Terms of Reference
Citizens' Panel
Toronto Central Local Health Integration Network

Background

The Toronto Central Local Health Integration Network (TC LHIN) is responsible for funding, planning, implementing and evaluating local health services for 1.2 million residents and the tens of thousands of others who travel to Toronto for care. The 172 health service providers in the TC LHIN include hospitals, community support services, long-term care homes, a community care access centre, community health centres and mental health and addictions agencies. Engaging Citizens (the term we use to capture residents, patients, family members, consumers and caregivers) is critical to understanding how health and community services should be planned, delivered and evaluated. The TC LHIN is committed to working with the citizens of Toronto to build a local health care system that is coordinated, easy to navigate and provides timely and equitable access to care.

Terms of Reference

Purpose
Citizens' Panel members will use their combined experience, values and priorities to inform the work of the TC LHIN, which is striving to embed the patient and community voice in every program it supports. This is consistent with the Toronto Central LHIN's Strategic Plan, which is aligned with Ontario's *Patients First Action Plan for Health Care*.

Accountability
The Citizens' Panel will work in partnership with the TC LHIN to improve the local health care system based on the responsibilities below and will report to its CEO.

Responsibilities
The Citizens' Panel will:

- Help the TC LHIN align its planning and strategy with the needs and priorities of its citizens
- Identify gaps and opportunities for improvement in the current and evolving

health care system
- Advise the TC LHIN on the design of local health care
- As appropriate, act as a resource for and/or work in collaboration with other TC LHIN planning groups and committees

Meetings and Other Activities

- Panel will meet every 2 months
- Meetings will focus on having Panel members provide advice and recommendations on timely topics that are LHIN priorities where the Panel can have impact
- Meeting content will include:
  - Information and/or education about the topic being discussed
  - Discussion
  - Input and/or recommendations from Panel members
- Opportunities will also be provided for Panel members to participate in a range of ways. These may include opportunities for Panel members to learn about and volunteer to:
  - Advise and consult in other forums
  - Participate and get involved in specific TC LHIN activities
  - Co-design projects and solutions that are TC LHIN-led or sponsored

Membership

- Candidates must apply; the TC LHIN will then review applications
- The Citizens' Panel will include residents, patients, family members, consumers, and caregivers who use services in the TC LHIN catchment area
- The TC LHIN will strive for diversity and inclusivity in Panel composition
- Membership will be maintained at between 15-18 individuals
- The Panel will include TC LHIN representatives, in a support role
- The Panel will meet every two months or at the recommendation of the co-chairs
- Panel members will serve renewable two year terms
- Panel members can step down from the Panel at any point in time
- Membership will be reviewed every two years
- Panel members and TC LHIN staff will review the Terms of Reference annually
- The Panel shall review, evaluate and report on its effectiveness at least once per year

Panel Chairs

- The Panel will be jointly chaired by the TC LHIN CEO and a Panel member

- Co-chairs will serve for up to one year, with the possibility of renewal
- The co-chairs will set the meeting agenda, in consultation with members of the Panel
- The co-chairs will monitor and report on follow-up from Panel input and feedback

Decision Making

The Citizens' Panel will seek to establish consensus on decisions and recommendations. When consensus has not been reached, decisions will be a majority vote of a quorum. A quorum will consist of 50 per cent plus one of the membership.

Confidentiality

- Personal stories and experiences shared in Panel meetings will be kept confidential by the Toronto Central LHIN and other members of the Panel, unless consent has been obtained
- The Toronto Central LHIN will not communicate any information that could identify Panel members without first receiving their consent
- Personal reflections and insights may be documented during Panel meetings, but will not be attributed to individual Panel members
- Recommendations that have been reached through consensus will be identified as "Citizens' Panel recommendations" and will not be attributed to any individual(s) without consent
- If confidential TC LHIN information is discussed in a Citizens' Panel meeting, Panel members will keep this information confidential. In these situations a TC LHIN representative will explain that this is confidential information and will ask Panel members not to share this information publicly

Administrative Support

- The TC LHIN will provide administrative support of meeting bookings, agenda distribution and minute taking
- Reasonable expenses for Panel members will be covered including public transit, mileage, parking remuneration, child-care, respite and attendant care
- The TC LHIN will provide official and timely responses on issues raised by the Panel including the consideration and integration of Panel input
- Panel members will be asked to disclose any potential conflicts at each meeting