

## OCC - OPEN'S CITIZENS' COUNCIL

### TERMS OF REFERENCE

- A. PURPOSE:** is to provide citizen input on the Ontario Pharmacy Evidence Network's strategic plan as well as specific research projects (as appropriate). The OCC serves in an advisory capacity, making recommendations on matters that impact the experiences of citizens in Ontario. The OCC brings together individuals with a variety of experiences to:
- Provide feedback on, and ideas for, pharmacy practice research and OPEN's overall strategic plan using a model of patient-centred care.
  - Advance patient engagement and patient-centred care principles and practices at OPEN.
- B. RESPONSIBILITIES AND OPPORTUNITIES:**
- Advise OPEN on meeting the needs of Ontarians through teamwork with staff and researchers.
  - Advance patient engagement and patient-centred care in research at OPEN.
  - Provide a forum for citizens to identify opportunities to improve the quality of care and to participate in quality improvement initiatives at OPEN's research projects.
  - Promote opportunities for collaboration among members and their networks with staff and researchers at OPEN.
  - Promote the inclusion of diverse voices.
  - Educate OPEN researchers about OCC.
- C. ACCOUNTABILITY AND REPORTING RELATIONSHIPS:**  
OCC communicates directly with the OPEN's Executive Committee members who are responsible for listening to and working with the OCC. The OCC expects that their opinions will be reflected in projects and strategies and at minimum a rationale will be provided for decisions. Additionally, they have the ability to influence future projects. OPEN's Program Manager will support the OCC by providing the following:
- Guidance and interpretation of terminology and functions.
  - Administrative support.
  - Training.
  - Connection to researchers and OPEN Executive Committee.
- D. MEMBERS:** Members of the OCC will include:
- 8-10 Ontarians.
  - OPEN Executive Committee member(s) based on availability.
  - 1 OPEN Research Lead.
  - 1 OPEN Program Manager (Staff liaison).

**Expectations:**

- Participate in at least three meetings per year of approximately 2-3 hours each.
- One meeting per year will take place in the GTA and the other meeting in KW linking both groups via video conferencing.
- During the pandemic all the meetings will take place virtually.
- Participate in projects/trainings between meetings (between 1-2 hours)
- Inform the co-chairs or staff liaison if they will miss a meeting

**Term:** Members are asked to participate in 9 meetings, from January 2019 – December 2022. Members can serve for approximately 2-year term for a maximum of 2 terms per member.

**E. QUALIFICATIONS AND GENERAL REQUIREMENTS OF SELECTION OF OCC MEMBERS:****Qualifications:**

- Resident of Ontario.
- Represent diverse and differing opinions.
- Work collaboratively with staff and other members.
- Respect privacy and confidentiality.
- Provide constructive advice.
- May represent Ontario residents as a well-informed participant.

**General requirements:**

- Attend a screening interview.
- Able to meet responsibilities of OCC membership.
- Sign a confidentiality agreement.

**F. REIMBURSEMENT AND COMPENSATION:**

OPEN will reimburse for travel costs for meetings according to University of Waterloo Policy. OPEN will also offer members a \$125 honorarium per meeting (which includes travel and preparation time) and \$20 per hour for training sessions.

**G. OPEN STAFF COORDINATORS:**

- OPEN research lead
- Staff liaison - OPEN Program Manager

**H. CO-CHAIRS:**

The OCC will elect one Co-Chair from its members. The other Co-Chair will be from OPEN staff. The member Co-Chair will be elected for a one-year term with the possibility of renewal after one year. The member Co-Chair can serve for a maximum 2 terms. The member Co-Chair will be offered a \$125 honorarium per meeting. In the event that no member Co-Chair is appointed, the OPEN research lead will provide leadership to the Council.

**Qualifications of Member Co-Chair:**

- An understanding of the roles and responsibilities of the OCC.
- Ability to provide democratic leadership.
- Ability to represent the collective voice of the OCC inside OPEN and in the community.
- Desire to work constructively with staff and other members.
- Respectful of variety of opinions and supports the inclusion of all voices at the table.

**Duties of Co-Chairs:**

- Call and co-chair meetings.
- Develop the meeting agenda with the staff liaison.
- Review and revise meeting minutes.
- Communicate with members.
- Confer with the OPEN leads on matters related to the OCC.
- Write an annual report summarizing activities and achievements during the year.
- Represent and speak on behalf of the OCC at symposiums and conferences.

**I. MEETINGS:**

- **Frequency:** The OCC will meet 3 times a year.
- **Notice:** Notification about meetings will be sent through emails or phone calls (i.e., as pre-identified in member preferences).
- **Decision-making:** OCC will strive for consensus and will use voting when there is no clear agreement.
- **Quorum:** At least 51% of the voting members must be present for a vote to take place.
- **Voting:** Voting will be conducted through a show of hands or through ballot as deemed appropriate.
- **Minutes:** The staff liaison will be circulating DRAFT minutes within 2 weeks of each meeting, minutes will be sent by email or mail to all members and OPEN staff. Approval of the minutes will be undertaken at the ensuing meeting of OCC, provided quorum. Minutes will be published for the Council members on the Microsoft Teams platform, an Annual Engagement Summary will be posted on the OPEN Website.

**J. RECORDS RETENTION:** The OCC records are subject to the Freedom of Information and Protection of Privacy Act (FIPPA) and are governed by OPEN's Records Retention Policy.

**K. REVIEW OF TERMS OF REFERENCE:** The OCC will review these terms of reference every year in their first meeting of the year and approve any revisions.