

**Burlington Ontario Health Team
Community Wellness Council**

TERMS OF REFERENCE

1. Background

Ontario Health Teams will help to transform the provincial health care landscape as stated in the Ministry of Health's guidance document [Ontario Health Teams: Guidance for Health Care Providers and Organizations](#). By building high-performing integrated care delivery systems across Ontario that provide seamless, fully coordinated care for patients, Ontario Health Teams will help achieve better outcomes for patients, improved population health, and better value for the province.

A core component of the Ontario Health Team model is alignment with the [Patient Declaration of Values for Ontario](#), as well as comprehensive community engagement. The Burlington Ontario Health Team has formed a *Community Wellness Council* ("CWC") to provide advice and direction to ensure the patient, family and caregiver experience is at the foundation of all our OHT work.

The vision for the Burlington Ontario Health Team is to co-create, with patients, families and caregivers, a person and family-centred care delivery model that will wrap services around the person. The model will be a primary care-led, home & community-focused system of integrated services designed to improve access and match care to need. Warm and timely transitions into and out of the hospital will occur when acute episodic care is required.

A shared and collaborative governance structure will support the planning and direction of the Burlington OHT development. An emphasis on transparency and timely communications will be the key to an effective and shared collaborative planning structure.

Primary Care leadership will be provided to support the OHT development and the Burlington Community Physician Council will provide a leadership and advisory role to the OHT development.

2. Purpose of OHT Committees and Advisory Councils

The various OHT Committees and Advisory Councils, under the direction of the OHT Steering Committee (“the Steering Committee”), work to build cross-organizational/provider collaborations and partnerships, build the business model of the OHT, and provide input into population health based planning of programs and services to achieve health and wellness for the attributed population. All Committees/Councils will support the OHT Year 1 Work Plan and use the quadruple aim framework for evaluation. For a visual graphic representation of the OHT Year 1 committee structures, please refer to Appendix A.

Purpose of the Community Wellness Council

The purpose of the Burlington Ontario Health Teams' Community Wellness Council (CWC) is to help guide the Steering Committee of the Burlington OHT (Steering Committee). The CWC brings together members of the community with a variety of experiences accessing the healthcare system and community supports within Burlington. The council serves in an advisory capacity, making recommendations on matters that impact the development and planning for the Burlington OHT.

The Council provides feedback on, and ideas for, guiding the development of the Burlington OHT and its Steering Committee:

- To be a collaborative, positive and informed voice for the delivery of high-quality patient-centred care
- To advance patient engagement and patient-centred care principles guided by the [Patients' Declaration of Values](#)
- To promote the inclusion of all voices in health care decision making

3. Goals & Responsibilities

The CWC shall:

- Provide input, advice and direction on matters brought forward by the Burlington OHT's Steering Committee or its Action Tables
- Provide CWC representation on each of the Burlington OHT Committees, if requested.
- Review and provide recommendations to help ensure that a robust and responsive mechanism is in place, and maintained, to address concerns or complaints raised by Patients or others in the community.
- Develop and maintain a Work Plan to assist the CWC with achieving its goals

4. CWC Membership

The CWC membership shall be comprised of:

- A maximum of 14 patient/family representatives/advisors (Community Members)
- 1 representative from the Senior Management Committee.

CWC resources:

- 1 Joseph Brant Hospital representative
- 2 staff liaisons
- Other resources as required

Guests

- As invited

All CWC members are considered voting members of the Council, including the Chair.

5. Member Responsibilities –

All CWC members are expected to:

- Participate in at least 4 meetings per year of approximately 2 hours each
- Participate in projects between meetings, as requested
- Notify the Chair or appropriate staff liaison in advance if they will miss a meeting
- Respect diversity and differing opinions
- Work collaboratively with staff and other members of the public
- Respect privacy and confidentiality
- Provide constructive advice

Term and Selection –

Once the implementation phase of the OHT is reached, Community Members will be asked to serve for terms of either 2 or 3 years, from July 1st to June 30th, with the option to serve for a maximum of 2 consecutive terms. There is a mix of terms in order to have both new and experienced members. A sub-committee of the council will be responsible for the recruitment and selection of new members as the need arises. The sub-committee will ensure that there is diversity in members to ensure representation of varying cultures, age groups, socio-economic factors and experiences with accessing the healthcare system and community supports.

Qualifications

Community Members have accessed directly, or on behalf of family members, the healthcare system or community supports in Burlington within the last three years

6. CWC Organizational Structure

- Chair
- Vice-Chair
- Members at Large (up to 12 additional community members)
- Burlington OHT Support- Staff
- Staff liaison(s)

Chair / Vice-Chair -

The CWC will elect a **Chair and Vice-Chair** from among its Community Members. The Chair & Vice-Chair will be approved by the Steering Committee. Once the implementation phase of the OHT is reached, the Chair will be elected for a two-year term, and can serve for a maximum 2 terms.

Chair / Vice-Chair Qualifications -

The Chair / Vice-Chair will:

- Understand of the roles and responsibilities of the CWC
- Have the ability to provide democratic leadership for the council
- Have the ability to represent the collective voice of the council inside CWC, on the Steering Committee and in the community
- Be respectful of difference and support the inclusion of all voices at the table

Chair Duties -

The Chair will:

- Call and chair meetings
- Develop the meeting agenda with the staff liaison
- Review and revise meeting minutes
- Communicate with council members
- Confer with senior management and the Steering Committee on matters related to the council's work

The CWC Chair will sit, as a voting member, of the Steering Committee

Vice-Chair Duties

The Vice-Chair will support the Chair where appropriate and will assume the responsibilities of the Chair in the absence of the Chair.

7. Meetings

- Frequency: the CWC will meet at least 4 times per year.
- Minutes/materials will be circulated one week in advance of the regularly scheduled meetings. Members are expected to review materials and come prepared for discussion and decision-making.

8. Minutes

Following each meeting the staff liaison will prepare minutes for review by the Chair within 2 weeks of each meeting. Minutes will be sent by email to all members of the CWC one week prior to the next CWC meeting. Once approved by the CWC the minutes will be shared with the Steering Committee.

9. Quorum

Quorum for a meeting of the Committee shall be a majority of the Committee Representatives – 50%, plus one (1).

10. Decision Making and Reporting

The CWC will endeavour to reach decisions by consensus among CWC Members present at a meeting. Consensus is defined as being able to live with, and support, the decision.

The OHT Committees/Advisory Councils will function by consensus and will only require a recorded vote if an impasse with respect to a decision is reached and efforts have been made to create a consensus. In an effort to reach consensus the Chair may choose to defer a vote to allow time for additional information, or other input, to be brought forward to the CWC.

The Chair of the CWC will be responsible for the reporting and communication to the Steering Committee.

The method of reporting to the Steering Committee is via a Briefing Note for decision making. For regular communication purposes, the CWC will also make Meeting Summary Reports available to the Steering Committee following their internal approval process as a Council. The CWC Chair may provide an oral report to the Steering Committee on matters not yet recorded.

11. Authority

The CWC fulfills its responsibilities on behalf of the Steering Committee and makes recommendations to the Steering Committee on matters as outlined in its purpose and responsibilities.

The CWC has authority to engage internal and external resources to assist with the execution of its responsibilities. Where the costs associated with these resources exceed the budgeted resources of the CWC, the CWC will seek pre-approval from the Steering Committee.

12. Terms of Reference Review

The council will review and, where appropriate, revise these terms of reference every year by June 30th, or as necessary in response to the ongoing evolution of the OHT.

Appendix A: Burlington OHT Committee Structures



