connections and relationships to create positive change. They know what they need and desire for themselves, their family, their neighborhood and their community.

This program guide is a Compassionate Community template that raises public awareness of the good work that's being done in the region, inspires increased community volunteerism and activism, and helps the region's elected officials improve social impact.

4.0 PROGRAM MISSION

The Compassion Ambassadors serve the neighborhood residents in their work to build a community where everyone can thrive. They do this through helping neighborhoods strategize, identify and gather resources and advocate equity in all spaces through compassion and collaboration.

This is an idea that belongs to everyone. The Compassion Ambassadors share this idea as a powerful tool the residents can use as they pursue creating the safe, healthy, and equitable community they envision.

The role of the Compassion Ambassador is to be an asset for the residents to use in their ownership of and effectively acting upon the issues and ideas in their neighborhoods and their community. They facilitate the residents to do the work, build the relationships, make the connections, and implement their vision and goals. They are heart and inspired-mind training wheels for a community, so the community can do the work to fulfill their vision. They act at the will of the residents and can support the community as a connector, weaver, guide, mentor, facilitator, counsellor, elder, or steward.

The Compassion Ambassadors are a team of individual Compassion Ambassadors. Each team member is assigned one sector of a community and between all of them they serve the whole community. They are ambassadors and facilitators of compassionate decision-making in the region.

It is widely recognized in the community development field that neighborhoods have the capacity, responsibility and assets to determine their health, make their neighborhoods safe and secure, be stewards of their local environment, build a resilient economy, have access to healthy food, enrich their children's lives, and care for each other in our everyday challenges.

The details below illuminate the five components of a Compassionate Community that the Compassion Ambassadors support:

- Identifying obstacles and problems
- Inspired ideas for community building
- Community safety, health and wellness
- Storytelling and relationship building
- Celebration

4.1 IDENTIFYING OBSTACLES AND PROBLEMS

Compassion Ambassadors, in all of their activities, learn from the stakeholders what the obstacles and problems are in their community then evaluate how adequately they are being addressed and how the Compassion Ambassador can support the resident/stakeholder efforts through resource recommendations, strategic planning and relationship-building.

4.2 INSPIRED IDEAS FOR COMMUNITY-BUILDING

In the course of the work of a Compassion Ambassador, they listen for inspired ideas from all stakeholders and support the implementation of those ideas through relationship-building, mentorship and resource recommendations in alignment with the residents' vision.

4.3 COMMUNITY SAFETY, HEALTH & WELLNESS

- Maintain active relationships with police captains and officers assigned to that community
- Partner with the Police commissioner (or equivalent) for each community
- Attend and participate (when invited to do so) at neighborhood association meetings
- Have regular private meetings with community and faith organizations that serve that community
- Help build capacity of the office and of the organizations serving that community
- Ensure resident voices are heard by all other stakeholders in all of the Compassion Ambassador's activities
- Strategize with stakeholders how to equitably close gaps in communication, service and policymaking

4.4 STORYTELLING AND RELATIONSHIP-BUILDING

- Partner with healing circle and storytelling facilitators to provide safe spaces for residents to share their stories
- Learn from residents and stakeholder organizations what resources are needed and make recommendations to fill those needs
- Help establish healing circles, nonviolent communication and other cultural understanding/relationship-building resources in the municipalities if not already established

4.5 CELEBRATION

- Share the community's good works that merit city-wide visibility

- Make aware/share with neighborhoods/stakeholders projects and other partner resources
- Keep finger on the pulse of the cultural performance artists and groups and engage them in the community meetings and events and other city-wide or region-wide events
- Attend / staff info table at community celebrations



Above is a visual that represents the five primary areas in which the Compassion Ambassadors support the community.

Below are some additional details of what the role of the Compassion Ambassadors are and are not.

WHAT Compassion Ambassadors ARE	WHAT Compassion Ambassadors ARE NOT
We are residents of the local community ourselves already in action collaborating with others in the Compassionate City Movement in our region	We are not outsiders or policy makers here to decide how our services or products should be utilized by the residents
We work in service to the residents	We do not presume to decide or tell the residents what they need and want
We know the residents / members of the community already and inherently have many skills, gifts, wisdom, ideas, connections and relationships	We are not here to fix anyone
We are a resource and support team for the residents and what they desire to change in their community	We are not here to lead, control, dictate or do it for the community
We know that when residents come together in compassionate communication they will determine and pursue their common desires together	We are not invested in any particular solution
We know that the residents already have powerful connections and relationships in the community, and we want to offer ours	Our connections and relationships are not more important or powerful than what the residents already have
We desire to be in service to the voice of the community with the courage to speak truth to power	We are not the voice of the community

We have a passion for compassion in action with a desire and a willingness be part of the expression and expansion of that in our community	We are not arm chair idealists who just wish there was more compassion in the world
<p>We believe that real sustainable community-wide change can only happen when the stakeholder groups are actively involved. We foster connection and understanding between them and work with the other community connectors who encourage compassionate social activism among these stakeholders:</p> <ul style="list-style-type: none"> ● Residents ● Community organizations ● City government ● Businesses 	We do not believe that a Compassionate City is a one-time project. It is a way of life and part of the social fabric of the community.

THE STAKEHOLDERS

The Compassion Ambassadors are in direct communication and collaboration with the elected officials and their staff. They work on behalf of the residents and their neighborhood's goals. The Compassion Ambassadors are not encumbered by agenda, having more ability to recognize connections within the community to address issues and bring community stakeholders together in positive relationships (e.g. between police and community) and projects.

Businesses in the region also benefit. The Compassion Ambassador Program contributes to the active health and well-being of the community, training adults and youth to be neighborhood stewards, resilient volunteers, and engaged employees. Training objectives include helping develop personal empowerment, leadership skills, value team work and critical thinking to make good decisions.

Each of the four primary stakeholder groups defined below has relationships for specific purposes for some or all of the other stakeholder groups, and sometimes just one. Compassion Ambassadors ensure that compassion is flowing within and between the stakeholders and how they move forward in service and policymaking.

The Four Primary Stakeholder Groups

Residents

- Homeowners
- Renters
- Homeless /Unhomed

Community Organizations

- Non-profits – large and small
- Grass roots activists and special interest
- Neighborhood associations
- Faith-based organizations
- Hospitals, med centers & universities

City Government

- City Hall
- Police
- Fire
- Other departments (parks & rec, utilities, etc.)
- Public schools

Businesses

- Developers
- Property Business Improvement Districts (PBIDs)
- Large and small businesses
- Landlords & property managers
- Charter schools

See additional details about the benefits of the Compassion Ambassador Program to each of the four primary stakeholder groups, and the region as a whole, in the *Compassion Ambassador Sponsorships Guide*.

5.0 COMPASSION AMBASSADOR PROGRAM PHASES

The diagram below depicts the phased approach that can be followed by the Compassion Ambassadors, showing that the goal is to support the residents in the evolution of the culture and social fabric of the community to become part of the Compassionate Community Movement.

The Compassion Ambassador Program Phases



6.0 APPROACH OF THE COMPASSION AMBASSADOR PROGRAM: COMPASSIONATE CITY COMMUNITY MEETINGS

The primary – but not the only – approach the Compassion Ambassador’s use to support the community is regular Compassionate Community Meetings. The goal is for each of the Compassion Ambassadors to have at least two Compassionate Community Meetings in their community per year.

The Compassion Ambassadors work through the municipalities’ elected officials to facilitate Compassionate Community Meetings in their community to:

- Initiate and cultivate a positive working relationship with the elected officials and their appropriate/assigned staff
- Work with the elected officials and their staff to address goals and issues in alignment with the Compassion Ambassador Program
- Engage community members (residents) in mindful activism and compassionate conversation

- Provide feedback and recommendations from residents at the Compassionate Community Meetings to their elected officials and staff
- Facilitate implementation of recommendations in alignment with the Compassion Ambassador Program
- Provide feedback to the community on projects, progress and results

Some of the topics that can be collaborated on at the Compassionate Community Meetings include homelessness, human trafficking, parent after-school participation, and LGBTQ+ safety.

Here is a template to use to identify specific areas of focus by district/municipality of the Compassion Ambassadors:

DISTRICT	NAME	FOCUS AREA(S)
#		Women's March and women's issues
#		Youth empowerment
#		Homelessness and how the faith community serves that need
#		LGBTQ+, homelessness and equity
#		Homelessness and the new housing for them
#		Parent participation in classroom and after school programs
#		Community needs awareness reporting
#		Police and youth relationship building

Eventually there will be additional Compassion Ambassadors who will serve other outlying cities and counties in the region and beyond. These may be small town champions, mentoring organizers in small towns on how to build their own compassionate communities. They may be consultants who offer their expertise to other cities and counties in other regions.

7.0 GOALS OF THE COMPASSION AMBASSADORS

Each of the municipalities can hold a minimum of two Compassionate Community meetings per year. Agenda can include the following elements:

- Public “What does a Compassionate Community Mean to You?” meetings
- Public awareness and collaboration meetings
- Public Compassion in Action events to address the issues and further the ideas that are most important to the residents

The Compassion Ambassador team and Compassionate Community Meetings can be funded by Compassion Ambassador sponsorships, grants and donations.

Measurable results:

- Increase in voter participation
- Increase in neighborhood association participation
- Increase the number of youths involved in volunteer work and community leadership
- Increase in advocacy and activism
- Increase in attendance at presentations at official public meetings
- Increase in the number of neighborhood project teams focused on improving community health and well-being through addressing problems and issues
- Improvement in relationship between otherwise separated or adversarial stakeholders

Other activities

- Compassion Ambassadors will fact-find what is already being done and advance the work of those efforts, or initiate activities to fill any gaps, develop a bridging-the-gap plan
- Create space for the community to voice obstacles and problems
- Storytelling and relationship building
- Celebration

Results

- Inspired ideas from community building (out of Compassionate Community Meetings)
- Community safety, health and wellness

8.0 STRATEGY OF THE COMPASSION AMBASSADOR PROGRAM

8.1 THE PROCESS

The initial Compassionate Community Meeting in each community will introduce the concept and describe how the Compassion Ambassadors are an asset that can support the community.

The following ongoing meetings (two a year) scheduling and planning will be done collaboratively with the Compassion Ambassador and an assigned Project Manager. The

meetings themselves will be facilitated by the Compassion Ambassador until a resident steps forward into that role.

The Compassionate Community Meetings will be a collaboration of:

- The Compassion Ambassador and their support team
- Residents
- Staff from the elected official's office

The Compassionate Community Meetings are an opportunity to have an ongoing conversation of: What does a compassionate community look like to residents in that community? Then support the residents in determining what change they would like to see, in collaboration with the elected official and other stakeholders and support a path forward.

Part of the purpose of the Compassionate Community Meetings is to celebrate the local community. The meetings may include local music, food, and art. The Compassion Ambassadors will cultivate relationships with resident Community Connectors (described more fully in the Roles and Responsibilities section below) who are interested in sharing their connections for venues for the meetings as well as local food vendors, musicians and artists.

A Compassionate Community Meeting toolkit is provided to use as a valuable resource for meeting planning, preparation, facilitation and follow up. See more details throughout the remainder of this document, including in the Appendices.

The phases of the Compassionate Community Movement engagement process will be led by the Compassion Ambassador and managed by the Project Manager utilizing project management best practices as follows:

- Discovery
- Initiation
- Planning
- Execution
- Performance monitoring
- Sustainability or project close

8.1.1 DISCOVERY

Compassionate Community Meetings will be held to facilitate connection, discussion and collaboration with the community and may include:

- Neighborhood issues, challenges and pain points
- Community safety, health and wellness
- Neighborhood goals
- Inspired ideas for community building
- Storytelling and relationship building
- Celebration

After each meeting, the Compassion Ambassador will provide a recap of the community meeting based on a combination of their own insights, input from the meeting attendees, the Compassion Ambassador Team Scribe and the meeting debriefing, and will include recommendations of which issues or goals are in alignment with the Compassion Ambassador role.

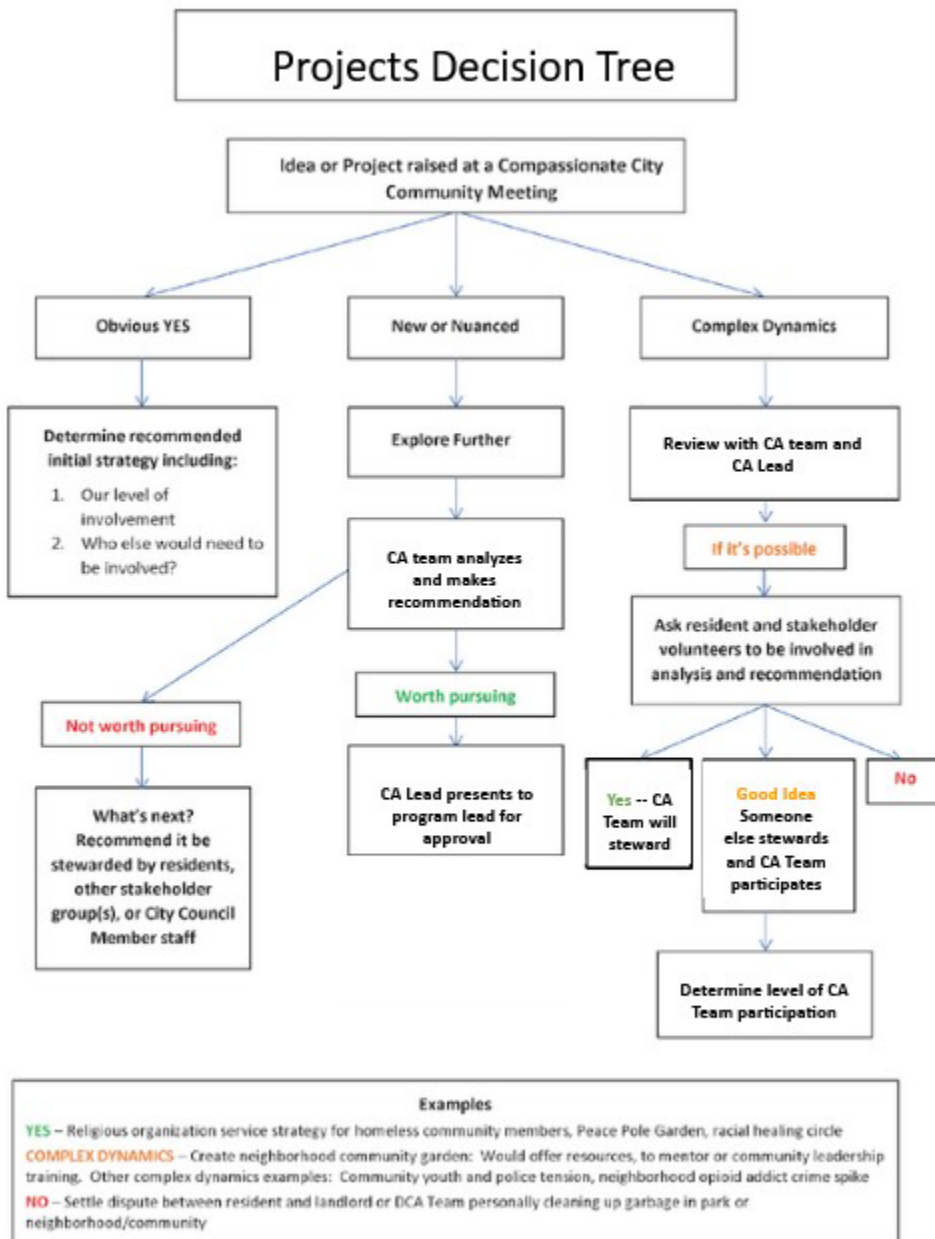
Projects that the Compassion Ambassadors volunteer to steward will be determined at the regular internal Compassion Ambassador meetings and with other identified stakeholders.

There are several types of ideas or projects that may come forward:

- Some ideas or projects will be obvious automatic YES to be stewarded by the Compassion Ambassador, especially if they are in alignment with the Compassion Ambassador's primary personal focus for that community.
- Other ideas or projects may be new or nuanced and need to be further explored to get bearings on what's going on with the issue, and to get familiar with the issue and who is involved.
- Some ideas or projects are giant potential landmines that require consultation from the full Compassion Ambassador Team. When further consultation is required, the Compassion Ambassador will indicate it in the community meeting and ask for resident and stakeholder volunteers to help explore the issue for a limited time, so we can work on this together to see how we can support or make recommendations about the concept.

The recap of the meeting's discovery and recommendations will be provided to all attendees who provide their email address at the meeting, the elected official and applicable staff, stakeholder individuals and organizations, and applicable sponsors and businesses.

This decision tree is a tool that the Compassion Ambassadors can use to correctly process project ideas.



Note: To support the Compassion Ambassador Program Team, see the Appendix for the following checklists and templates:

- [Community Meeting Planning and Scheduling Checklist](#)
- [Community Meeting Prep and Packing Checklist](#)
- [Community Meeting Agenda Template](#)
- [Community Meeting-Day Activities / Responsibilities](#)
- [Community Meeting Scribe Template](#)
- [Community Meeting Report & Recommendations Template](#)
- [Rollup Report of Status, Progress & Results of Projects Initiated through the Compassionate Community Meetings](#)

A collaborative process will be conducted with the Compassion Ambassador, representative(s) from the community, and representative(s) from the elected official office to determine:

- The issues and goals that are most important to address by priority, and who will be the Steward of each project to address those issues and goals. The Steward of each project may be the:
 - Compassion Ambassador and their team
 - Elected official's office
 - Leader(s) from the community
 - Stakeholder group(s)

If it is determined that the Compassion Ambassador will steward the project, the applicable project management best practice steps below will be followed.

8.1.2 PROJECT INITIATION

Issues or goals that are approved – by a collaboration of the Compassion Ambassador's recommendation, the elected official's office, and the residents/resident leaders of the community - for the Compassion Ambassador to steward will be further defined and initiated.

First, the level of involvement of the Compassion Ambassador Team will have in pursuing the issue or goal to support the community must be assessed, and the team that is needed to work on the project will be determined. The Project Manager will work with a Volunteer Manager to supply volunteers for the identified roles.

The Project Manager, in collaboration with the Compassion Ambassador will create the high-level project plan that identifies:

- Project issue or objective
- Project goal(s) / critical success factors
- Project scope
- Project milestones / deliverables
- Action Team which includes:
 - Compassion Ambassador team members
 - The elected official's office staff
 - Participants from residents and leaders
 - Community Connector (a resident grassroots leader/volunteer)
- Project duration and timeline/schedule
- Project budget
- Project communication plan

A project initiation meeting will be facilitated by the Project Manager with all Project Team members to review the project plan, gain consensus, detail the project phases, and ensure everyone understands their roles and responsibilities.

The Resident Connectors are engaged to support the project by providing connections with other people and organizations that would be valuable stakeholders, advisors to or participants

in the project. The Resident Connector is described more fully in the Roles and Responsibilities section below.

As part of each project's initiation phase, the Compassion Ambassador team will initiate a "binder" (online or printed) that documents the work being done in each municipality.

The residents will be encouraged to designate one to three volunteers who are interested in being the **Compassionate Community Recorders**. They will be stewards of the documentation for the resident's record for the community that will be an historical accounting of projects and progress, to commemorate and value the work in the community. This "binder" will include photos and copies of documents by project phase. The "binder" becomes an asset and badge of pride and honor for the community. It may be turned into, for example, an online Compassion Magazine or a Facebook page that residents can access and flip through.

8.1.3 PLANNING

The project team will collaborate on the project roadmap that will guide project participants on how to progress. The roadmap will include the following S.M.A.R.T. project elements:

- Specific
- Measurable
- Attainable
- Realistic
- Timely

The Project Manager, with input from the Project Team, will determine and schedule meetings that will advance the project:

- Meetings needed to make progress on the project
- Regular project management meetings to evaluate and track progress

The Project Manager will create and manage the project Action Items list.

The Project Manager, in collaboration with a Volunteer Manager, will create and maintain a roster of project team members.

The Compassion Ambassador, with the support of the Project Manager, will contact and coordinate with the First People (Native Americans) to invite them to conduct an opening blessing at the Compassionate Community Meetings as the stewards of the land upon which the meeting is held. If no First People are available for the meeting, the Compassion Ambassador will read the First People's Acknowledgement to open the meeting (see the First People's Acknowledgement in Appendix H).

8.1.4 EXECUTION

Recommendation based on project management best practices: Whenever possible, one person will act as Project Lead to steward the project, and a second person will act as Project Manager to guide the day-to-day elements of the project.

Work on the project will commence and continue as task assignments are executed.

8.1.5 PERFORMANCE MONITORING

The Project Team will, with the co-leadership of the Program Lead and Project Manager, monitor the progress and results of the project and adjust the project roadmap as needed.

8.1.6 ONGOING COMMUNICATION

There will be ongoing project communications with the appropriate stakeholder groups.

WITH THE RESIDENTS

It is important that the progress and results of the projects are communicated regularly to all stakeholders, those involved and interested parties. This supports the community in knowing the compassionate activities and progress being made.

The method of communication, both within the Project Team as well as informing the elected official's office and residents will be determined during project initiation and recorded in the communications plan section of the project plan by the Project Manager.

The Compassion Ambassador, the Project Manager, and Compassionate Community Recorder (resident) or other assigned team member(s) will keep residents informed of the progress and positive results/outcomes of the projects being implemented.

WITH MISSION PARTNERS

Mission Partners are other organizations in the community who have a common or complimentary mission.

WITH THE ELECTED OFFICIALS

The Compassion Ambassador will provide a regular report to the elected officials.

WITH FUNDERS

Updates will be shared with funders in alignment with the schedule outlined in their grant specifications.

WITH SPONSORS

Updates will be shared with sponsors in alignment with their areas of interest, pulling content from the Compassion Ambassador regular reports and the roll-up report for the lead elected official of the municipality.

8.1.7 PROJECT CLOSE - GOAL FULFILLMENT / SUSTAINABILITY

There are two ways a project may be completed based the nature of the issue or goal:

1. If the issue has been resolved or the goal achieved, the project will be completed with a final Project Completion Report to the identified stakeholders.
2. Some projects will be for the purpose of initiating a new system or process to support the community. In these cases, a Sustainability Report will be created with recommendations for how the new system or process can be sustained and thrive over time.

8.2 LOGISTICS OF THE COMPASSIONATE COMMUNITY MEETINGS

Scheduling, coordination and preparation for the Compassionate Community Meetings will be facilitated by an assigned Project Manager.

Once the dates are scheduled, the event venues will be determined with the support of the Compassionate Community Connector. These are people who are already well connected in the community. The Compassion Ambassadors will cultivate relationships with Compassionate Community Connectors and add their contact information to the Compassionate Community Connectors Roster. As good meeting and event venues are determined, they will be added to the Community Meeting/Event Venues by community list (see in Appendix J).

Compassionate Community Meetings will be attended by a team of:

- The Compassion Ambassador
- One of the other Compassion Ambassadors or the Lead Compassion Ambassador (if the team has one)
- A Welcome person/team
- A Scribe who will take and transcribe notes of the meeting - including any action items – and provide to the Compassion Ambassador (see the Scribe template in Appendix O)
- Marketing person to take photos/videos
- Ideally the resident volunteer Compassionate Community Recorder be at the meetings to support capturing information to keep residents informed

A community meeting travel kit will be created (by the Project Manager) and refilled as needed with materials to include:

- For the Ambassador
 - Community Meeting Agenda template
 - Issue/Goal activist (volunteers) sign-up sheets
 - First People's Statement
- For the display table:
 - Tablecloth
 - Sign-in sheet
 - Pens
 - Municipality map
 - Compassionate Community Resolution (if applicable)
- For giving out to meeting attendees:
 - Compassionate Community Resolution
 - Outreach brochure (if desired)
 - Meditation Guides
 - Interest cards

See Community Meeting Prep and Packing Travel Kit in Appendix L.

8.3 ROLES AND RESPONSIBILITIES

The Compassionate Community Movement Program functions, and is supported by, an operational team from various areas of the sponsoring organization hosting the Compassion Ambassador program/initiative.

Below is a list of the roles and a description of the responsibilities.

Please keep in mind that the following section is to detail the processes and people involved along with our resident and stakeholder partners to advance social good in our region.

NOTE: This program and the details below are based on the Servant as Leader model. A good description of this model can be found in the book: *The Power of Servant Leadership* by Robert K. Greenleaf.

- Compassion Ambassador Program Team
 - Compassion Ambassador Lead
 - Compassion Ambassadors
 - Welcome Committee
 - Scribe
- Resident Volunteers
 - Community Connector
 - Community Recorder
- Program / Project Management Team
 - Program Director - Sponsoring Organization role
 - Program Manager - Sponsoring Organization role
 - Program Lead - Sponsoring Organization role
 - Project Manager - Compassionate Sacramento Compassion Ambassador Program
- Executive Director Team (Sponsoring Organization roles)
 - Executive Director
 - Volunteer Manager
 - Marketing Operations Manager
- Board of Directors (Sponsoring Organization roles)
 - Fundraising Committee Chair
 - Marketing Committee Chair
 - Public Relations Committee Chair
 - Treasurer

8.3.1 COMPASSION AMBASSADOR TEAM

The two primary roles for the Compassionate Community Movement Program including the Compassionate City Meetings are:

- The Lead Compassion Ambassador
- The Compassion Ambassadors

The Compassion Ambassador Lead can:

- Lead the Compassion Ambassador program
- Maintain a relationship with the lead elected official's office
- Select and recruit Compassion Ambassadors
- In collaboration with the Compassion Ambassadors, initiate and cultivate relationships with the elected officials
- In collaboration with the Compassion Ambassadors, determine and prioritize projects to be implemented
- Report project summary of projects and results to the lead elected official's office

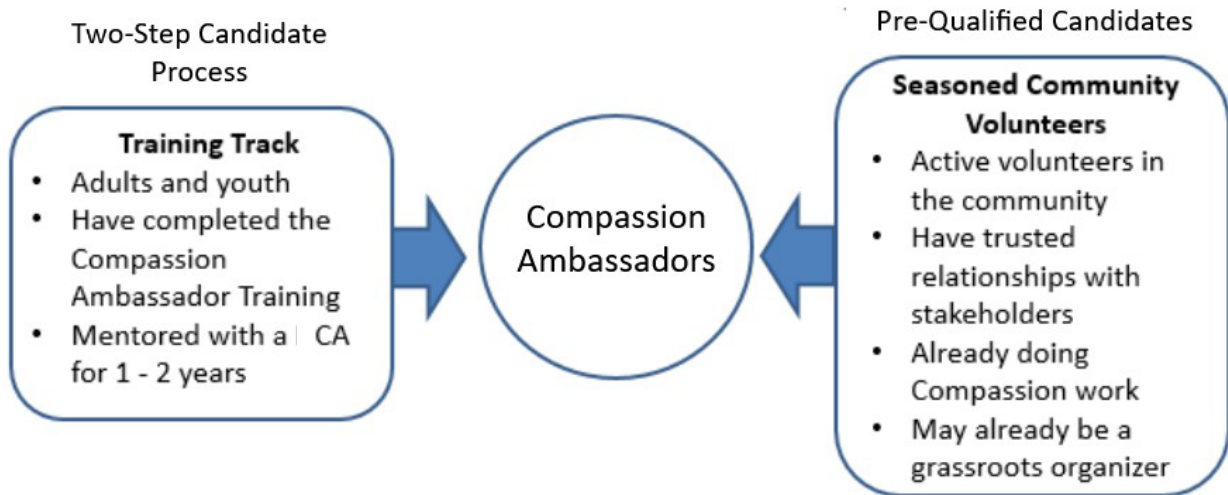
Recruit and enroll Compassion Ambassadors

- Compassion Ambassador selection criteria:
 - **Expertise**
 - Leadership experience
 - Well-connected in the four key stakeholder areas
 - Skilled and comfortable with public speaking
 - Skilled and comfortable with facilitating meetings that can be emotionally charged
 - **Attributes**
 - Passionate about Compassionate Community's vision and mission
 - Good communicator
 - Team player
 - Interested in helping make a positive impact in the community
 - Must be a systems thinker, able to see the vision and the relationship/structure map, and recommend and facilitate systems and processes to implement strategies
 - Must know how to navigate relationships from shared vision and inspiration
 - Must be tenacious, have a good sense of humor, have patience, and be able to speak truth to power (must have strong personal agency)
 - Must be available some evenings and weekends for meetings and events
- Recruiting and enrolling Compassion Ambassadors:

The Compassion Ambassadors can be drawn from:

- The Training Track: The adult and youth who have completed the Compassion Ambassador training and been mentored by a Compassion Ambassador for a year or two.
- The Compassion Ambassador-Ready Track: Active volunteers in the community who already have trusted relationships with community stakeholders, are doing compassion work, and may already be a grassroots organizer in the community

Compassion Ambassador Farm System



Onboarding process for Compassion Ambassadors (overseen by the Compassion Ambassador Lead with the Support of the Program Lead and Project Manager):

- Compassion Ambassador Training and/or equivalent life experience
- Mentorship by the Lead Compassion Ambassador
- Introductions to the internal sponsoring organization team as applicable
- Introductions by the Compassion Ambassador Lead to the elected official and their staff
- Introductions to applicable residents and community leaders
- Provided with Compassion Ambassador community meeting travel kit and document templates
- Training in sponsoring organization's internal systems and processes (as needed)
- Administrative set up of (suggestions):
 - Name badge
 - Business Cards
 - Email address
 - Add their photo and bio to the web site
 - See Compassion Ambassador onboarding process in Appendix Q
 - Set up the Community Meeting Travel Kits (See details of the Kit in the *Logistics of the Compassionate Community Meetings* section and a checklist for the kit to support meeting preparation in [Appendices K through P](#)).

COMPASSION AMBASSADOR ROLE AND RESPONSIBILITIES

There is a Compassion Ambassador for each of the municipality sectors. Their role and responsibilities are to:

- Initiate and cultivate a positive working relationship with the elected official and their appropriate/assigned staff

- Work with the elected official and their staff to address goals and issues in alignment with the Compassion Ambassador Program
- Strategize and develop the Compassionate Community Meetings agendas with input from the neighborhood leader(s), and elected official's office
- Support residents in holding Compassionate Community Meetings
- Based on the input from the residents at the Compassionate Community Meetings, and in collaboration with the Lead Compassion Ambassador, determine what recommendations/projects that are in alignment with the Compassion Ambassador Program to offer to implement in partnership with the community, and what projects to refer back to the elected official member and their staff, or other stakeholder groups
- Support the Compassion Ambassador team in chronicling the progress of the projects for the residents (See more detail above under Ongoing Communication).
- Provide a written report of feedback and recommendations from the Compassionate Community Meetings to their elected official and staff
- In collaboration with the Program Project Manager, oversee the implementation of the recommendations/projects determined to be in alignment with the Compassion Ambassador Program
- Provide ongoing feedback to the community on projects, progress and results
- Work in collaboration with the sponsoring organization's Marketing & PR Board Chairs and the Program Project Manager to promote the progress and positive results/outcomes of the projects being implemented to the public and applicable stakeholders
- Support Program Project Manager as needed for tracking of program expenses in your community.

Compassion Ambassador:

- Expertise
 - Leadership experience
 - Well connected
 - Skilled and comfortable with public speaking
 - Skilled and comfortable with facilitating meetings that can be emotionally charged
- Attributes
 - Passionate about the Compassionate Communities vision and mission
 - Good communicator
 - Team player
 - Interested in helping make a positive impact in the community
 - Must be a systems thinker, able to see the vision and the relationship/structure map, and recommend and facilitate systems and processes to implement strategies
 - Must know how to navigate relationships from shared vision and inspiration
 - Must be tenacious, have a good sense of humor, have patience, and be able to speak truth to power (must have strong personal agency)

- Must be willing to attend meetings/events on some evenings and weekends

8.3.2 PROGRAM / PROJECT MANAGEMENT TEAM ROLES AND RESPONSIBILITIES

The following four roles below are part of the Sponsoring Organization's **Programs**

Management Team:

- Program Director - Sponsoring Organization role
- Program Manager - Sponsoring Organization role
- Program Lead - Sponsoring Organization role
- Project Manager - Sponsoring Organization role

There may be times when the same person fills more than one of these roles.

COMPASSIONATE COMMUNITY MEETINGS PROJECT MANAGER:

The Project Manager oversees day-to-day project management under the direction of the sponsoring organization's Program Lead and the Compassion Ambassador.

Overall, the Project Manager handles or oversees:

- Program development, implementation and sustainability
- Budget management in coordination with the Board Fund Development Committee (as an example)
- Marketing and PR including social media, and liaise with the PR Board chair (as an example)
- Program administration including (as applicable):
 - Overseeing the program team activities
 - Interfacing with the Compassion Ambassadors (for each sector and one Lead)
 - Managing the calendar of events including Compassionate Community meetings
 - Event planning and coordination
 - Project management
 - Support the enrollment and training (onboarding) of team members

Specific to the Compassionate Community Meetings, the Project Manager's role and responsibilities are to:

- Maintain the meetings/events venues list by community as venues are identified
- Assist with the scheduling of the Community meetings in a manner that load balances people resources and the calendar
- Support the Compassion Ambassador in Community Meeting planning and preparation
- Be the point person in venue coordination from initial contact to event wrap up
- Maintain the local talent roster (food, music, dance, art, etc.) by community as talent and connections are identified
- Coordinate with local talent selected to be highlighted at the Community Meetings from initial contact to event wrap-up

- Support after-meeting status reporting to ensure completion and that it is shared with the appropriate stakeholders/stakeholder groups

The primary Compassion Ambassador Team member responsibilities are also provided as downloadable or printable checklists to support the team members in Community Meeting prep, execution and follow up in Appendices K through P..

COMMUNITY MEETING WELCOME COMMITTEE (COMPASSION AMBASSADOR TEAM MEMBER):

- Arrive at least 30 minutes early to the Community Meeting to help set up and support what the Compassion Ambassador needs
- Wear your Compassion Ambassador name tag (if applicable or desired)
- Introduce yourself to the site coordinator
- Greet people as they arrive at the meeting and invite them to sign in on the attendance sheet
- Invite them to share why they came to the meeting
- Point out the various display material (if applicable or desired)
- Share - as time permits – why you are part of Compassionate Communities Movement
- Be ready to be the scribe on the flip chart
- At the end of the meeting plan to stay an extra 30 minutes to:
 - Be part of the debrief session and provide your input
 - Pack up the display table materials and left-over handouts and give the carry case to the Compassion Ambassador

COMMUNITY MEETING SCRIBE (COMPASSION AMBASSADOR TEAM MEMBER):

- Arrive at least 30 minutes early with your Scribe Meeting Notes Template
- Help set up as needed
- If your setup tasks are complete, help at the Welcome/Registration Table
- Take meeting notes (see Appendix O for Meeting Notes Template)
- Be ready to be the scribe on the flip chart if requested
- Be the timekeeper to help the Compassion Ambassador end the meeting on time
- Have volunteer sign-up sheets by topic/issue/goal
- At the end of the meeting plan to stay an extra 30 minutes to:
 - Be part of the debrief session, provide your input, and capture notes of all input on the Scribe Meeting Notes Template (see template in Appendix O)
 - Pack up the display table materials and left-over handouts and give the carry case to the Compassion Ambassador
- Within 1 week, provide your completed typed notes in a document uploaded to a shared folder or other agreed-upon collaboration platform.

MARKETING (SPONSORING ORGANIZATION TEAM):

- Attend the Compassionate Community Meetings and take photos/videos of the meeting and collaborate with or provide to:

- The team managing the online publication or SM page for that community/event (Including the Compassionate Community Recorder)
- The team who will be developing the photos and videos into SM posts
- The Marketing Manager or Team that will be providing information to the elected official's office
- If possible, attend the debrief session and provide input
- Upload the photos/video to the agreed-upon collaboration platform
- Work with the sponsoring organization Marketing and PR Board members to promote to the public the progress and positive results/outcomes of the projects being implemented

COMPASSIONATE COMMUNITY CONNECTOR (RESIDENT VOLUNTEER):

The Compassionate Community Connectors are residents who are already well connected in the community. They collaborate with the Compassion Ambassador team on sharing their knowledge, wisdom, relationships, connection and ideas about potential meeting/event venues, along with local food and beverage vendors, musicians, dance groups and artists.

They are aligned with the purpose of the Compassion Ambassador Program as activists for social good. The Compassion Ambassadors will cultivate relationships with these Community Connectors and add their contact information to the Compassionate Community Connectors by Roster (see the Community Connectors by Community Roster in Appendix I).

COMPASSIONATE COMMUNITY RECORDER (RESIDENT VOLUNTEER):

The Compassionate Community Recorder is a community volunteer who is supported by the Compassion Ambassador, the Compassion Ambassador Project Manager and the Volunteer Manager. A resident Recorder may support more than one community. They are aligned with the purpose of the Compassion Ambassador Program as activists for social good.

The residents will be encouraged to designate 1 to 3 volunteers who are interested in being the Compassionate Community Recorders. They will be stewards of the documentation for the public record for the community that will be an historical accounting of projects and progress, to commemorate and value the work in the community, including photos and copies of documents by project phase. This historical accounting becomes an asset and badge of pride and honor for the community. This will be turned into content available on SM and/or the sponsoring organization's website that the public can access.

8.3.3 ADDITIONAL SUPPORT TO COMPASSION AMBASSADOR PROGRAM

Additional sponsoring organization roles that also support the Compassion Ambassador Program are detailed below along with the area of the organization they are part of, their primary Compassion Ambassador Program collaboration contacts, who they are in service to and the decision maker:

PROGRAM/PROJECT MANAGEMENT ROLES (SPONSORING ORGANIZATION)

- Program Director
 - Role: Program direction, oversight, guidance and Board Liaison

- Primary collaboration contacts: Program Manager and Program Lead
- Program Manager
 - Role: Setting priorities and designing and implementing operational plans, budget management
 - Primary collaboration contacts: Program Lead & Compassion Ambassador

Note: The Program Manager and the Program Lead are peers who work as a collaborative partnership and report to the Program Manager who support:

- Project Manager
 - Role: Day to day project management under the direction of the Program Lead and Compassion Ambassador
 - Primary collaboration contacts: Program Lead, Compassion Ambassador & Volunteer Manager

VOLUNTEER MANAGER (SPONSORING ORGANIZATION)

- Role: Recruits, assigns, trains (as needed), and on-boards volunteers for projects. Co-manages and evaluates volunteers (with the Project Manager and Program Lead)
- Primary collaboration contacts: Program Lead and Project Manager (who work together to determine the number volunteers and their skill sets needed for a project)

EXECUTIVE DIRECTOR (SPONSORING ORGANIZATION)

- Role: Keeps a pulse on the activities of the programs, leverages their role to advance the objectives of the programs related to relationship development, fundraising, community leadership
- Primary collaboration contacts: Compassion Ambassador Lead, elected officials

8.3.4 SPONSORING ORGANIZATION BOARD OF DIRECTOR ROLES THAT SUPPORT THE COMPASSION AMBASSADOR PROGRAM (AS AN EXAMPLE OF A SUPPORT STRUCTURE)

More detail is available about Board of Director roles:

- **Fundraising (Board Committee Chair)**
 - Role: Guides financial responsibilities & reports to the Board
 - Primary collaboration contacts: Project Manager, Program Lead & Program Manager
- **Marketing (Board Committee Chair)**
 - Role: Responsible for the marketing and promotion of programs, projects, and meetings
 - Primary collaboration contacts: Project Manager, Marketing Operations Manager, & Resident Recorder
- **Public Relations (Board Committee Chair)**

- Role: Conducts research to identify and initiate public visibility opportunities, guidance in creating marketing materials copy, newsletters, annual reports and media kits.
- Primary collaboration contacts: Marketing Board Chair, Marketing Operations Manager (over web, email and social media) and Executive Director
- **Treasurer (Board Officer)**
 - Role: Responsible for financial accounting including funding and expenses, overseeing the budget and annual audit for the programs
 - Primary collaboration contacts: Program Directors & Program Managers (who determine and track program/project budgets), and Project Managers

Note: The Project Manager tracks program/project expenses, rolls up tracking to the Program Manager, who rolls up the tracking to the Program Director who will liaise with the Treasurer.

8.4 FINANCIALS (EXAMPLE)

FUNDING

The Compassion Ambassador and Compassionate Community Meetings can be fully funded by corporate sponsorships and grants.

Example: Financial Requirement to Fund the Compassion Ambassadors			
DESCRIPTION	NOTES	FIRST 6 MONTHS	Amount per Year ONGOING
9 Compassion Ambassadors	\$2,000 per Ambassador stipend per month	\$108,000	\$216,000
3 PART TIME staff for the first 6 months	Specific to the Compassion Ambassador Program		
Program Manager	\$35,000 for first 6 months + 10% for benefits & payroll taxes	\$38,500	
Program Lead	\$27,500 for first 6 months + 10 % for benefits & payroll taxes	\$30,250	
Project Manager	\$27,500 for first 6 months + 10 % for benefits & payroll taxes	\$30,250	
Estimated Expenses first 6 months	Yet to be identified	\$35,000	

	TOTAL first 6 Months Includes Compassion Ambassador stipends	\$242,000	
8% Chill Sacramento Administration Overhead		\$19,360	
	TOTAL first 6 Months Includes Compassion Ambassador Stipends & Chill Administration Overhead	\$261,360	
3 Full-time staff ongoing (transitioned from part time above)	Specific to the Compassion Ambassador Program		
Program Manager	\$70,000 / year + 10% for benefits & payroll taxes		\$77,000
Program Lead	\$55,000 / year + 10% for benefits & payroll taxes		\$60,500
Project Manager	\$55,000 / year + 10% for benefits & payroll taxes		\$60,500
Estimated Expenses per year	Yet to be identified		\$70,000
	TOTAL Annual (after first 6 months) Includes Compassion Ambassador stipends		\$484,000
8% Chill Sacramento Administration Overhead			\$38,720
	TOTAL Annual (after first 6 months) Includes Compassion Ambassador Stipends & Administration Overhead		\$522,720

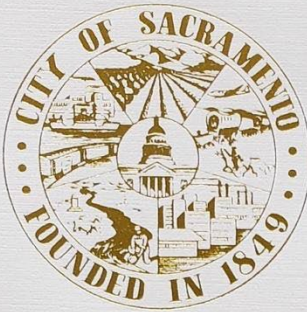
EXPENSES -- EXAMPLE

Example: One-time and Occasional Expenses				
#	Item	Quantity	Cost	Total Cost
1	6' Retractable Banner	7	\$200	\$1,400

2	Clear plastic meeting travel kit bin	7	\$15	\$105
3	8 X 12 Lucite stands (3 for each community)	21	\$3	\$63
4	Enlarge (copy) and laminate community map	7	\$20	\$140
5	Large Post It easel pad (\$50) with easel (\$40) and markers (\$15) = Total \$105	8	\$105	\$840
6	Portable P.A. system - Microphone & Speaker \$100 - Heavy-duty extension cord \$15	8	\$115	\$920
7	Projector \$200 Screen \$100 Heavy-duty extension cord \$15	8	\$315	\$2,520
8	Pens and clipboards	8	\$15	\$120
			TOTAL	\$6,108

Ongoing Expenses				
	Item	Quantity	Cost	Total Cost
1	Make copies of materials for Compassionate City Community Meetings: - Resolution - 50 per meeting - Overview brochure - 50 per meeting - Interest cards - 50 per meeting 2 meetings per year per	16	\$37.50	\$600.00
2	Pens for Compassionate City Community Meetings	16	\$10	\$160.00

APPENDIX A – THE OFFICIAL SACRAMENTO CITY COUNCIL CAPITAL REGION'S
RESOLUTION FOR SACRAMENTO PASSED JULY 25, 2017



Resolution

RECOGNIZING THE CITY OF SACRAMENTO AS A CITY OF COMPASSION

WHEREAS, the principle of compassion lies at the heart of all ethical and spiritual traditions, calling us to treat all others with respect and an understanding of their struggles and strengths; and

WHEREAS, it is necessary in both public and private life to look for ways to alleviate the cause of pain in others, foster a community of inclusion, and recognize the contributions of our diverse cultures; and

WHEREAS, the City of Sacramento has affirmed the Charter for Compassion, therefore formalizing their commitment to build caring communities, encourage a positive appreciation of diversity, and to cultivate an informed empathy for others; and

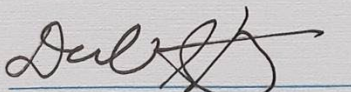
WHEREAS, the City has been moved by compassion in its public policy considerations; and

WHEREAS, the City encourages all public organizations and the citizens of the Sacramento region to affirm the Charter for Compassion and to strive to be more caring and compassionate toward each other.


NOW, THEREFORE, BE IT RESOLVED by the Mayor and Council of the City of Sacramento, that we do hereby recognize the City of Sacramento for its commitment to the Charter for Compassion and encourage all public organizations to strive towards its ideals of compassion, empathy, and diversity.

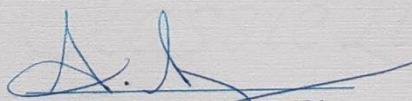
ISSUED: This 1st Day of November, 2018

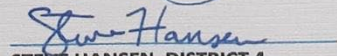
CR2018-075

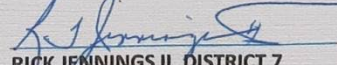

DARRELL STEINBERG, MAYOR

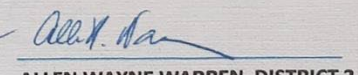

JEFF HARRIS, DISTRICT 3

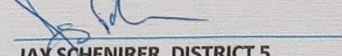

ERIC GUERRA, DISTRICT 6



ANGELIQUE ASHBY, DISTRICT 1


STEVE HANSEN, DISTRICT 4


RICK JENNINGS II, DISTRICT 7


ALLEN WAYNE WARREN, DISTRICT 2


JAY SCHENIRER, DISTRICT 5


LARRY CARR, DISTRICT 8

“The principle of compassion lies at the heart of all religious, ethical and spiritual traditions, calling us always to treat all others as we wish to be treated ourselves. Compassion impels us to work tirelessly to alleviate the suffering of our fellow creatures, to dethrone ourselves from the centre of our world and put another there, and to honour the inviolable sanctity of every single human being, treating everybody, without exception, with absolute justice, equity and respect.

It is also necessary in both public and private life to refrain consistently and empathically from inflicting pain. To act or speak violently out of spite, chauvinism, or self-interest, to impoverish, exploit or deny basic rights to anybody, and to incite hatred by denigrating others—even our enemies—is a denial of our common humanity. We acknowledge that we have failed to live compassionately and that some have even increased the sum of human misery in the name of religion.

We therefore call upon all men and women to restore compassion to the centre of morality and religion ~ to return to the ancient principle that any interpretation of scripture that breeds violence, hatred or disdain is illegitimate ~ to ensure that youth are given accurate and respectful information about other traditions, religions and cultures ~ to encourage a positive appreciation of cultural and religious diversity ~ to cultivate an informed empathy with the suffering of all human beings—even those regarded as enemies.

We urgently need to make compassion a clear, luminous and dynamic force in our polarized world. Rooted in a principled determination to transcend selfishness, compassion can break down political, dogmatic, ideological and religious boundaries. Born of our deep interdependence, compassion is essential to human relationships and to a fulfilled humanity. It is the path to enlightenment, and indispensable to the creation of a just economy and a peaceful global community.”

From: www.charterforcompassion.org

INTERNATIONAL

Charter for Compassion

www.charterforcompassion.org

Charter for Compassion Building Compassionate Communities

<https://charterforcompassion.org/what-we-do/build-compassionate-communities/>

Charter for Compassion Work in Social Section

<https://charterforcompassion.org/what-we-do/work-in-sectors/>

CALIFORNIA

Compassionate California

<http://www.compassionatecalifornia.org/>

BOOKS

Stewardship: Choosing Service over Self-Interest by Peter Block

The Abundant Community, Awakening the Power of Families and Neighborhoods by John McKnight and Peter Block

The Power of Servant Leadership by Robert K. Greenleaf

The Creative Community Builder's Handbook, How to Transform Communities Using Local Assets, Art, and Culture by Tom Borrup with Partners for Livable Communities

APPENDIX D – COMPASSION AMBASSADORS AND TEAM MEMBER ROSTER

Created and maintained by the Program Manager with input from the Compassion Ambassadors. This roster will be maintained as a shared document in the agreed upon storage platform.

Note: Welcome Committee members and Scribe contact information will be added as available

NAME	Community	PHONE #	EMAIL

APPENDIX E – COUNCIL MEMBERS AND APPLICABLE STAFF ROSTER

Created and maintained by the Program Manager with input from the Compassion Ambassadors. This roster will be maintained as a shared document in the agreed upon storage platform.

Note: Links list the direct phone numbers and emails for City Council member staff

District	NAME	Term Ends	Contact List Link

APPENDIX F – COMMUNITY STAKEHOLDERS ROSTER

Created and maintained by the Program Manager with input from the Compassion Ambassadors. This roster will be maintained as a shared document in the agreed upon storage platform.

NAME	Stakeholder Type	Email	Phone number

APPENDIX G – FIRST PEOPLE’S ROSTER

Created and maintained by the Program Manager with input from the Compassion Ambassadors. This roster will be maintained as a shared document in the agreed upon storage platform.

NAME	First People’s Nation	Email	Phone number

APPENDIX H – FIRST PEOPLE’S ACKNOWLEDGEMENT AT THE COMPASSIONATE CITY MEETINGS

Opening of the Compassionate City Meetings

As part of the opening of all Compassionate City Meetings, the Compassion Ambassador will ask if there are any tribal members in attendance from the First People’s Plains Miwok, Patwin or Nisenan (Southern Maidu) nations.

If a tribal member is in attendance, the Compassion Ambassador will ask their permission to conduct the meeting on their land.

If no tribal member is in attendance, the Compassion Ambassador will read the acknowledgement below:

I would like to respectfully acknowledge that this Sacramento area meeting is being held on the traditional lands of the [see *appropriate tribe(s)* for your specific event location in the table below] People, who have stewarded this land throughout the generations, and pay our respect to elders both past and present.

The tribe(s) for your city can easily be found by an internet search “Who were the First People in [city, state]”

EXAMPLE:

DISTRICT	TRIBE(S)
1	Patwin and Nisenan (Southern Maidu)
2	Nisenan (Southern Maidu) and Miwok
3	Patwin, Nisenan (Southern Maidu) and Plains Miwok
4	Patwin and Plains Miwok
5	Plains Miwok
6	Plains Miwok
7	Patwin and Plains Miwok
8	Plains Miwok

The Compassion Ambassadors will cultivate relationships with Resident Community Connectors in their communities.

Resident Community Connectors are residents who are already well connected in the community with the willingness to share valuable connections – relationships and resources – with the Compassion Ambassador. They know what is going on in their community and have insights on what organizations and events the Compassion Ambassador in their community should know about. They may also know of great meeting places for the Compassionate City Community Meetings and other events.

There may be multiple Resident Community Connectors in each region. A Resident Community Connector may also be well connected in multiple regions.

This roster will be created and maintained by the CCR Program Manager based on input from the Compassion Ambassadors. This roster will be maintained as a shared document in the agreed upon storage platform.

	NAME	PHONE #	EMAIL
1			
2			
3			
4			
5			
6			
7			
8			

APPENDIX J – COMMUNITY MEETINGS/EVENTS VENUES

	LOCATION	CONTACT NAME	CONTACT PHONE & EMAIL
1			
2			
3			
4			
5			
6			
7			
8			

APPENDIX K – COMMUNITY MEETING PLANNING, SCHEDULING AND FOLLOW-UP CHECKLIST

The Community Meetings Project Manager (who supports all regions) is responsible for ensuring these activities are completed.

- Determine neighborhoods or neighborhood associations where Compassionate City Community Meetings will take place in collaboration with the City Council member and Compassion Ambassador
- Plan meetings at least 6 months in advance (for time for outreach). Ideally schedule out meetings for the year.
- Coordinate with the City Council member and Compassion Ambassador on their availability for meetings
- Create a list of meeting attendees with titles and roles from:
 - City Council
 - Neighborhood / Neighborhood association
 - Compassion Ambassador and team
- Contact neighborhood or neighborhood association leader to:
 - Schedule the Community Meeting date and time, including
 - Ensure room is available 1 hour prior to meeting start for set up
 - Ensure room is available for 1 hour after meeting end time for wrap up, debrief and pack up
 - Request a room coordination contact person who will show up an hour early to support meeting set up, help with P.A./A.V. (as needed), and stay an hour late for wrap up, debrief and pack up
 - Determine location of Community Meeting and communicate to the Compassion Ambassador and their team
 - Determine expected # of attendees (for handouts)
 - Determine if security personnel are needed, and who will be provided?
 - Request:
 - Chairs
 - Display / sign in table
 - Podium (if available)
 - Flip chart and markers (if available)
 - P.A. – microphone & speaker (if available)
 - A.V. (if available)
 - Notify the Compassion Ambassador what of the above will be provided / not provided at the meeting site, so they know what they need to bring themselves
- Put the meeting on the Compassionate Sacramento web site calendar
- Notify:
 - Council member / their staff contact
- Outreach - Provide meeting invitation templates
 - Printed flyers or postcards to be distributed around the community
 - City Council web site calendar
 - Email

- Neighborhood / neighborhood association newsletter announcement
- Social media event
- Social media posts
- Oversee completion of meeting follow up
 - Compassion Ambassador creates a report to the City Council member that includes:
 - Location of meeting
 - List of representatives present from City Council, Neighborhood leaders, and Compassion Ambassador team
 - # of attendees
 - Tenor of the meeting (e.g. positive, emotionally charged, etc.)
 - Recap of public verbalized:
 - Concerns
 - Issues
 - Requests
 - Recommendations
 - Compassion Ambassador
 - Observations
 - Recommendations
 - Next steps
- Coordinate with the PR & Marketing Specialist for summarizing the meeting results to the public in the following formats:
 - City Council web site
 - Email
 - Neighborhood / neighborhood association newsletter article
 - Social media
 - Post photos and comments to the organization's web site and any local publications

The Compassion Ambassador will bring the following to the Compassionate Community Meetings:

- Meeting agenda: Copies of the agenda for all speakers so they know their time slot and speaking duration
- Meeting prep checklist
- Meeting setup checklist

Make copies of:

- Compassionate City Resolution
- Compassionate Community overview brochures
- Meditation worksheets
- Interest cards
- Topic/Issue/Goal volunteer sign-up sheets

Equipment

- 6' retractable banner
- Flip chart, easel and markers
- P.A. system - portable microphone, speaker and heavy-duty extension cord
- A.V. - Laptop, projector, projector table, screen & heavy-duty extension cord

In the plastic carryall:

- Compassionate Community branded tablecloth
- Sign in sheet
- Pens
- Municipality map
- Compassionate City Resolution copies
- Compassionate Community overview brochure copies
- Interest card copies

Date & Time

Location

List of dignitaries attending (Elected Official and neighborhood or neighborhood association leaders)

- Expected # of attendees / room capacity
- Music or cultural performance opening
- Welcome
- First People's Acknowledgement
- Introductions
- Purpose of the meeting
- Meeting guidelines
- What is a Compassionate Community?
- Topics to be discussed
- Community Input

Invite volunteers to sign up based on the topic/issue/goal they are most interested in

- Wrap up
- Thank all attendees for participating
- Thank hosts, neighborhood leaders, dignitaries, City Council staff, etc.
- Next Steps (e.g. next meeting date & location)
- Inform attendees the method for them to receive ongoing actions, progress and results (e.g. email signup list)

Compassion Ambassador

- Arrive at least 60 minutes and wear your Compassion Ambassador name tag
- Greet event leaders/hosts and City Council Office attendees
- Facilitate the meeting (see agenda template) and provide speakers with agenda
- Facilitate the debrief after the meeting

WELCOME COMMITTEE

- Arrive at least 60 minutes early to the Community Meeting to help set up and support the Compassion Ambassador needs
- Wear your Compassion Ambassador name tag
- Introduce yourself to the site coordinator
- Set up the information table
- Greet people as they arrive at the meeting and invite them to sign in on the attendance sheet
- Invite them to share why they came to the meeting
- Point out the various display material
- Share - as time permits – why you are part of Compassionate Cities Movement
- Be ready to be the scribe on the flip chart
- At the end of the meeting plan to stay an extra 30 minutes to:
 - Be part of the debrief session and provide your input
 - Pack up the display table materials and left-over handouts and give the carry case to the Compassion Ambassador

SCRIBE

- Arrive at least 60 minutes early with your Scribe Meeting Notes Template
- Wear your Compassion Ambassador name tag
- Help set up as needed
- If your setup tasks are complete, help at the Welcome/Registration Table
- Take meeting notes (see Appendix O for Meeting Notes Template)
- Be ready to be the scribe on the flip chart if requested
- Be the timekeeper to help the Compassion Ambassador end the meeting on time
- At the end of the meeting plan to stay an extra 30 minutes to:
 - Be part of the debrief session, provide your input, and capture notes of all input on the Meeting Notes Template
 - Pack up the display table materials and left-over handouts and give the carry case to the Compassion Ambassador
- Within 1 week, provide your completed typed notes in a MS Word document uploaded to the assigned shared folder

Marketing

- Attend the Compassionate City Community Meetings and take photos/videos of the meeting
- Wear your Compassion Ambassador name tag
- If possible, attend the debrief session and provide input
- Upload the photos/video to the assigned shared folder

- Work with the Marketing & PR Board member to promote to the public the progress and positive results/outcomes of the projects being implemented

Date, time (meeting start and end), location of meeting:

Scribe Name and contact information:

Name of Compassion Ambassador:

Name of cultural performance (who performed)

Name(s) of First People's representatives

Names of elected official office representatives:

Names of Community leaders / hosts:

Names of other dignitaries in attendance:

Approximate number of people in attendance:

Notes capturing:

- Tenor of the meeting
- Key pain points
- Inspired ideas
- Noted community leaders we didn't know about
- Landmines
- Relationships to cultivate

Debrief Input:

- Tenor of the meeting (residents are excited, angry, etc.)
- Key pain points & landmines
- Meeting facilitation (the good and places for improvement)
- Input from the attendees
- Other ideas from the debrief team

Action Steps:

NOTE: The scribe consolidates the above in a MS Word document within 1 week of the meeting and deposits it into the assigned shared folder

APPENDIX P – COMMUNITY MEETING REPORT AND RECOMMENDATIONS TEMPLATE - EXAMPLE

This report is developed by the Compassion Ambassador, with their insights, input from the meeting debrief and input from the Scribe's report, and gets approval from the Compassion Ambassador Lead, then delivers it to their City Council member and applicable staff.

Date, time (meeting start and end), number and location of meeting:

Name and contact information of Compassion Ambassador:

Names of elected official office representatives:

Names of Community leaders / hosts:

Names of other dignitaries in attendance:

Approximate number of people in attendance:

Findings

- Tenor of the meeting
- Input from residents

Recommendations

- Compassion Ambassador collaborative Project
- For the municipality Office to consider (not in alignment with the Compassion Ambassador Program)

Next Steps:

The Compassion Ambassador will email the report to the elected official's office, and to the interested stakeholders. Then these findings and recommendations will be shared in a meeting with the elected official's Chief of Staff. The Compassion Ambassador will work with the Project Manager to guide the next step.

Compassion Ambassador Onboarding Process

INTERNAL ONBOARDING PROCESS

1. Send Welcome letter. Attach digital Compassion Ambassador badge. Include upcoming events calendar.
2. Collect any missing profile information
3. Post profile to our Compassion Ambassador website
4. Post to our Compassion Alliance web page
5. Post to social media
6. Highlight in our newsletter
7. Send physical Compassion Ambassador badge to their mailing address

WELCOME LETTER (via email)

Welcome to the Compassion Ambassador Community! We are excited to collaborate and help promote your good works in the community.

Thank you for having already provided your profile information including your name, contact information, bio, headshot, organization description, logo, and video. We will be using those elements to:

- Add you to our Compassion Ambassador Community list on our Compassion Ambassadors webpage
- Add you to our Compassion Alliance web page
- Highlight your good works in social media
- Highlight your good works in our newsletter

Attached is your Compassion Ambassador digital badge to use for your online presence and other promotional materials.

We are sending you a physical Compassion Ambassador badge to your mailing address that you can wear in support of your good works.

Below is a list of our upcoming events.

List of events

We encourage you to sign up for our newsletter at [LINK](#) to see yourself highlighted and keep updated on Compassionate Community events.

In gratitude and community,

APPENDIX R –
COMPASSION IN ACTION COMMUNITY EVENT AGENDA- EXAMPLE

Compassion in Action Community Gathering in Oak Park

March 7, 2020

10am – 2pm

Brickhouse Gallery

AGENDA

Event starts at 10am. This agenda will be a guide for us. As long as we end on time, that's the best we can hope for.

The 90-min facilitated discussion will be set up as an interactive workshop with topic questions centered around five themes of compassionate community:

- Celebration
- Identifying problems or obstacles
- Story-telling and relationship building
- Inspired Ideas for Community
- Community Health, Safety and Wellness

Each of the five topic circles will be hosted by two facilitators (Compassion Ambassadors and/or trained circle keepers).

RE: City Councilmember XX (only speaking at beginning) and his Community Rep XX (she will stay the entire time -- sit in for a few minutes with each of the topic circles as well as visit the youth art session.)

The youth art project will take place concurrently with the adult workshop and will be held on the patio. It will be led by the Brown Issues leaders and will focus on what a compassionate community means to them.

Program Timeline

10:00 – (20 minutes) for people to gather, have some food and conversation, visit the community organization info tables (we partnered with neighborhood food vendors)

10:20 – (10 minutes) - Angela James (drumming and storytelling folks into the event)

10:30 – (2-5 minutes) Compassion Ambassador Emcee and venue host stand together

1. Emcee: Thank performing arts company/group for opening performance

2. Emcee: General Welcome. Introduce venue host to give a welcome as well
3. Emcee: Reading of First People's statement:

I would like to respectfully ask if there is a member of a First People family present with us today?

(If there is, then ask them if they would like to speak and if we have their blessing to continue this meeting. If they do wish to speak, ask them to come to the mic. If no First People members are present, then read the below:

I would like to acknowledge that this gathering is being held on the traditional lands of the Nisenan and Plains Miwok People (or applicable tribes), who have stewarded this land throughout the generations, and we pay our respect to elders both past and present.

10:35 -- (8 mins) XX, Compassion Ambassador -- Libation Ceremony

10:46 – (3 mins) Toast for Peace with _____

10:49 – (5-10 mins) – Introduce Councilmember XX

11:00 -- (5 mins) Compassion Ambassador describes the intent of the meeting and the plan for the day. Introduce the Compassion Ambassadors & facilitators. Thank the organizations that helped bring this event into abundance:

- **Kim Gudino and the Brown Issues team for leading the Youth Art Workshop and supplying the art materials**
- **Crocker Art Museum for providing gift bags which include museum passes**
- **Councilmember Jay Schenirer's District 5 office for sponsoring this venue**
- **Grocery Outlet for providing the nacho bar**
- **Noah's Bagels for bagels**
- **Sacramento Beekeeping Supplies for the honey sticks**
- **Our beloved KC Kombucha for Kombucha**
- **Drinks by Dru for special Compassion mocktail we toasted with earlier**

There are a few Community organizations that are here today to connect and support this vision for a healthier, safer and equitable city:

- **African American Suicide Project**
- **A Community for Peace**
- **Brown Issues**

- Crocker Art Museum
- Green Tech
- National Alliance on Mental Illness
- Sac Connect
- Team S Teem

Next, would the volunteer team please stand – including the folks who are tabling for an organization. Good things happen when folks get together around an idea that inspires them. Now that more of us are gathered, let’s see what good things happens next.

11:05 – Introduce Tevita Fakalata:

A representative from the First Taulanga-U Tongan United Methodist Church of Sacramento, located across the street

11:05 – (3 minutes) - Tevita Fakalata to share about what they do

11:10 – (10 minutes) – Introduce musical performance from local community:

NAME is a local musician and also a student at Sacramento City College majoring in Biology. He’s also a portraiture artist and pretty good on the drums.

11:20 – 11:35 break – please visit with the community org tables out on the patio as well as connect with each other. We will be moving the chairs into a big circle during the break, so make sure you take your stuff with you

11:35 – 11:40 – (Everyone in a big circle, including youth)

Introduce the concept and ancient tradition of the circle, everyone has a voice, everyone is equal in leadership. Introduce Compassion Ambassador to describe the concept of a circle.

11:40 – 11:42 – Introduce Kim Gudino to talk about what the youth are going to do. Then, they leave the circle for their workshop.

11:42- 11:43 – Introduce Compassion Ambassador Lead who will lead the small circle logistics, then hand it back over to Melinda when the youth come back in with their art.

11:43 – 1:15 – (90 minutes) - Circles facilitated by Compassion Ambassadors and Racial Healing Circle Keepers. Youth will be on the patio engaged in an art project led by Brown Issues.

1:15 - 1:30 -- Youth bring their art into the main room and present their project and action steps to whole group. Adults recap for youth and everyone gets into big circle for wrap up.

1:33 – 1:39 – While still in the big circle, make any community leadership announcements

1:40 – 2:00 - Food break and connecting with each other and community orgs for their next steps

APPENDIX S – COMPASSION IN ACTION COMMUNITY EVENT FORMAT AND LAYOUTS - EXAMPLE

Compassion in Action Community Gathering

Facilitated circle session: 90 minutes (somewhere around 11:20-12:50)

Objectives:

How we hope folks will feel during and after the session: Hopeful, grounded, activated and supported. Sense of momentum and clear about next steps and how to act on them.

What do we hope folks will understand after the session: Understanding the longevity (generations) of the initiative and its commitment to the life of the community. Clear about the individual and collective role in activating compassionate action in the community.

Starting off on a Positive Note:

When folks arrive and up until 10:30am, the welcome table and the Compassion Ambassadors will invite them to stick a post-it on a wall titled: “What I love about Oak Park”. That is Step #1 of the facilitation process. During the “gathering time until 10:30am, folks will also be having a morning snack and chatting with each other and the community organization tables.

Program Starts with Music and Ritual:

Around 10:30am, we’ll start with the program (see Program Agenda) with a welcome, First People statement, music, a Libation ceremony and a Toast for Peace. CM Jay will say a few words, we’ll introduce the Compassion Ambassadors, then we’ll move to the Facilitation Circle Workshop.

Layout and Steps for the Facilitated Session:

Following are the layouts for each step and some logistics. It always amazes me how much detail there is in what I consider a simple thing...

Action Pathways for Participants:

To help the attendees visualize a next step and/or to simplify answering the question, “How do I get involved?”, we designed a step in the facilitation process. Step 4 asks participants at the end of the circle work to either commit to a new step or validate work they are already doing by posting their action step on a wall laid out in four columns:

- Compassion through Art

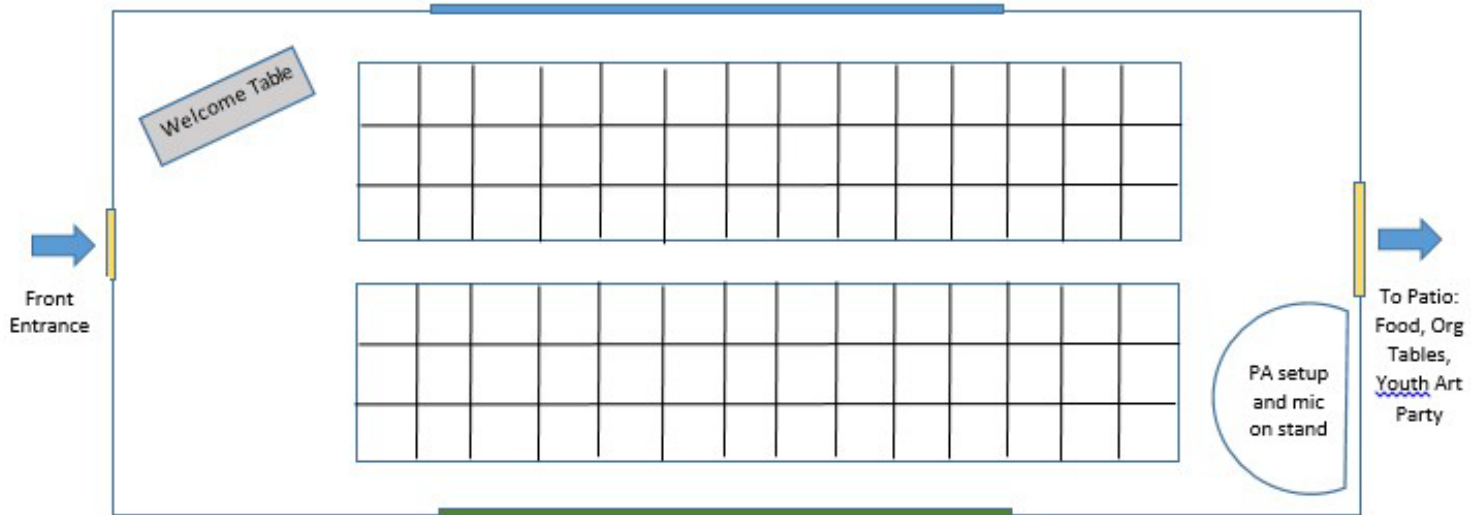
- Compassion through Organizing
- Compassion through Healing
- Compassion through Service

LAYOUT NOTES:

1. Event begins with chairs theatre style facing the “stage”/PA setup.
2. At beginning of facilitated session, we’ll move chairs into one big circle and set up the circle center (peace pole, talking objects, and fabrics). At this point, youth will go outside for their art party.
3. When we are ready to shift into the five smaller circles (no tables), we’ll move the chairs into five smaller circles. Each circle will create a center circle of fabric and a few “talking stick” objects.

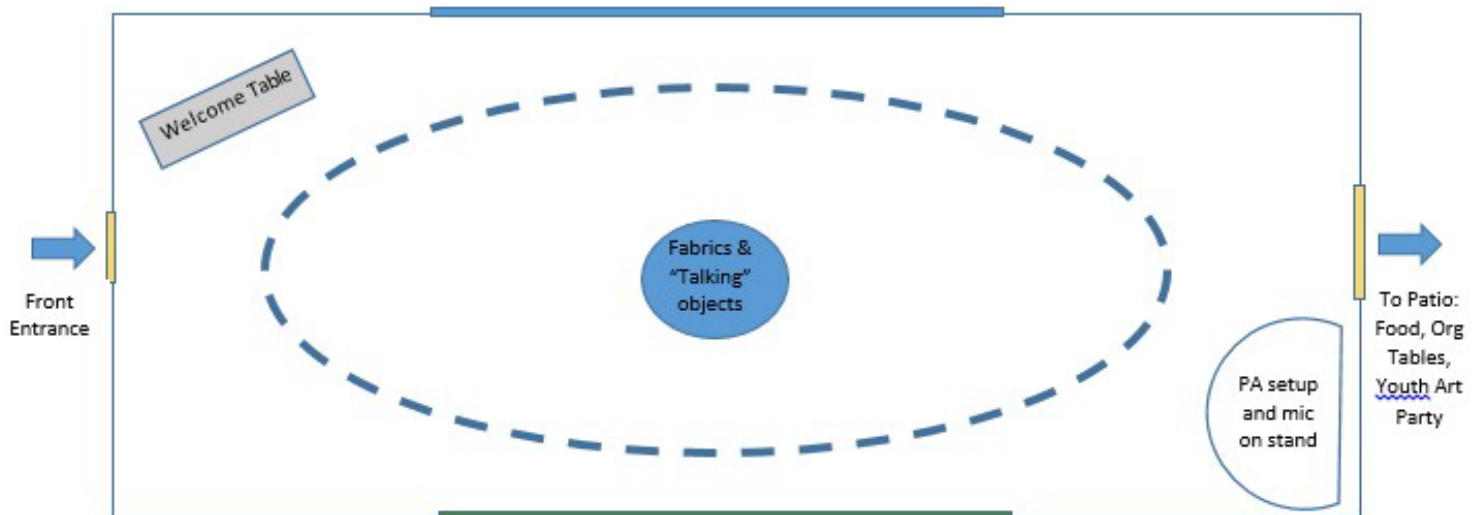
Step #1 – during gathering time 10am-10:30am)
 “What I love about Oak Park”
 (folks stick post-its on a larger paper affixed to wall)

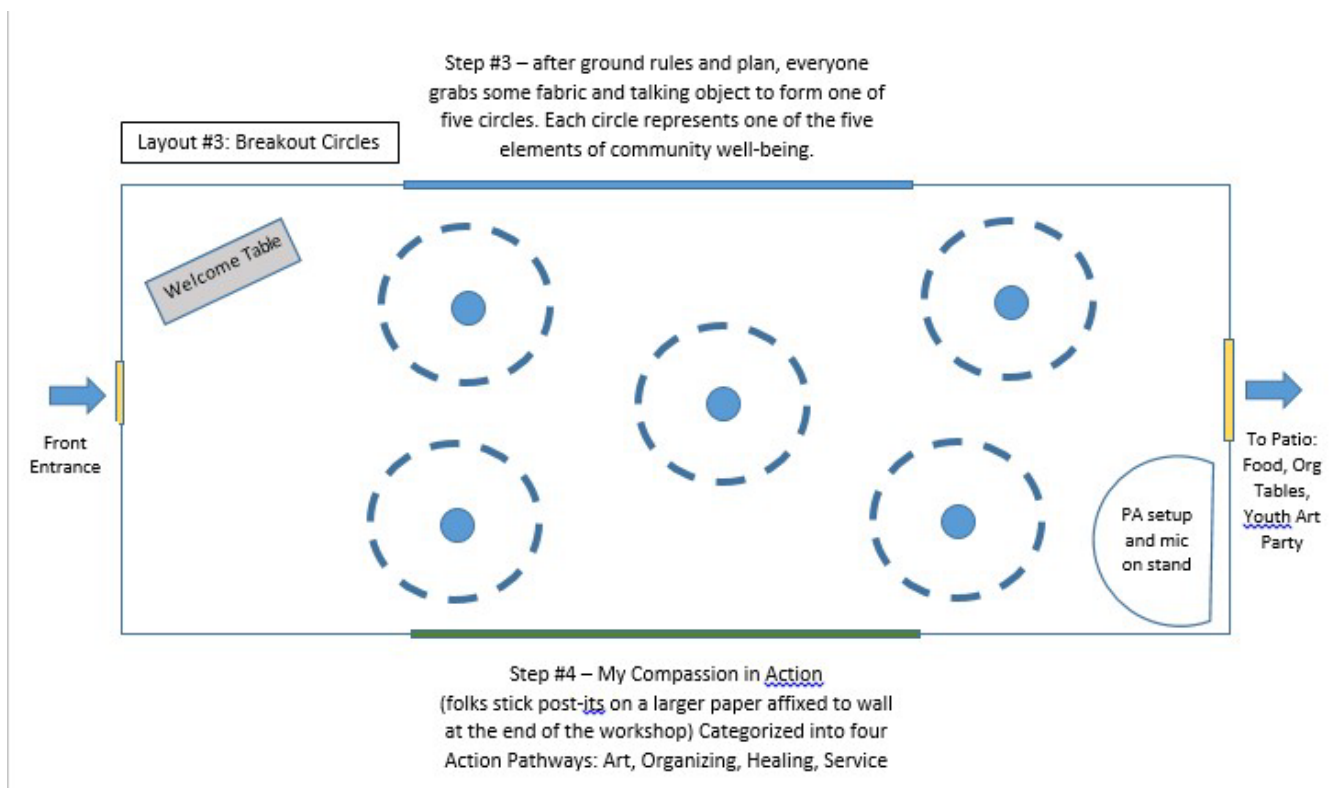
Layout #1: Theatre Style



Step #2 – after music and speakers, youth go outside
 and adults move into the facilitated circle workshop.
 Big Circle: ground rules and plan for the session

Layout #2: Big Circle





Supplies for each small circle:

- Center circle fabric and one or two “talking stick” items
- Basket of pens
- Small stack of colored ½ sheet post-its
- Cheat sheet with time schedule and question for Round #1 and Round #2
- Circle Title card
- Small stack of “Compassion in Action” cards for participants
- Small supply of wrapped chocolates and salted/roasted nut packs

Time Segments:

15 minutes – Step #2 Big Circle -- Introducing the idea of circles, their value and how we as a community can use them. Share the details of the ground rules, format and the questions we’ll be addressing.

30 minutes – Step #3 Five Smaller Circles

1. Two co-facilitators per circle
2. Agree in advance which one will keep time, read questions, take notes, etc.

1. Facilitators introduce themselves again (they were introduced in the Big Circle). Ask others in the circle to introduce themselves and to say one sentence about why they came today.
2. Ask the most elder in the circle to choose the talking object and if they would be the first to start discussion.
3. Facilitator reads the Round #1 Question: “What does a caring, compassionate community look like to you?”
4. Make sure each person has a chance to answer this question in the 20-minute conversation.
5. 3-minutes left -- Ask the circle to sum up the highlights. One of the facilitators can read back their notes.
6. Each circle will decide on a representative to stand up and read the highlights from their discussion.

30 minutes – Second round in the Smaller Circles

1 minute -- Moving to a different circle or staying: Participants can stay in their topic circle or they can move to a different one for the second round, which is a different and deeper question.

1. Facilitators introduce themselves again (they were introduced in the Big Circle). Ask others in circle to introduce themselves and to say one sentence about why they came today.
2. Ask the most elder in the circle to choose the talking object and if they would be the first to start discussion.
3. Facilitator reads the Round #1 Question: “What would need to shift to come closer to your vision?”
4. Make sure each person has a chance to answer this question in the 20-minute conversation.
5. 3-minutes left -- Ask the circle to sum up the highlights. One of the facilitators can read back their notes.
6. Each circle will decide on a representative to stand up and read the highlights from their discussion.

Step #4 Details: Action Steps

15 minutes –

1. Everyone in all circles answers this question: “What is one tangible thing I can do to help make this shift happen?”
2. Each person writes the answer on their Compassion in Action card for them to keep, then writes it again on a colored post-it to stick on the Compassion in Action commitment wall.

3. Each Post-It color coordinated with one of the four action pathways titled on the wall:

- Pink -- Compassion through the Arts
- Green – Compassion through Organizing
- Orange – Compassion through Healing
- Yellow – Compassion through Service

Step #5:

1. After all circles have posted their action step on the commitment wall, the youth will come in to present their art project addressing the question: What does a caring, compassionate community look like to you?

2. After the youth present, the adults in each of the five circles will report out on their discussion.

3. CM Schenirer will share his insights and commitments.

4. Everyone (youth and adults) will form a large standing circle around the chairs. Anyone who can't stand will sit in the larger circle.

5. Wrap-up question for each person in the circle to answer – 10 seconds (about 8 descriptive words): “What did you value from today?” After we end this circle, find one other person and share with them what each of you came away with.

Emcee invites everyone to connect with each other, with CM Schenirer, the Compassion Ambassador team and the community organization representatives. More food and admiring the youth artwork.

Resource one-pager in those interested in being on the District 5 Compassion Ambassador team. We'll have a huddle-up right now.

Compassion Ambassador Kids Club Concept

Overview/Goal:

- Create a sustainable model to grow the numbers of Compassion Ambassadors in our communities
- Most of our Compassion Ambassadors are (older) adults. We need to engage Compassion Ambassadors beginning at a young age to:
 - Instill the value and importance of Compassion in Action in their communities
 - Good works in the community
 - Improves community connection, communication, and collaboration
 - Everyone feels good by doing good works in the community
 - Business community benefits as kids in the program become more valuable / skilled talent / future hires

Strategy:

- Involve kids in compassion in action to benefit the community
- Grow kids into future leaders as Compassion Ambassadors
- Provide Compassion Ambassador training for kids (Compassion Ambassador button to wear)
- Kids learn valuable skills through Compassion in Action projects: creativity, fundraising, public speaking, project management, business and leadership skills, etc.
- Kids make valuable connections: neighbors, community, public sector/government, businesses, etc.
- Good works in the community
- Kids get school credit for community projects participation

Support (3 levels):

- Each Compassion Ambassador Kids Team will have a Lead (e.g., Champion, Captain, or Steward)
- Older kids mentor younger kids club (e.g. high school student)
- Adult mentors (e.g., parent or teacher)

Potential Stakeholders

- Mayor & City Council
- Chamber of Commerce
- School districts, teachers, principals
- Parents
- Local businesses

- Local non-profits/for-impact organizations
- Brainstorm more

Example Compassion in Action Projects

Donation Project:

1. Research and select recipient (e.g., Mustard Seed), what types of donations they accept & when
2. Determine what want to donate (e.g., school supplies, toys, clothes)
3. Gather donations
4. Deliver donations
5. Write up story of the project (with photos)
6. Post in media/social media
7. Plan and facilitate a Team celebration

Peace Pole Project:

1. Research languages
2. Raise funds to pay for the peace pole
3. Order the peace pole
4. Pick placement & plant peace pole
5. Design, promote and facilitate dedication ceremony
6. Write up story of the project (with photos)
7. Post in media/social media
8. Post to global virtual peace pole map <https://www.worldpeace.org/peace-pole-map-2/>
9. Facilitate team celebration

Promotion of the Program:

- Media
- Social media
- Chamber of Commerce
- Parents/PTA
- Teachers/Principals
- Classrooms
- Mayor & City Council
- School Counsellors
- People who enjoy working with children
- High school student (potential mentor to one or more of the CA Kids groups)

Logistics potentials

- Parent permission slips for kids participation
- Liability potential? Consult your insurance carrier and/or attorney