



Lanark, Leeds & Grenville Ontario Health Team

Working together to improve care in our communities



LIVED EXPERIENCE ADVISORY NETWORK ORIENTATION HANDBOOK

January 2025

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LEAN CHAIR

WELCOME MESSAGE



Sue Van Slooten

Welcome to the Lived Experience Advisory Network (LEAN) which is part of the Lanark Leeds and Grenville Ontario Health Team (LLG OHT). The intent of the LEAN is to ensure the voices of patients, clients, caregivers, and all those that you care about are involved in the activities and maturity of the OHT. LEAN works collaboratively and in partnership with the partners of the OHT.

This is your opportunity to influence and participate with all working groups and committees. Your lived experience and knowledge will support improvements to our local and provincial health care systems. We take your voices and stories seriously and look forward to hearing from you.



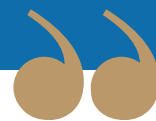
INTRODUCTION

Over the past several years, there has been a significant shift in health care. Health care professionals working in partnership with patients, clients, caregivers, and families to improve their outcomes and experiences at the point of care, during care transitions, and at the organizational level.

You may have heard the expression “Nothing About US, Without US”. Ontario Health Teams have been established based on the fundamental belief that the patient voice is essential in the delivery of person-centred care. Patients and clients as well as their families and caregivers (here in referred to as those with lived experience) should work together with healthcare/social service providers as a team, to improve the patient experience and to achieve the best possible outcomes for all. This collaboration between those with lived experience and the partnering healthcare/social service providers of the LLG OHT will be focused on shaping the ways that quality healthcare is accessed and delivered. Multiple organizations aim to create seamless transitions from one agency to another. This approach will focus on the individuals’ abilities, needs, preferences and outcome goals.



Nothing About US, Without US.



ABOUT LIVED EXPERIENCE ADVISORY NETWORK (LEAN)

LEAN is a network composed of diverse groups of individuals from all corners of Lanark, Leeds and Grenville Counties. Members of this network have lived experiences as patients/clients, family members, caregivers and community members who have accessed and have experienced the delivery of healthcare or support/social services within this area.

The LEAN is an integral part of the LLG OHT with membership on all project teams, committees and leadership structures.

The LLG OHT is driven by the lived experiences and unique local needs of patients/clients, family members, caregivers and community members.



LEAN HAS PROUDLY ADOPTED THE ONTARIO PATIENT, FAMILY AND CAREGIVER PATIENT DECLARATION OF VALUES

Accountability

1. We expect open and seamless communication about our care.
2. We expect that everyone on our care team will be accountable and supported to carry out their roles and responsibilities effectively.
3. We expect a health care culture that demonstrates that it values the experiences of patients, families and caregivers and incorporates this knowledge into policy, planning and decision making.
4. We expect that patient, family and caregiver experiences and outcomes will drive the accountability of the health care system and those who deliver services, programs and care within it.
5. We expect that health care providers will act with integrity by acknowledging their abilities, biases and limitations.
6. We expect health care providers to comply with their professional responsibilities and to deliver safe care.

Empathy and Compassion

1. We expect that health care providers will act with empathy, kindness and compassion.
2. We expect individualized care plans that acknowledge our unique physical, mental, emotional, cultural and spiritual needs.
3. We expect that we will be treated in a manner free from stigma, assumptions, bias and blame.
4. We expect health care system providers and leaders will understand that their words, actions and decisions strongly impact the lives of patients, families and caregivers.

Equity and Engagement

1. We expect equal and fair access to the health care system and services for all regardless of ability, race, ethnicity, language, background, place of origin, gender identity, sexual orientation, age, religion, socioeconomic status, education or location within Ontario. We further expect equal and fair access to health care services for people with disabilities and those who have historically faced stigmatization.
2. We expect that we will have opportunities to be included in health care policy development and program design at local, regional and provincial levels of the health care system.
3. We expect an awareness of and efforts to eliminate systemic racism and discrimination, including identification and removal of systemic barriers that contribute to inequitable health care outcomes (with particular attention to those most adversely impacted by systemic racism).

Respect and Dignity

1. We expect that our individual identity, beliefs, history, culture and ability will be respected in our care.
2. We expect health care providers will introduce themselves and identify their role in our care.
3. We expect that we will be recognized as part of the care team, to be fully informed about our condition, and have the right to make choices in our care.
4. We expect that patients, families and caregivers be treated with respect and considered valuable partners on the care team.
5. We expect that our personal health information belongs to us, and that it remain private, respected and protected.

Transparency

1. We expect that we will be proactively and meaningfully involved in conversations about our care, considering options for our care, and decisions about our care.
2. We expect that our health records will be accurate, complete, available and accessible across the provincial health system at our request.
3. We expect a transparent, clear and fair process to express a complaint, concern, or compliment about our care that does not impact the quality of the care we receive.

LEAN'S ROLE

FROM THE FIVE VALUES, LEAN SUPPORTS SEVERAL ROLES WITHIN THE LLG OHT



LEAN was designed to be the voice of those persons who have accessed services/healthcare within the catchment area of the LLG OHT.

This network has been established to ensure the creation of a true partnership with system partners to co-design policies, protocols, and transition practices to achieve the best possible outcomes for all.

LEAN members play an advisory role and provide input based on their experiences, insights, expertise, and perspectives.

This network works on identifying opportunities to improve the patient experience and advises on practices to promote patient and family engagement.

The creation of this network ensures the patient voice is recognized in the decision-making processes for all policies, protocols, and service delivery within the LLG OHT activities. LEAN members are encouraged to participate on other LLG OHT committees, ensuring the patient voice is embedded at all levels of decision making within the OHT.

Members voluntarily share their unique experiences, tell their stories, and share their informed perspectives to advise on issues, decisions, and recommendations. The sharing of experiences, good and not so good, is an effective method of gaining insight into the health and social care experience.



FREQUENTLY ASKED QUESTIONS

Why does the LLG OHT have a LEAN Committee?

LEAN is designed to be the voice of those persons within Lanark, Leeds and Grenville who have accessed social or healthcare services. LEAN is composed of a diverse group of individuals who may be actual clients/patients, family members, and/or care providers. This network was created to ensure the development of a true partnership with the OHT's system partners and the clients/patients that are impacted by this relationship. For a list of current partners see Appendix A of the handbook. The goal of this partnership is to ensure that the client/patient voice is heard in the co-design of policies, protocols, transition practices and service delivery models within the OHT.

What do LEAN members do?

LEAN members engage in several ways within the LLG OHT:

- Take part in education sessions and share information regarding programs and services with the LLG OHT.
- Volunteer on working groups and committees of interest to ensure the lived experience perspective is shared.
- Share perspectives, take part in constructive discussions, and voluntarily share experiences on topics brought forward to the network.

What do LEAN members not do?

LEAN members do not take on specific cases. It must be remembered that LEAN is an advisory group and is not a decision-making body. Fundraising activities are not expected.



FREQUENTLY ASKED QUESTIONS

What is the time commitment?

The LEAN is a group of volunteers and with this consideration is emphasized when asking for time of members. The typical participation is approximately 4 to 5 hours a month of preparation and active participation meeting time. This time can increase if members volunteer on other working groups and committees of the OHT. Below helps to provide more information.

What is the LEAN meeting structure?

LEAN currently meets virtually monthly from September to June for approximately an hour and a half. Additional meetings may be added if the need arises to work on tasks that would have a specific timeline.

Members may be asked to sit on other committees that support the work of the LLG OHT. Examples of such committees would be Communications and Digital Health.

The average time commitment would be 4-5 hours/month. Members are expected to attend a minimum of 2/3 of the meetings.

What training / support is offered to LEAN members?

New members will be provided with orientation to the network and an orientation handbook. Members are provided with education sessions embedded within the meetings that help increase awareness of programs and services offered within the LLGOHT. If requested sessions on the use of ZOOM, Microsoft Teams, and other related software applications will be provided. Webinars are also available on topics related to OHT's.



FREQUENTLY ASKED QUESTIONS

What if I or someone I know wants to become a LEAN member?

Those interested in becoming a member can contact our office at (613) 207-4839 or info@llgoht.ca.

The next step will be to submit an expression of interest application form and take part in an informal discussion with the LEAN Co-Chairs.

Applicants must:

- Be at least 18 years of age
- Live, work, or access services/healthcare within the Lanark, Leeds and Grenville areas
- Ensure compliance and respect for confidentiality requirements
- Be able to work collaboratively and listen respectfully to all voices
- Have access to a stable Internet connection or telephone to join meetings



LEAN'S TERMS OF REFERENCE

<p>Purpose</p>	<p>The Lived Experience Advisory Network (LEAN) serves in an advisory capacity, making recommendations on matters that impact the experience of patients, clients, clinicians, primary care providers, caregivers, families, community members and staff within the Lanark, Leeds, and Grenville Ontario Health Team (LLG OHT).</p>
<p>Responsibilities and Opportunities</p>	<p>The LEAN brings together individuals with a variety of experiences to:</p> <ul style="list-style-type: none"> • Identify opportunities to improve accessibility, safe delivery, and quality of care. • Actively partner in developing, planning, and implementing continuous quality improvement initiatives. • Actively promote and create new and unique opportunities for communication, collaboration, and partnerships among patients, clients, caregivers, families, and community members (hereafter called persons with lived experience) and health providers. • Promote the inclusion of all voices in the health and well-being journey. • Make decisions and recommendations using a consensus decision-making model agreed upon in the Collaborative Decision-Making Agreement (CDMA). • Provide input on concerns from working groups and committees and receive feedback on input. • Develop an annual work plan that includes priorities in alignment with the LLG OHT mandate and actions that support the ongoing development of the OHT from a persons with lived experience perspective. <p>NOTE: LEAN members will not be engaged in direct patient/client contact as part of their LEAN work unless it is being directed on behalf of LEAN.</p>
<p>Accountability and Reporting Relationships</p>	<p>The LEAN communicates directly with the OHT Collaboration Council and updates the broader OHT about the work of the Network through participation on committees and working groups as required. Updates from the Committees and Project Teams will be via minutes and verbal updates from cross-representatives.</p>
<p>Membership</p>	<p>The LEAN will consist of a maximum of 15 members at its maturity plus an ex-officio support person from the OHT. Members may participate on other committees and/or working groups of the OHT as needed based on their interests and experiences with different aspects of the health care system (i.e. Digital Health, Communications, Yearly Priority Projects, etc.).</p> <p>There are two categories of membership on the Lived Experience Advisory Network, both of which have full voting privileges:</p>

LEAN'S TERMS OF REFERENCE

	<p>1. Lived Experience Advisors – these are volunteers from the community who wish to contribute their lived experiences.</p> <p>2. OHT Partner Agency Staff – these are individuals who are employed by an OHT partner organization who participate in LEAN meetings and support the work of the group.</p> <p>At all times, a majority of the LEAN membership must be made up of Lived Experience Advisors.</p>
Member Qualifications / Expectations	<ul style="list-style-type: none"> • A person with lived experience accessing LLG OHT programs and services. • Can represent persons with lived experience effectively and work collaboratively when engaging with all stakeholders, including members of the community. • Can commit 2-6 hours to the Network per month. • Attend a minimum of 3/4 (75%) of meetings per year. • Ensure compliance and respect for privacy and confidentiality requirements. • Demonstrate compliance with Rules of Engagement (Appendix 2)
Membership Process	<ul style="list-style-type: none"> • Interested persons must submit a written or verbal Expression of Interest (EOI) to the OHT support person (Appendix 1). • The EOI will be reviewed by the Co-Chairs of LEAN and an initial meeting will be scheduled. • Successful persons will be offered a position on LEAN.
Co-Chairs	Co-Chairs will have staggered two-year terms and shall be approved by consensus of the LEAN.
Responsibilities of Co-Chairs	<p>The Co-Chairs or designate will be responsible for:</p> <ul style="list-style-type: none"> • Attending OHT meetings such as Collaboration Council and when needed, Multi-Sectoral Committees or All Members meetings. • Sharing information, recommendations and liaising between the LEAN and the LLG OHT Collaboration Council. • Encouraging participation and active involvement among members. • Leading and facilitating Network meetings. • Attending external meetings on behalf of the Network, as appropriate. • Setting the agenda for each meeting. • Assisting in the evaluation of the LEAN on an annual basis. • Recruiting and orientating new Network members (in collaboration with the OHT staff who support the Network). • Escalating any unresolved issues to the OHT Collaboration Council.

LEAN'S TERMS OF REFERENCE

<p>Meetings</p>	<p>LEAN will meet on a regular basis or as needed at the call of the Co-Chairs. Quorum is to be 50% of the lived experience advisors plus one.</p> <p>Meeting materials will be distributed one week prior to each meeting. Draft minutes will be distributed within one week following each meeting to ensure items are followed-up, and will be approved (or amended and approved) at the following meeting. Distribution will be electronic unless a hard copy is requested.</p>
<p>Ethical Framework and Conflict of Interest</p>	<p>Members are required to fulfill the duties of their appointment in an ethical and competent manner and avoid any real or perceived conflict of interest.</p>
<p>Confidentiality</p>	<p>Members will be required to sign the LEAN confidentiality agreement (Appendix 3), as well as the established confidentiality agreement of the current TPA (OHT Fund Holder). All confidential information, including notes written by individual members in connection with their work on behalf of the Network, is subject to the provisions of Ontario's Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.F.31 and may be subject to disclosure in accordance with the Act. While LEAN members are expected and encouraged to discuss the Network's activities with one another and the public, they shall not report opinions expressed in meetings, details of patient stories, nor shall they report independently on Network action, or engage in any communication that has not been approved by the Co-Chairs or that would not be supported by LEAN Terms of Reference.</p>
<p>Review</p>	<p>The Terms of Reference will be reviewed annually.</p> <p>Date originally approved: March 22, 2021 Date(s) revised: July 26, 2021, October 3, 2022, September 9, 2024 Date(s) reviewed:</p>



LIVED EXPERIENCE ADVISORY NETWORK
APPLICATION FORM

PERSONAL INFORMATION

Full Name (First & Last): _____

Home Phone: _____ Cell: _____

Email: _____

Preferred method of contact: Home Phone Cell Email

If you require assistance with this application, please email info@llgoht.ca or phone 613-207-4839

1. How did you hear about the Lanark, Leeds and Grenville Ontario Health Team (LLG OHT)?

2. What is your understanding of the role of a Lived Experience Advisor with the LLG OHT?

3. What assets/skills do you feel you can contribute as a Lived Experience Advisor?

4. Do you have particular areas of interest or thoughts regarding how the health care system can be improved for patients, clients, caregivers and/or family members?



**LIVED EXPERIENCE ADVISORY NETWORK
APPLICATION FORM**

- 5. Are you able to dedicate approximately 2-6 hours a month? Yes No
- 6. Are you available for a meeting during the day? Yes No
- 7. Are you available for online meetings? Yes No
- 8. Are you available for in-person meetings? Yes No

9. If you face barriers to participating, please let us know what accommodations we can make to hear your voice.

All boxes must be checked in order to move forward with this application.

Eligibility Criteria & Commitment Expectations

- I am at least 18 years of age
- I am a patient, client, caregiver or family member who either currently resides in the Lanark, Leeds and Grenville community and/or has received care within the area
- I will fulfill the requirements and responsibilities as outlined in the Lived Experience Advisory Network – Terms of Reference
- I understand that prior to beginning as an advisor I must first sign a confidentiality agreement and the Rules of Engagement
- I agree to abide by the Guiding Principles of the LLG OHT
- I understand that by submitting this application and/or being interviewed does not guarantee a position as a Lived Experience Advisor.

Signature of Applicant: _____

Date: _____

The Lived Experience Advisory Network of the Lanark, Leeds and Grenville Ontario Health Team is committed to meeting needs under the Canadian Charter of Rights and Freedom and the Ontario Human Rights Code. Our recruitment process follows the Accessibility for Ontarians with Disabilities Act in order to provide a fair and equitable process for all candidates. Applicants requiring accommodation through the recruitment/interview process are encouraged to contact info@llgoht.ca for assistance.

We thank all interested candidates for their response, however, only those chosen for an interview will be contacted.

Application may be submitted by e-mail to info@llgoht.ca









or by mail to:

Lanark, Leeds and Grenville Ontario Health Team
c/o Rideau Community Health Services
354 Read Street P.O. Box 550, Merrickville Ontario K0G1N0 ·

RULES OF ENGAGEMENT FOR LEAN MEMBERS

GROUND RULES FOR DIALOGUE



	Express disagreement with ideas not personalities		We are all equal. Leave rank at the door
	Share airtime		Listen respectfully especially when you disagree. Acknowledge you have heard the others
	Stay on topic—connect to what others have said		Look for common ground
	Understand & learn from each other		Identify & test assumptions





**CONFIDENTIALITY AGREEMENT
FOR LIVED EXPERIENCE ADVISORY NETWORK MEMBERS**

By signing below, I am acknowledging that I agree to the confidentiality agreement and rules of engagement.

It is the policy of the Lanark, Leeds and Grenville Ontario Health Team (LLG OHT) that Lived Experience Advisory Network (LEAN) members will not disclose confidential information belonging to or obtained through their affiliation with the LLG OHT and LEAN to any person, including their relatives, friends, and business and professional associates, unless the Co-Chairs have authorized disclosure. This statement is not intended to prevent disclosure where disclosure is required by law. Examples of confidential information may include:

- Lived experiences of other members
- Service utilization or detailed business information of LLG OHT partners
- Contact information of specific staff of LLG OHT partners or other persons as part of LLG OHT activities

Confidentiality is the preservation of privileged information. LEAN members are cautioned to demonstrate professionalism, good judgment, and care at all times in handling any information related to the LLG OHT and LEAN to avoid unauthorized or improper disclosures of confidential information.

While Network members are expected and encouraged to discuss the Network’s activities with one another and the public, they shall not report opinions expressed in meetings, details of patient stories, nor shall they report independently on Network action, or engage in any communication that has not been approved by the Co-Chairs or that would not be supported by the LEAN Terms of Reference.

Certification

I have read the LEAN’s Statement of Confidentiality presented above. I agree to abide by the requirements of this statement and to inform the Co-Chair immediately if I believe any violation (unintentional or otherwise) of this statement has occurred.

Applicant Name: _____ **Signature:** _____

Date: _____

Approved by Co-Chairs?

Yes No

Date: _____

LLG OHT PARTNERS

As of October 2024

ANCHOR

- Almonte General Hospital including the following three operating divisions:
 - Almonte General Hospital
 - Fairview Manor
 - Lanark County Paramedic Service
- Brockville General Hospital
- Carebridge Community Support
- Carleton Place & District Memorial Hospital
- Children's Mental Health of Leeds and Grenville
- Country Roads Community Health Centre
- ConnectWell Community Health
- Lanark, Leeds, and Grenville Addictions and Mental Health
- Leeds and Grenville Community FHT
- Open Doors for Lanark Children and Youth
- Perth and Smiths Falls District Hospital / Lanark County Mental Health
- Prescott Family Health Team
- Rideau Community Health Services
- Senior Support Services – CPHC
- Smiths Falls Nurse Practitioner Led Clinic
- Upper Canada FHT



LLG OHT PARTNERS

As of October 2024

AFFILIATE

- Adult Learning and Training Centre
- Alzheimer Society LLG
- Athens District FHT
- Bayshore Health Care
- Bridging Generations, Age Friendly Pakenham
- Brockville FHO
- Canadian Addiction Treatment Services
- CarePartners
- Carleton Place & District Memorial Hospital
- Communicare Therapy
- Community Home Support Lanark County
- Comstock FHO
- Developmental Services of Leeds Grenville
- Family and Children's Services of Lanark, Leeds and Grenville
- Home and Community Care Support Services South East
- Home Hospice North Lanark



LLG OHT PARTNERS

As of October 2024

AFFILIATE

- [Lanark County Interval House](#)
- [Leeds and Grenville Paramedic Service](#)
- [Leeds, Grenville and Lanark District Health Unit](#)
- [March of Dimes Canada](#)
- North Lanark Palliative Care Network
- [Nurse Next Door](#)
- [Ongwanada](#)
- [Peer Support South East Ontario](#)
- [Perth and District Community Foundation](#)
- Perth and Smiths Falls FHO
- Perth Family Medicine FHO
- [Providence Care](#)
- [Right at Home Canada](#)
- [Seniors Therapeutic Centre/PEP](#)
- [The Hospice Hub](#)
- [The Table Community Food Centre](#)
- [United Way East Ontario](#)
- [VON](#)



COMMON ACRONYMS

AGM	Annual General Meeting	ECFAA	Excellent Care for All Act
AOHC	Association of Ontario Health Centres	EMR	Electronic Medical Record
ARR	Annual Reconciliation Report	HCW	Health Care Worker
BGH	Brockville General Hospital	HQO	Health Quality Ontario
BIRT	Business Intelligence Reporting Tool	HP	Health Promotion
CAPS	Community Annual Planning Submission	IHF	Integrated Health Facility
CCA	Canadian Centre for Accreditation	IHSP	Integrated Health Services Plan
CDM	Chronic Disease Management	LLG	Lanark, Leeds & Grenville
CEO	Chief Executive Officer	LTC	Long Term Care
CHC	Community Health Centre	MIS/ OHRS	Management Information Systems/Ontario Health Reporting Standards
CIW	Canadian Index of Health & Wellbeing	MCCSS	Ministry of Children, Community and Social Services
CSW	Community Support Worker	MOH	Ministry of Health
DEP	Diabetes Education Program	MOU	Memorandum of Understanding
ED	Executive Director	MSAA	Multi-Sector Service Accountability Agreement



COMMON ACRONYMS

NP	Nurse Practitioner	RFP	Request for Proposal
OHT	Ontario Health Team	RPN	Registered Practical Nurse
OTN	Ontario Telemedicine	SE LHIN	South East Local Health Integration Network
PC	Primary Care	SEO	South Eastern Ontario
PCP	Primary Care Practitioner	SRI	Self Reporting Initiative
P&P	Policy & Procedures	TMS	Telemedicine Services
PSFDH	Perth & Smiths Falls District Hospital	TOR	Terms of Reference
PS Suite	Practice Solutions		
QIP	Quality Improvement Plan		
RCHS	Rideau Community Health Services		

For more common acronyms, visit: [Glossary of Terms | KHSC Kingston Health Sciences Centre \(kingstonhsc.ca\)](#)





613-207-4839



www.llgoht.ca



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Ontario



Lanark Leeds & Grenville Ontario Health Team is supported by funding by the Government of Ontario