

## Community Liaison Committee Meeting Record

**Meeting Date:** November 25, 2021

**BWXT NEC:** Natalie Cutler, Director, Communications & Government Relations  
Ted Richardson, Director, Fuel Operations  
David Snopek, Director, EHS & Regulatory Affairs  
Kathleen Augustin, Communications & Community Relations Specialist

**CLC Members:** R. Desrochers, P. Feinstein, H. Fleisher, L. Irvine, J. Ker, N. Martin-Burtart, C. McCoy, J. Wickenden.

**Absent:** R Church, P. Correia, D. McNee.

**Guests:** None.

### Action Items:

Action Item	Responsible	Status
1. CLC to review BWXT NEC's current website, FAQ and provide feedback and ideas on newsletter content.	CLC Members	Ongoing
2. Share video content and infographics with CLC.	N. Cutler and K. Augustin	Ongoing
3. Have more guest speakers in 2021 - Science Communications Specialist	N. Cutler and K. Augustin	Open
4. Incorporate feedback from year-end evaluation.	N. Cutler and K. Augustin	Ongoing
5. Review providing information to the local sporting organizations / clubs and retirement / senior homes.	N. Cutler and K. Augustin	Ongoing
6. Review door-do-door approach and plan with CLC.	N. Cutler and K. Augustin	Hold (Covid-19)
7. BWXT to review providing Indigenous Relations training with CLC	N. Cutler and K. Augustin	Complete.

### Discussion Notes:

Due to the COVID-19 pandemic, the meeting was held virtually. Natalie Cutler began by noting that this is a non-routine meeting to review feedback from the CLC members and BWXT representatives before the end of the year. The meeting began with an overview of the agenda and a safety moment.

Natalie asked the CLC Co-Chair to share updates and feedback collected by the CLC members. The Co-Chair noted that she had not seen anything recently and that the focus in the community was the pandemic. Another CLC member explained that she shared information learned at a previous CLC meeting with neighbours and that it was appreciated and well received. Natalie then noted that the plan will be to hold a session with the Canadian Centre for Science Communication in the new year

to accommodate our budget. Natalie also shared that interested CLC members who want to take BWXTs Indigenous Relations training should contact Kathleen Augustin.

Next, Natalie provided an overview of the 2022 CLC. She began by thanking the CLC Co-Chair and another CLC member for their participation on the CLC and noted that this was their final year according to our terms of reference. Natalie let CLC members know that we will need a new CLC Co-Chair and asked interested members to contact Kathleen. Natalie then provided the members with detail on recruitment efforts, explaining that BWXT has chosen the following methods to ensure large outreach: social media (including targeted advertising), email updates to our contact list, letters to specific organizations/groups (Indigenous communities and condo board representatives), mailers to approximately 6,500 neighbours, banner on the fence line, information on our website and information in the fall community newsletter. Natalie noted that at the time of the meeting there had been two applications received and that the deadline is December 13, 2021. A CLC member suggested BWXT also post flyers on bulletin boards at local grocery stores, community centres and coffee shops in the area. Natalie thanked the CLC member for the suggestion and noted that this would be reviewed for recruitment.

Natalie then shared the feedback received from the evaluation forms. The evaluation forms were a new addition to the CLC in 2020 to ensure that feedback is collected to help improve the committee and BWXT's programs. The 2021 process was revised to be anonymous to allow members to provide feedback without concern that it would be linked back to them as individuals. Natalie noted that about half of the members submitted forms and thanked all for the detailed feedback. She also highlighted that all feedback will be worked into the objectives and plan for the 2022 year. First Natalie shared that majority of CLC members and BWXT representatives had answered yes to the following questions:

- Are the objectives and purpose of the CLC clear and understood? (all answered yes but 1).
- Do you feel that there is regular communication between BWXT and the CLC?
- Do you feel that actions from CLC meetings are followed through?
- Do meeting minutes are accurately recorded and reflect the discussion during the meeting?
- Do you feel that when you speak during meetings that your comments and questions are valued and considered? (all answered yes but 2).

The evaluation also asked a series of open-ended questions. CLC member and BWXT representative responses are included below:

1. What do you find most helpful about the CLC meetings?
  - Getting a sense of what other members are concerned about, and community perception of the facility.
  - Open communication.
  - Informative and helpful in communicating with the local community.

- Getting to know the neighborhood and the different expectations from the different groups.
  - Getting to know about the staff, procedures, history etc.
  - Learning about the different aspects of safety at the plant.
  - The variety of guest speakers.
  - We have many voices in our meetings and I find that it provides BWXT the opportunity to learn & understand what is important to our community. The feedback is valuable and I found our members share very openly. Great attendance!
  - Better understanding the perspectives, concerns and opinions of the local community as they relate to BWXT's facility.
2. What would you like to see improve during CLC meetings?
- In person may generate more dialogue. Hoping this can return in the new year.
  - Ideally, there would be more communication/discussion between community members.
  - When COVID concerns diminish, one in person meeting per year. Other meetings can be virtual.
  - This is difficult in the pandemic due to the lack of community events and physical distancing, but eventually, I would like for the members to have more frequent dialogue with neighbours and/or community members about BWXT's operations such that this feedback could be relayed during meetings. For example, are recipients of newsletters, social media, etc. finding the content useful, helpful and informative? Do neighbours feel they have the information they need to understand who BWXT is and what BWXT does?
3. What topics would you like to discuss at future CLC meetings?
- I would love to continue discussions of giving back, community events, etc.
  - Science communication.
  - I would like to see us continue with featured speakers on subjects that are relevant to what we do in Toronto.
  - Decommissioning Bruce and Darlington and using the billions saved to boost conservation and truly clean energy solutions.
  - I would like to discuss feedback from the community as it relates to our communication materials. Are they helpful and informative? How can we do better?
4. Additional feedback:
- Regarding representing the neighbourhood - I think it would be good to continue investment in translating key public facing communications in Spanish, Portuguese, Italian, Vietnamese.
  - Excellent experience, thank you! Very happy with how the facility operates and engages with the community.
  - The team are doing a great job and the meetings are well run.

- The CLC is a very civil and friendly forum but as a skeptic I feel quite helpless. I sincerely think the CLC is 'preaching to the choir' and shying away from respectful engagement with nuclear critics.
- In the light of another member feedback, I think it should be reminded the CLC is a liaison with BWXT, not a political platform to convince anti-nuclear people.
- I am grateful for the generous participation by members of the CLC who give of their personal time to advise this committee on ways it can improve its public engagement efforts.

After the feedback had been reviewed, Natalie asked if there was any additional feedback and asked if there were comments or questions. A CLC member asked what BWXT does with the feedback and whether leadership at BWXT is involved. Natalie shared that the feedback collected is used to inform changes to the CLC, make improvements, and schedule specific topics to be discussed in the following year. She also shared that some feedback is shared with leadership and noted that leadership from BWXT is on the CLC. A CLC member offered to assist BWXT with best practices for incorporating feedback and Natalie thanked the CLC member and said she would reach out after the meeting. Natalie noted that the feedback from the evaluations would be added to the actions table for the 2022 meetings.

Natalie thanked the CLC members for their input, ideas and contributions to the committee and for taking their valuable time to commit to BWXT's CLC. She wished the CLC a safe and healthy holiday season and reminded members that although meetings have wrapped-up for the year, communication will continue.

The meeting terminated. Next meeting to be scheduled in 2022.