

Our Commitments



Home and Community Care Support Services' mission is to help everyone be healthier at home through connected, accessible, patient-centred care. Listening to and learning from the people we serve is essential to the work we do and critical in ensuring our services and programs meets the needs of patients, families and caregivers. *Our Commitments* highlights the supports you can expect from the Community Engagement Team as well as your responsibilities as an advisor.

Our Commitments

- Engage with purpose
- Treat you with respect
- Share opportunities for engagement
- Be open and transparent
- Create a safe space where you feel empowered to participate
- Provide training and support to help you feel prepared and confident
- Thank you for your participation
- Follow up to let you know how your involvement made a difference
- Seek your feedback on your advisory experiences to keep improving our engagement processes

Advisor Commitments

- Work positively and treat others with respect
- Provide advice, insights and feedback from a patient, caregiver and/or family perspective
- Listen with empathy, curiosity and kindness
- Give input based on my own lived experiences and think beyond my own personal journey
- Work collaboratively with advisors, staff, service providers and partners on initiatives
- Discuss any concerns or conflicts with the project liaison or engagement staff
- Participate in engagement opportunities that meet my interests and experiences
- Attend orientation and training sessions
- Notify the project liaison or engagement staff if I am not able to meet a commitment