

COMMUNITY ENGAGEMENT ADVISORY NETWORK (CEAN)

TERMS OF REFERENCE

BACKGROUND

The Community Engagement (CE) team at Vancouver Coastal Health works across our region and all sectors of care. The CE department reports to the Vice President, Medicine, Quality & Safety. Our mandate is to develop and enhance patient and public involvement in health service planning and decision-making, so that members of the public have a 'voice' in the services and policies that affect their lives.

The CE Department supports the Community Engagement Advisory Network (CEAN, or the Network) - one of the main channels for public involvement in policy setting and services planning at Vancouver Coastal Health. The CEAN was created in July 2009 to bring together members of the public who are interested in providing advice to Vancouver Coastal Health.

THE COMMUNITY ENGAGEMENT ADVISORY NETWORK

The Community Engagement Advisory Network (CEAN) is a group of individual community members who wish to support patient and public engagement in health service planning and decision-making at Vancouver Coastal Health as a means to enhance the health of their communities. The Network provides opportunities for members to communicate with VCH and with each other; to share, learn and enhance health initiatives; to learn about issues and support health programs and projects. CEAN is supported by the VCH Community Engagement Department.

PURPOSE OF THE CEAN

To assist VCH by:

- Sharing their knowledge, skills and experience with VCH to inform planning and decision-making
- Acting as a link between the community and VCH, communicating community health service priorities to the CE team and disseminating information through their networks
- Creating and sustaining partnerships with local community groups

Communication procedures:

- Electronic:
 - Regular e-newsletter for CEAN and CE updates
 - Tele or video-conferencing
 - Interactive online networking tool
 - E-mail
- Annual or biannual in person meetings
- CEAN activities are documented in the CE department's reports.

ROLES AND RESPONSIBILITIES OF CEAN MEMBERS:

- Keep up with information circulated by the VCH Community Engagement regarding the CEAN and VCH
- Contribute ideas and suggestions on patient and public engagement to the CE team and the Network
- Share information about community health initiatives or concerns with other Network members and with the CE staff, who can relay this to VCH management
- If invited, interested and available, take public seats on VCH internal advisory committees
- Disseminate information about VCH services and/or CE initiatives through community networks and contacts

- Participate in VCH and/or Network discussions and forums about new health strategies, programs or services
- Respond to VCH and/or Network questionnaires and surveys about various health services
- Review content and user-friendliness of VCH public information materials
- Link CE staff with key stakeholder groups and community organizations
- Help to plan and participate in the annual or biannual face to face meetings or forums

MEMBERSHIP CRITERIA

Membership is open to anyone who lives or works within the boundaries of the VCH region, who may also be serving on other VCH advisory committees, and:

- Is not employed directly by Vancouver Coastal Health
- Can work in partnership with others
- Respects the perspectives of others
- Can work in a collaborative manner with VCH staff and leadership
- Reviews and signs a VCH CE Confidentiality Agreement

All members are asked to complete an application form and screening interview before joining CEAN.

All members are encouraged to develop and maintain links with community groups (e.g. volunteer organisations, faith groups, professional/educational associations, etc.).

There will be no remuneration for participation on the CEAN but out of pocket expenses will be reimbursed.

MEMBERSHIP TERM

Membership is open to an individual as long as the person desires and is involved in health issues in the VCH area. A yearly email confirms membership renewal at the beginning of the calendar year.