



**Community & Patient Advisory Council
Terms of Reference
June 2015**

Role	<ul style="list-style-type: none"> ▪ The Scarborough Hospital (TSH) Community & Patient Advisory Council (CPAC) functions as a community voice, which provides advice to the CEO, Administration and Board regarding current and emerging issues facing the hospital. ▪ As a community voice, the CPAC also relays messages concerning the hospital to the communities and organizations that its members represent. ▪ The CPAC also enables current and former patients (including family members, caregivers) to offer their input and perspective on hospital initiatives relating to improving their care experience.
Responsibilities	<p>The CPAC responsibilities include:</p> <p>Overarching</p> <ul style="list-style-type: none"> ▪ Develop, in collaboration with hospital staff, a two-year engagement strategy that will identify specific initiatives to strengthen the public and patient voice, in the redesign of hospital services, and in strategic matters of importance to the community. ▪ Participate in the Hospital’s strategic planning process. Receive annual updates concerning the hospital's strategic plan, as well as changes to the hospital relevant to the community. <p>Community Voice</p> <ul style="list-style-type: none"> ▪ Serve as a communication liaison between TSH and the community. ▪ Provide input into the Hospital’s community engagement strategy and to participate as appropriate. ▪ Provide the Hospital Administration and Board input on budgetary matters that materially impact patient services or access to care. Input will be sought by the Hospital prior to decisions being made by the Board. ▪ Host an annual event to provide information to the community about the CPAC and its role.

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	<p>Patient Voice</p> <ul style="list-style-type: none"> ▪ Host and organize two public forums per annum on topical and relevant health care issues for the Scarborough community. ▪ Participate in initiatives relating to the Hospital’s strategic direction of “Patients as Partners,” aimed at improving the patient and family experience in care delivery. Participate in promoting and evaluating these initiatives.
<p>Membership and Voting</p>	<p>The CPAC shall consist of thirteen (13) members; each having a vote. The Council shall strive to achieve consensus on decisions, however if necessary, majority vote will prevail.</p> <p>Members' terms are set to two (2) years, renewable twice for a total of no more than six (6) years.</p> <p>TSH and the CPAC will strive to recruit members who, collectively, reflect the diversity of the Scarborough community, including gender, skills, background, age, geography, and culture. Individuals who have experience as patients and/or caregivers shall also be an emphasis.</p> <p>The hospital administration in collaboration with the CPAC shall recruit new members. Council members shall serve overlapping terms to ensure work continuity is maintained.</p>
<p>Members’ Responsibilities</p>	<p>CPAC members are accountable to the level of commitment required, including adherence to these Terms of Reference, attendance, and active participation at meetings and throughout various engagement opportunities.</p> <p>Members will work cooperatively and respectfully with each other and TSH management. Members shall adhere to the Hospital’s policies on code of conduct, respectful workplace and harassment.</p> <p>CPAC members who miss three (3) consecutive meetings and/or attend less than 75% of the meetings annually may be removed as a member.</p>

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Chair and Vice Chair	<p>As per TSH By-Law (Article 11.02), the Chair of the CPAC shall be appointed by the TSH Board of Directors, following consideration of the CPAC recommendation, for a one-year term. The term may be extended to a maximum of three one-year terms.</p> <p>A Vice Chair shall be appointed using the same process and term limits as noted above for the Chair.</p>
Meetings	<p>Ten (10) meetings per annum with two (2) of the ten meetings being set aside for public forums that are organized and hosted by the CPAC. Additional or special meetings at the call of the CPAC Chair.</p> <p>Regular meetings will have a 2-hour duration, and scheduled in evening hours to accommodate members' work schedules.</p> <p>The meeting schedule will be set at the beginning of each year (September through June).</p> <p>As per TSH By-Law (Article 11.03), CPAC meetings shall be open to the public.</p>
Quorum	Majority of CPAC members.
Resources	<ul style="list-style-type: none"> ▪ Members of the TSH management team ▪ Invite and engage health service providers to participate in CPAC activities on an as-needed basis as content experts.
Reporting	<p>As per TSH By-Law (Article 11.05), the CPAC shall report to the Chief Executive Officer (CEO).</p> <p>Through the CPAC Chair, the CPAC shall submit written reports to the Board of Directors related to their work plan initiatives and progress.</p>
References	<ul style="list-style-type: none"> ▪ TSH By-Law, Article 11

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