

COMMUNITY ENGAGEMENT ADVISORY NETWORK (CEAN)

TERMS OF REFERENCE

THE COMMUNITY ENGAGEMENT ADVISORY NETWORK

The Vancouver Coastal Health (VCH) Community Engagement Advisory Network (CEAN) is a group of volunteer patient advisors who provide the patient, family or community perspective in health service planning and decision-making at VCH. Created in 2009, CEAN is one of the main resources for public involvement in policy setting, services planning, and community engagement at VCH.

CEAN is administered by the VCH Community Engagement (CE) team, which oversees the recruitment, placement, engagement and membership of the network. The CE team works collaboratively with VCH internal clients and public partners to identify and engage CEAN members.

PURPOSE OF CEAN

- Share knowledge, skills and lived/patient experiences to inform planning and decision-making.
- Act as a community voice between community population and VCH.
- Communicate community health service priorities.
- Being ambassadors/community connectors by promoting awareness and application of CEAN to VCH.

CEAN MEMBERS' ROLES AND PARTICIPATION

- Participate in VCH internal advisory committees.
- Respond to questionnaires and surveys about various health services.
- Participate in discussions and forums about new health strategies, programs or services.
- Keep up-to-date with circulated information.
- Contribute ideas and suggestions on patient and public engagement.
- Share ideas, knowledge, and lived experiences about community health initiatives or concerns.
- Disseminate information about VCH services and/or CE initiatives through community networks and contacts.
- Review content and user-friendliness of VCH public information materials.
- Engage and connect with organizations and community partners to increase CEAN awareness, as well as the diversity of the CEAN membership.

CE ROLE AND PARTICIPATION

- Inform CEAN members of relevant engagement opportunities.
- Encourage those identifying as being part of underrepresented groups to participate in CEAN.
- Listen to questions and concerns and provide insights to CEAN members when possible.
- Direct and ongoing communication, engagement and support for CEAN members.
- Define roles and expectations for CEAN members as well as VCH internal clients and public partners.

- Provide onboarding support, information, resources, and training to CEAN members to build capability.
- Ensure that the project outcome is reported on and shared, as well as how CEAN members influenced the project.

CONDUCT & CONFIDENTIALITY

- Communicate in a respectful and courteous manner.
- Respect and celebrate the diverse backgrounds of other CEAN members and VCH staff.
- Consider diverse and different viewpoints and experiences, listen to what others have to say and keep an open mind.
- Strive to attend and prepare for meetings/activities, and send regrets as a courtesy.
- Be accountable to complete tasks/projects and communicate when we are unable to meet a commitment.
- Always prioritize the best interest of VCH patients.
- Respect and keep confidential information received and seek clarification when questions or concerns about confidentiality arise.
- Disclose and discuss potential conflicts of interest, including benefits related to professional interests.
- Uphold VCH's core values: *We Care for Everyone, We are Always Learning, We strive for Better Results.*

MEMBERSHIP CRITERIA

Membership is open to community members who are primarily served by the VCH health region and:

- Is not employed directly by VCH
- Is over the age of 19 years
- Reviews and signs a VCH [CEAN Membership and Confidentiality Agreement](#)

Before joining CEAN, all new members must complete an application form and screening interview and attend an orientation, as required by VCH.

There will be no remuneration for participation; however, out-of-pocket expenses will be reimbursed by VCH project teams provided that authorization for reimbursement of such expenses is provided in writing by the VCH CE team or project teams before such expenses are incurred.

MEMBERSHIP TERM

CEAN members renew their membership two years from the date they first join.

A CEAN member can cancel their membership at any time by contacting a CE team member.

DUAL RELATIONSHIP AGREEMENT

It is possible that a CEAN member may participate in engagement opportunities alongside VCH staff who provide them or their family members with care. In such a scenario, the CEAN member will be required to sign a [Dual Relationship Agreement](#) to ensure that all parties will communicate separately about

individual care relationships, and that decisions made in engagement opportunities will not impact direct care or services received by such CEAN member or their family members.

DISPUTE RESOLUTION PROCESS

If disagreements involving CEAN members arise during a project engagement, all parties are expected to, in good faith, use their best efforts to consider opposing views and attempt to come to a consensus or other mutually agreeable resolution. In the event that a disagreement cannot be directly resolved between parties, the process for dispute resolution involving CEAN members is as follows:

Step 1 – The CE and VCH project teams hold an informal discussion with the CEAN member to resolve the conflict and come to a mutually agreeable resolution.

Step 2 – If the disagreeing parties are still unable to resolve the issue, next steps will be a formal meeting between the CEAN member, CE and VCH project team(s) to outline a resolution agreement. This will be in the form of a signed resolution agreement between all parties involved. The signed resolution agreement will outline role expectations of the CEAN member as well as VCH project teams. Role expectations outlined in the signed resolution agreement will be finalized by the CEAN member along with CE and VCH project teams.

Step 3 – If a resolution cannot be achieved under Step 2, the CE team will make the final binding decision regarding resolution, up to and including removal of the CEAN member from VCH internal advisory committees and CEAN.

CONFLICT

In the event of any conflict or inconsistency between a provision in this CEAN Terms of Reference and a provision in the CEAN Volunteer Agreement, the provision in the CEAN Volunteer Agreement will prevail.

ACRONYM / ABBREVIATIONS

Vancouver Coastal Health (VCH)

Community Engagement Advisory Network (CEAN)

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