

Community Engagement Advisory Network

CEAN Members Handbook

A handbook for patients and family members who are in advisory roles with Vancouver Coastal Health



Making better
decisions together
with patients
and families

VCH Community Engagement

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*Bringing the patient voice to
Vancouver Coastal Health*

Background:

The Community Engagement Advisory Network (CEAN) Members Handbook is a resource to CEANs who are involved as patient and public advisors with Vancouver Coastal Health (VCH). It provides important information to orient advisors on VCH, the work and mandate of Community Engagement at VCH, and the role of advisors in our planning and decision making.



This screen-saver previously popped up on all VCH computers to promote CEAN within the organization

Acknowledgments

This document was created with the support of many, including members of CEAN, VCH staff members, our practicum student from Simon Fraser University's Masters in Public Health Program Dami Akinyemi, as well as members and staff of the Patient Voices Network – a provincial network of public volunteers who support engagement throughout BC.

Many thanks to everyone for their contributions! If you have any questions or comments about this handbook please contact the CE Team at ce@vch.ca.

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Section 1: About VCH

[Vancouver Coastal Health](#) (VCH) is one of [7 regional health authorities](#) in British Columbia and provides comprehensive health services including primary, community and acute care, as well as public health, to 25% of BC's population, including residents of Vancouver, Richmond, the North Shore and Coast Garibaldi, Sea-to-Sky, Sunshine Coast, Powell River, Bella Bell and Bella Coola. VCH's region includes 22 municipalities and regional districts, and 16 First Nation Communities.



Our organization provides a range of health services, including 14 hospitals, 15 community health centres, mental health and addictions programs and residential care facilities among others. Every year we provide 3 million+ patient days of care, see 356,000+ people in our emergency departments, see 845,000 visits to our clinics, provide 89,000 same day surgeries, conduct 82,000+ inpatient discharges, provide 2.3 million+ residential care days, provide 1.9 million+ home support hours and 199,000+ home nursing visits. Our 14,000 staff, 5,500 nurses, 2,700 physicians and 3,300 volunteers work tirelessly to provide care to over 1 million people.

At VCH it is our vision to foster healthy lives in healthy communities. Our purpose is to come together as one collective health care team so we deliver an exceptional care experience for all. That healthcare team includes patients and families! VCH's values below as well as our strategic priorities help to guide our work throughout the organization.



We Care for Everyone

We believe being caring is at the heart of what we do, caring for our patients, their families, our colleagues, and ourselves.



We are Always Learning

We believe in staying curious, always open to innovative ideas and ways to improve health care.



We Strive for Better Results

We believe in achieving better results across all functions of health care leading to better patient outcomes and improving health care.

VCH's Strategic Priorities



Exceptional Care

Wrapping care around the person for the best outcome.



Convenient Health Care

Responsive care in the best setting:
hospital, community or home.



Great Place to Work

Coming together to build a better workplace.



Innovation for Impact

Evolving how we deliver services to stay at the forefront of health care.

Section 2: About Community Engagement

What is Community Engagement?

[Community Engagement](#) (CE) enables dialogue between VCH and its communities, so that people may have a role in planning and decision-making for health services and policies that affect their lives. Our goal is to encourage and support public participation in health service planning and decision making.

To achieve this, our work falls into four main areas:

- **Capacity building** – providing training and tools to support staff to engage with patients and family members.
- **Design and facilitate engagement processes** to inform health service planning, policy and operations
- **Manage and support a network of public volunteers** - CEAN
- **Forming and maintaining partnerships** with stakeholder groups and within communities

Why does VCH engage with the public?

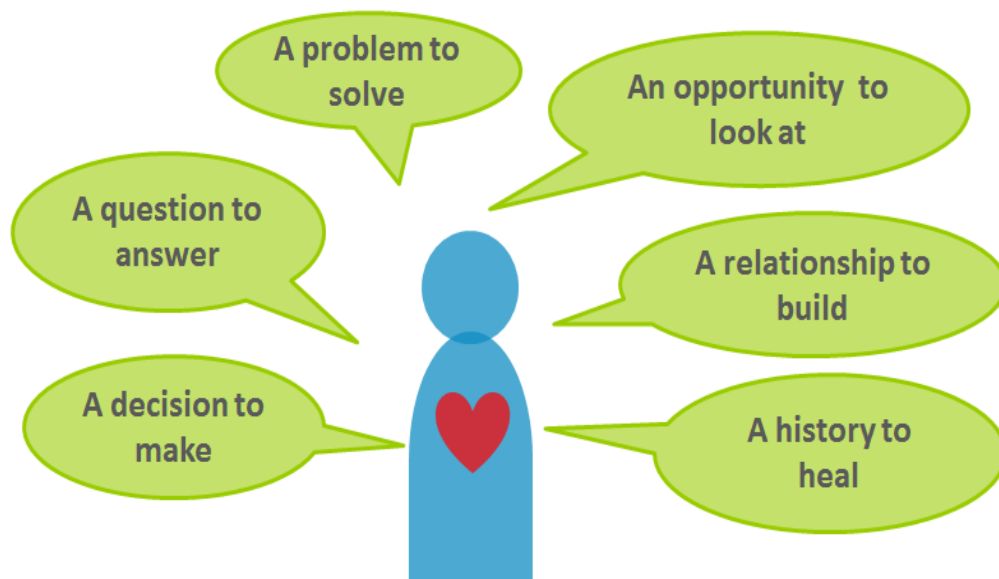
The BC Ministry of Health has identified Patient and Family Centered Care as a priority for the BC Healthcare System in their strategic planning. Patient centred care shifts the culture of health care from being disease-centered and provider-focused to being patient-centred. The Ministry of Health has identified [4 principles of Patient Centred Care](#), and engagement is a key component of these principles. When we engage patients and their families, we will make better and more informed decisions about how to provide healthcare for our communities. We will create a more effective healthcare system that is responsive to the needs of the community. This collaboration and partnership is a key component of Patient Centered Care.

The 4 Core Principles of Patient and Family Centered Care



When do we do Community Engagement?

We engage with patients and families when there is.....



Benefits & Rationale

Community engagement not only benefits the public, but also provides multiple benefits to the individuals directly involved in the engagement, the health care organization, and the provider.

<i>THE BENEFITS OF COMMUNITY ENGAGEMENT</i>		
Value to the Participants	Value to Organization (VCH)	Value to the Staff
<ul style="list-style-type: none">■ Become meaningfully engaged in the system that supports their health■ Improve understanding of the issues and the health care system, including VCH■ Appreciate being involved, being listened to, and having their opinions valued■ Learn to advocate effectively for improved healthcare services■ Help to effect changes that will lead to healthcare quality improvement■ Gain new knowledge and skills	<ul style="list-style-type: none">■ Helps target resources where they are most effective and valued by the community■ Brings diverse perspectives into the planning process■ Demonstrates accountability and transparency■ Provides a direct link to clients■ Supports a culture of person-centred care■ Improves quality of patient experience■ Strengthens community relations	<ul style="list-style-type: none">■ Learns to provide care from a person-centred approach■ Recognizes the role of other caregivers, such as family and friends■ Increases awareness of the barriers encountered by patients■ Helps identify system issues that need to be addressed■ Improves relationship with patients■ Learn how to deliver more efficient healthcare■ Increases job satisfaction

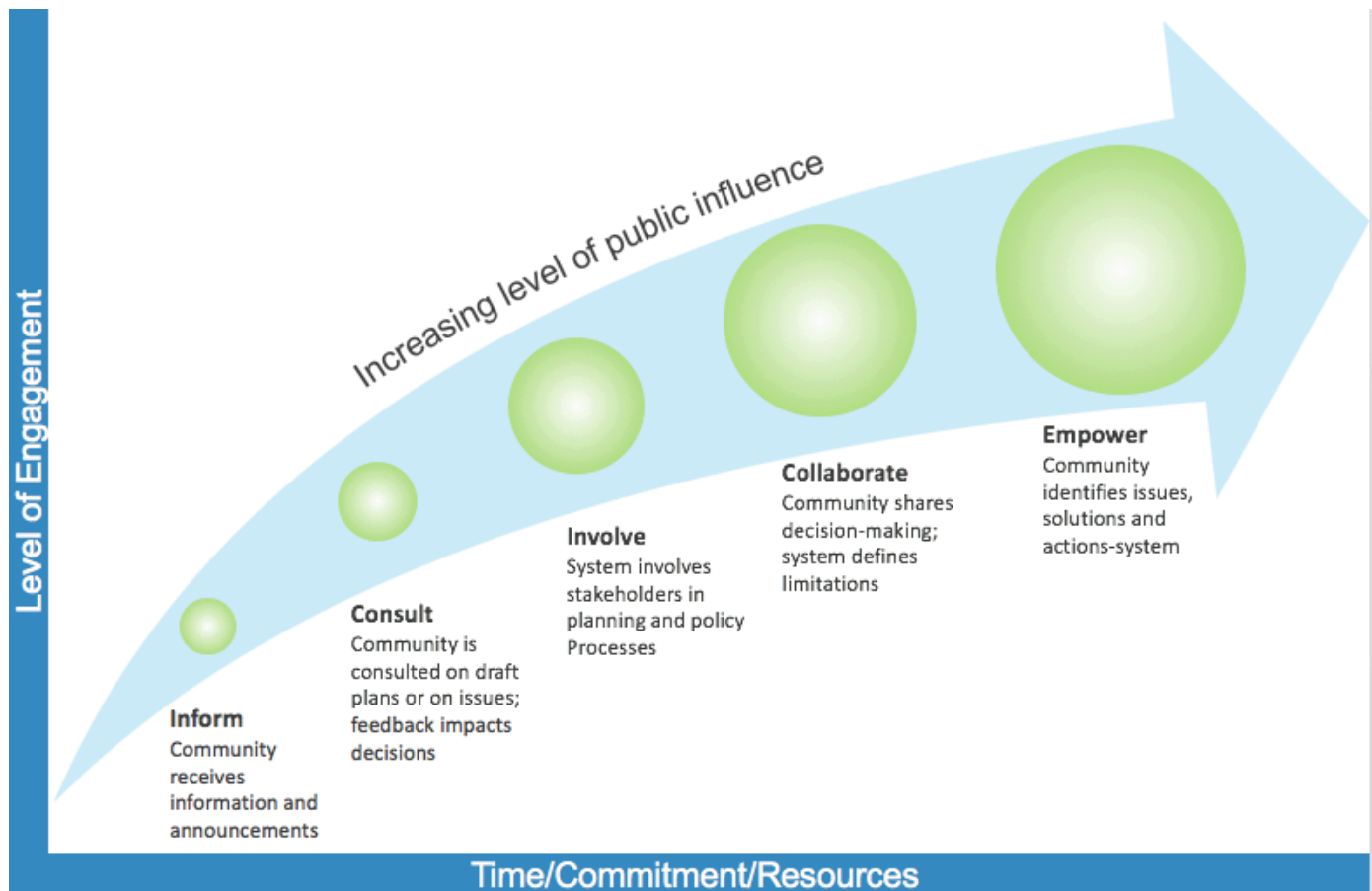
Drivers for Patient & Public Engagement (PPE)

There are three key drivers currently influencing patient and public engagement in healthcare:

1. **Quality Improvement** – results in improved quality, safety, experience and outcomes
2. **Shifting expectations**
 - activated patients, families and communities, shared responsibility for health, self-management
 - growing “civil society” discourse; public calls for transparency and accountability from institutions
1. **Government Encouragement**
 - PPE is being promoted at senior levels of government
 - Accreditation standards setting new expectations for PPE
 - In some provinces PPE is part of legislation

What does Engagement Look Like in Action?

VCH engages the community along a spectrum of participation that ranges from informing to empowering. This spectrum is a tool that was developed by the [International Association of Public Participation](#) (IAP2). The CE Team is trained on patient and public engagement foundations and techniques and affiliated with IAP2, and strives to support and enable engagement across the organization while building the capacity of staff to within the organization to partner in order to achieve better health outcomes.



The Spectrum of Engagement – adapted from the International Association of Public Participation (IAP2)

Each level of public participation offers a different level of commitment to the public about how input is going to be used. For example, Focus Groups often work at the level of consult, and Advisory Committee initiatives often work at the level of involving or collaborating. See the chart below for more examples.

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
GOAL	To provide balanced and objective information to assist you in understanding the problem, alternatives, opportunities and/or solutions	To obtain your feedback on analysis, alternatives and/or decisions	To work directly you throughout the process to ensure that your concerns and aspirations are consistently understood and considered	To partner with you in each aspect of the decision including the development of alternatives and the identification of the preferred solution	To place final decision making in the hands of the public
PROMISE	We will keep you informed	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible	We will implement what you decide
METHOD	Fact sheets Websites Open houses	Public comment Focus groups Surveys Public meetings	Workshops Deliberative polling	Citizen advisory committees Consensus-building Participatory decision-making	Citizen juries Ballots Delegated decision

The IAP2 Spectrum of Engagement is used by the CE Team when we are planning our processes and thinking about how best to engage patients and the public.

Three Key Domains of Patient & Public Involvement in Healthcare

There are three areas where patients can be involved and engaged in healthcare - both their own and system-wide:

1)



Patients/Clients/Families as Partners in their Own Care

- Activated patient – involved in their own health, and self-management
- Health care providers and patient/family/caregivers discuss the patient's health
- Patient-centered care – system is responsive, respectful and collaborative

2)



Patients/Clients/Families as Prime Focus of Care

- Health care providers look at and discuss patient experience data

3)



Public & Community Participation in Shaping the Health Care System

- Health care providers and health system staff engage with public (patients, families, communities, strategic partners) in design, delivery and evaluation of health care program, service and policies
- Representation from patients, families, communities, strategic partners in governance

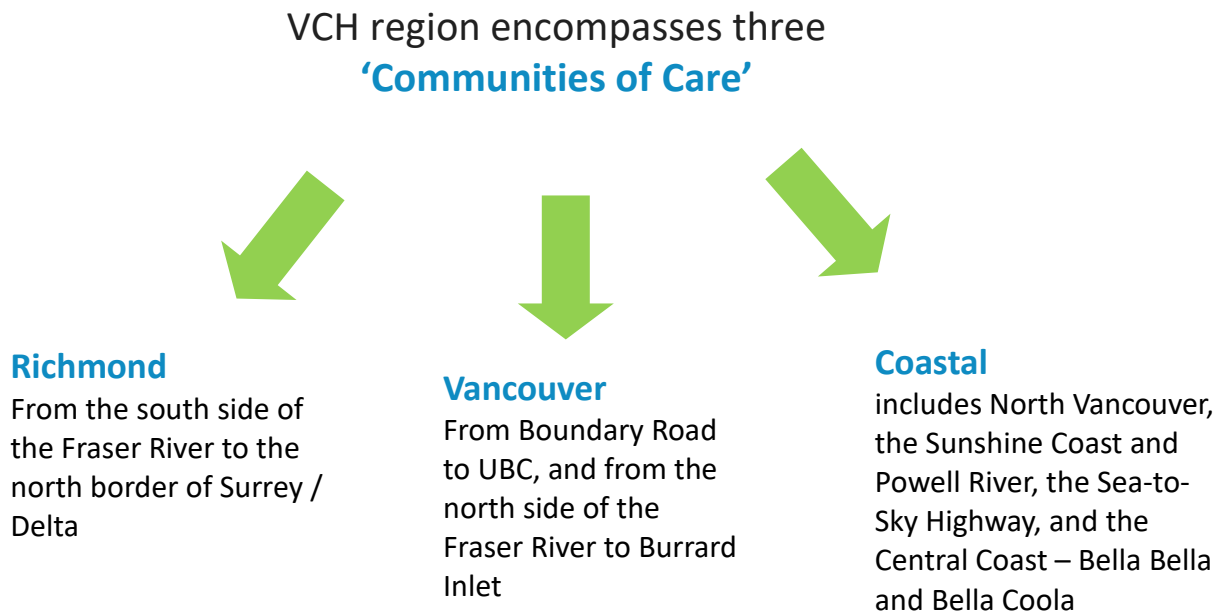
The third domain is where members of CEAN are involved in their role as advisors within VCH.

Section 3: About the Community Engagement Advisory Network (CEAN)

What is CEAN?

[CEAN](#) (pronounced *keen*) is a group of public volunteers who are engaged as advisors within VCH. CEAN members share their experiences, knowledge and expertise on projects across all of VCH's health services. The common driver in all the projects is that patient/public input improves the decisions we make, the quality of care, and ultimately, health outcomes.

CEAN Members live in VCH's communities of care:



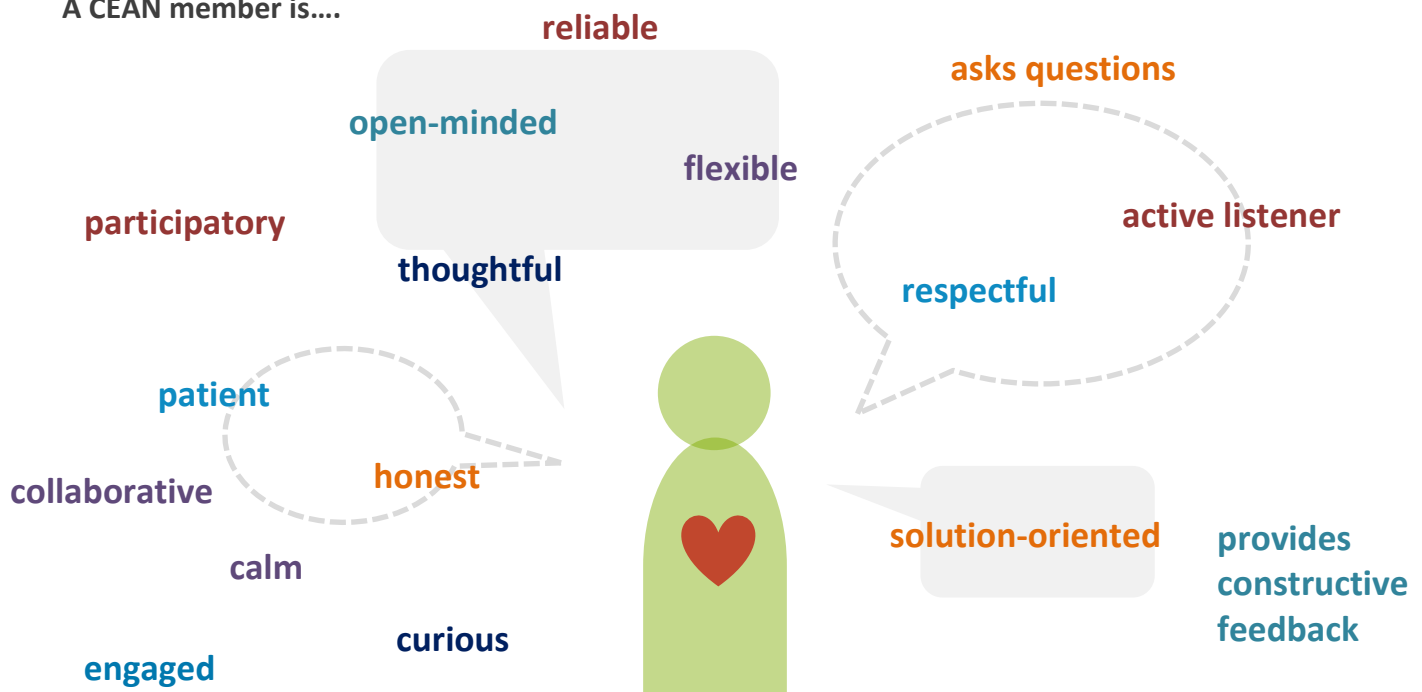
What is the role of CEAN members?

It is the role of a CEAN member to provide the patient and public perspective in engagement processes. The responsibilities and tasks for CEAN members will differ from project to project. Whether you are identifying needs in your communities, or telling your, or your family member's, story of lived experience with our services, we would like you to be honest. We are looking for your constructive feedback to help us improve our services. Sometimes it can be hard to speak up and share, but it's important for us to have your input.



Talking about values at a Spring Forum

A CEAN member is....



**The above list is adapted from the Institute for Patient and Family Centered Care*

It is also important to understand what is expected of you in your role. What is up for discussion and what is not? If you are participating on an engagement process and the scope of the process isn't clear, you are likely to feel confused or frustrated. Don't be afraid to ask questions or contact the CE team who can help get clarification. Remember, it is not your role as a CEAN member to advocate for a specific individual's needs. Rather, your role is to advise us on how to improve and/or plan services through the lens of the patient and family member.

How to be an effective advisor

Depending on the type of opportunity and project, CEAN members will be working directly with the CE Team, or directly with the project team or committee. In the latter instance the CE Team will work with staff to ensure that they are providing enough information so that you can participate in a meaningful way. In some cases, you may be participating in an opportunity with VCH Staff or other stakeholders who may not be familiar with CEAN or the role of CEAN members. In this case, it may be useful to be

prepared to introduce yourself and your work with CEAN. Also, don't be afraid to ask others to introduce themselves. Ask questions if you need clarification on a discussion point or if someone has used yet another acronym! You can also write them down to get clarification later from your staff liaison or the CE Team. If you are sharing your personal story, think about why you are telling that



story and what you would like people to take away from it. Think about what you are prepared to share and what you may not be ready to speak about. It's not always easy to speak up when participating on engagement opportunities, but we hope you will take the opportunity so that the patient/public perspective can be heard and considered in the process. We have created [a page on our website](#) with various storytelling resources that can help you when telling your story.

We have also created a handy tip-sheet called [Being CEAN: Tips on being an effective advisor](#) which is available on our website in our Orientation section for CEAN members.



The Language of Healthcare

If you have experienced our healthcare system, there is a good chance you have encountered some of the jargon and/or acronyms that are used throughout (even CEAN is an acronym after all!). One thing we advise staff to do when they are working with public advisors is to watch their use of acronyms – don't assume that public advisors will automatically know what they mean. Part of orientation to any opportunity should be an explanation of acronyms or jargon that

can be used by the staff and/or other members of the team, or a commitment to avoid the use of acronyms. Don't be afraid to ask what an acronym or word means – we guarantee someone else in the room is also wondering the same thing! We have created a handy sheet of definitions called [Jargon 101](#) which is available in our Orientation section of the CEAN website.

CEAN: Terms of Reference

As a network of advisors, CEAN does have a [Terms of Reference](#) which is available on our website in the Orientation section and contains information on the the purpose of CEAN, the roles and responsibilities of CEAN members and membership criteria.

Guidelines of Conduct

We have created [guidelines of conduct](#) to support our advisors in their role participating on committees and projects. They are also available in the Orientation section of the CEAN website.

Confidentiality & Respectful Behaviour

When you sign up as a CEAN member, you will be asked to sign an undertaking and agree to uphold two VCH Policies: [Information Privacy and Confidentiality and Respectful Workplace and Human Rights](#). These are the same policies that VCH Staff adhere to and help to ensure that everyone feels safe when participating in their role as advisors. The policies are available in the Orientation section of the CEAN website.

Background Documents and Resources: Patient & Public Engagement

We have compiled some [background documents and resources](#) on patient and public engagement that may be informative and useful to CEANs. You can find them in the Orientation section on the CEAN website.

Section 4: Patient Voices Network



The [Patient Voices Network](#) (PVN) is a Provincial community of patients, families and caregivers working with health care partners to advance authentic patient engagement. By building the capacity of health authorities, health organizations, and non-profit organizations they work together to identify and create volunteer opportunities for patients.

Many CEAN members also belong to PVN. This way they are also able to access provincial opportunities, as well as opportunities with [Providence Health Care](#) and other health authorities should they receive services there. You will see PVN opportunities shared in the CEAN in Between newsletter – if you are interested in one of those initiatives please RSVP and indicate that you are a CEAN member.

PVN is supported by the [BC Patient Safety & Quality Council](#), which provides system-wide leadership to improve the quality of health care in British Columbia.

Section 5: Engagement Opportunities

There are many [different kinds of engagement opportunities](#) to get involved in. This section will go through what you need to consider when thinking about participating in these various opportunities, as well as the processes to apply/participate in each. No matter how you get involved at VCH, the Community Engagement team will be there to support you. We want you to feel comfortable, confident and welcomed when you take on any advisory role.

VCH Staff will send a request form to Community Engagement to find CEAN members to support a project or committee. CE will work with staff to identify the most appropriate advisors for their project.

The CEAN in Between – Weekly Newsletter

Opportunities to get involved will be listed in the weekly newsletter as well as listed on the CEAN website under [Current Opportunities](#) in the members section. On occasion we will directly target specific CEAN members with an opportunity based on their identified areas of interest or experience.

Finding the right fit

Once you find an opportunity you are interested in, you should consider several factors to determine whether or not it is the right fit for you. Here are some questions to ask yourself when considering applying for an opportunity.

- Does the time and location of the opportunity fit with my schedule?
- Can I commit to any additional work that may come out of the opportunity? i.e. – follow up meetings or engagement
- Am I interested in the topic/tasks? What can I contribute?
- Do I meet the criteria for what they are looking for in a patient advisor? i.e. – do I have the lived experience they are hoping to tap into?
- Why does the project team want to involve CEAN members?
- Is there anything about participation on this opportunity that may be difficult for me to talk about/think about?



ADVISORY COMMITTEES/WORKING GROUPS

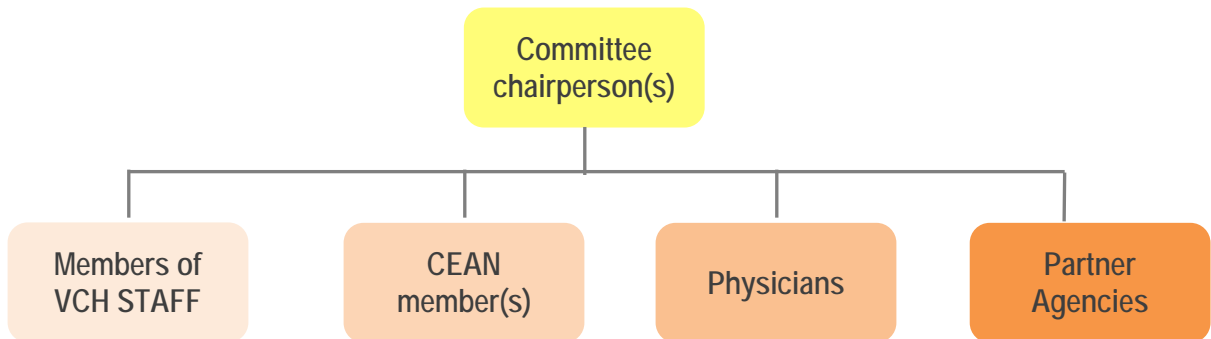
Level of Engagement: **COLLABORATE**



What is an advisory committee?

An advisory committee is a group of people who meet to provide advice, and sometimes to accomplish a specific set of tasks (sometimes called a ‘reference group/committee’, ‘working group’, advisory council or ‘steering committee’). The people sitting on this committee can be made up of VCH staff (may or may not include administrators and members of senior leadership), physicians, members of partner agencies, CEAN members and other patient/family advisors. Committees normally always have a “chairperson” or someone who will lead the committee. This role can be shared by more than one person. A “staff liaison” who may or may not be the chairperson will be assigned to support you in your role on the committee. In the case of an advisory committee, the goal of engagement is to partner with advisors to work together in an ongoing basis, or until the project has completed.

Members of an Advisory Committee



Each advisory committee will have their own individual attributes. For example:

- The purpose/goal of the advisory committee
- The time and location that the advisory committee meets
- The frequency with which the advisory committee meets
- The length of time expected for the committee to complete it's tasks
- Who are the members and what is the composition? i.e. how many staff vs. CEANs
- Who are the decision makers?


Is the committee a good fit for you?

Here are some additional questions you may want to consider when determining if a specific committee is a right fit for you:

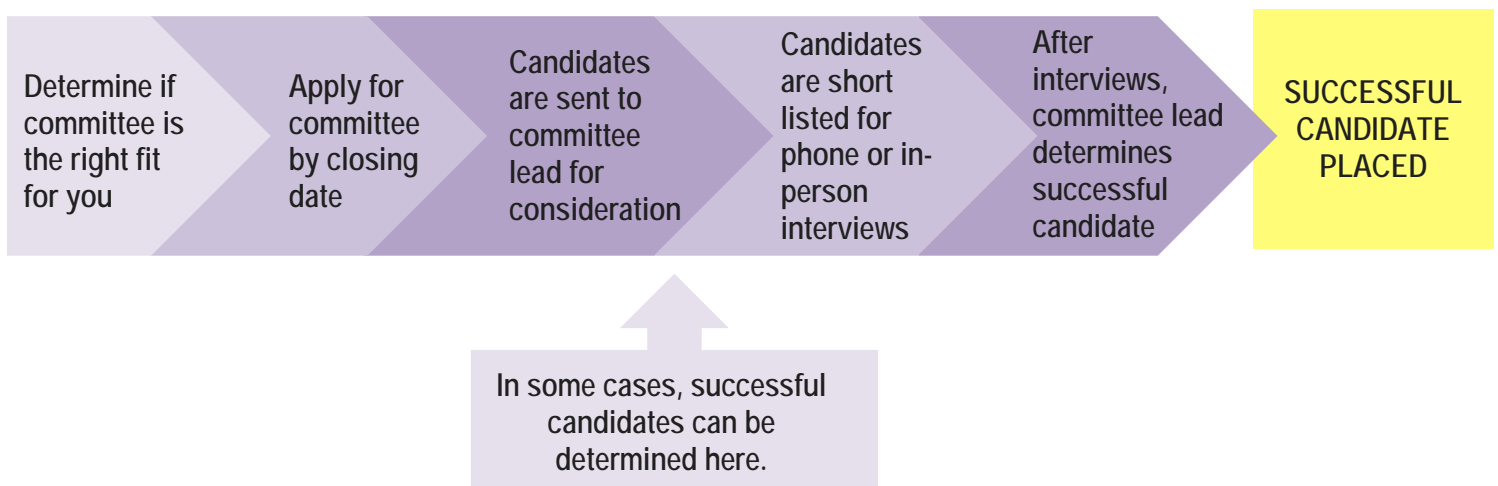
- Can I commit to the frequency of the meetings and length of term?
- Can I attend meetings in person and the specified location? Is there a teleconference option?
- Is there work aside from attendance at the committee meetings that I need to consider?
- Who is on the committee? Will I be the only CEAN member?
- Is there a Terms of Reference for the committee that I can review?

Applying for a committee

Once you have determined that the committee is a good fit for you, you will need to fill out an application. Each opportunity will have a specific process for submitting an application. Normally, a committee application is done on-line and you will be asked to comment on your interest as well as submit a bio including your past or current relevant experience. Be succinct when you are filling out this info! You will be asked to write one or two short paragraphs. *This information is sent to the committee lead that will review and select the appropriate candidate.*

 **TIP:** It may be handy to keep your bio/experience on file to use the next time you are applying for a committee.

Advisory Committee Application Process



You've joined a committee! What's next?

Once you have been placed on a committee you will likely be assigned a **staff liaison** from the committee to help support your involvement. The staff liaison will be responsible for orienting you to the committee, and providing you with any background documents that would be helpful to you in your role i.e. – Terms of Reference, list of committee members, strategic plans, previous minutes and agendas, expense claim forms etc. Sometimes agendas and minutes are provided at meetings – check to see if that's the case for you so you don't have to print them out yourself. If you require further support, or have questions about your role that you don't feel comfortable asking your staff liaison, please get in touch with the CEAN Coordinator for support.


Guidelines of Conduct

Review these [guidelines](#) on what can be expected from you when you participate on an advisory committee. They are available on the CEAN website in the Orientation section.

Your term on a committee

We recommend that a CEAN member sit on a long term committee for no more than 3 years. Some committees can go on indefinitely, and can be a core part of a program. We want to avoid volunteer

burnout, so please contact the CEAN Coordinator if you feel you have been sitting on a committee too long. If you have to leave a committee before your term ends for any reason, we can work with the committee to recruit a new CEAN member.

 **TIP:** View this handy 2 minute [video](#) on how to apply for a VCH Advisory Committee.

FOCUS GROUPS/FOCUSED DISCUSSIONS

Level of Engagement: **CONSULT**

The CE team facilitates a number of projects each year. In many of these projects, a focus group will be the method to gather feedback. **A focus group is usually a one-time meeting in person (often with teleconference option) to consult advisors on a particular topic.** We could be collecting participant's input to inform some program change or design, or to inform a decision or plan. There are usually a set of questions that the facilitator will ask to gather feedback. A summary report of the feedback is usually created and sent to the project team, as well as to participants. Recruitment of CEANs for focus groups usually happens through the weekly newsletter, and you will be asked to sign up. In some cases, you may have to meet specific criteria to participate i.e. – previous experience with surgical services or residential care, etc.



FORUMS/WORKSHOPS

Level of Engagement: **INVOLVE**



CEAN members and staff at a CEAN fall Forum in Vancouver

Sometimes there is an opportunity to gather a larger number of folks together in person at an event to discuss a topic or initiative. **During a forum or workshop, participants work together to provide specific input to the process.** Twice a year, the CE team organizes CEAN Forums inviting CEAN members to come and meet with members of the Senior Executive Team, to dialogue with staff and other CEANs, and to also participate in a workshop to discuss a topic that is currently relevant to VCH. CEAN members may also be invited to forums or workshops being organized by other entities such as other Health Authorities/Organizations or the Ministry of Health, to provide the patient/public perspective on various topics.



SURVEYS

Level of Engagement: **CONSULT**

On some projects, the CE team may decide to use a survey to gather feedback. ***Normally done on-line, a survey usually asks a series of questions and the answers provided becomes data for that portion of the population.*** A survey would likely be used when engagement needs to be a bit more wide-reaching – for example when we may need to go out to all of CEAN to gather feedback, or even beyond CEAN. In this case, we are hoping to get a higher number of people participating and providing input. In most cases we use an on-line survey tool such as Checkbox to consult participants. Less often, the surveys will be handed out on paper and collected once completed or returned to a particular location. Sometimes, they will be administered via the phone. Feedback provided is generally anonymous in a survey.



There are also times where we might send out a survey to CEAN members to gather feedback to inform an engagement process i.e. – are we asking the right questions of the right people? We may also ask CEANs to distribute the survey to their own networks. This is when CEAN members can directly support how public engagement is done at VCH.

DOCUMENT REVIEWS

Level of Engagement: **CONSULT**



CEAN is often asked to review patient education materials to determine the document's user-friendliness. Often patient materials can be written in a very clinical way, that may not be understandable by all patients, particularly if English is not their first language. Sending a document out to CEAN members is a great way to test it out before it is given to patients, and ensure that it is a more useful document for patients and family members. We will often send out a document with a specific set of questions, and using a survey tool, to help guide the feedback and target specific areas for improvement.

Sometimes, the document to review is a VCH Policy that directly effects patients and family members such as the Visiting Policy, or a Policy on Discharge Planning. These will also usually be sent out with questions to guide feedback.

HIRING PANELS

Level of Engagement: **INVOLVE to COLLABORATE**



The CE Team has been working with our Employee Engagement team to support a more patient centered approach to hiring staff at VCH. We have developed an interview tool with questions related to patient engagement that CEAN members would use to hire staff who have an awareness of and desire to do patient/public engagement. We have also worked to embed a patient centered care question which is suggested to be asked of all VCH staff when they are interviewed: “*What does patient centered care mean to you?*”

CEAN members also participate on hiring panels for various leadership positions at VCH. ***In a hiring panel a CEAN member will participate in interviews and provide input to help determine who the successful candidate will be.*** Having a CEAN member sit on a hiring panel is an effective way to facilitate a culture of engagement among members of our leadership team. If you are asked to be a part of a hiring panel, the commitment is usually short term – over a few days of interviews. It is important for you to be available for all the dates to ensure consistency. The interview tool we mentioned above may be used during the interviews, or the hiring team may have a different process or set of questions. They should provide information about this to you in preparation for your participation on the panel.



CEAN Members participating in a Spring CEANing workshop

CONFERENCES & EDUCATIONAL EVENTS

Level of Engagement: **CONSULT to INVOLVE**



CE Leader Belinda Boyd teaching a How to do CE Workshop for staff & CEANs

As the practice of patient/public engagement becomes more widespread, we are receiving requests for CE Staff and also CEAN members to come and speak to healthcare workers or other patients and family members at various events. Conferences, Workshops, Educational Events, Orientation Sessions – these are all opportunities to provide information about engagement and why it is so important in healthcare planning and decision making. Of course, not everyone feels comfortable speaking in front of a crowd, but if you do have some experience doing this please let the CEAN Coordinator know. It’s also an opportunity for those of you who may want to do some skill building to work on public speaking, presenting or telling your story.

PROFESSIONAL DEVELOPMENT

Level of Engagement: **INFORM**



Sometimes being a member of CEAN can lead to professional development opportunities. ***We may be able to offer sponsored attendance at a conference or also participation in a training opportunity (such as our ½ day “How to do Community Engagement” course that we offer to staff).*** In the case of conferences, we may ask you to do a short write up about your takeaways and highlights. It is our hope to offer these opportunities to CEAN members for development to assist in their roles as advisors.

Section 6: Common Challenges for CEANs

Sometimes there can be challenges participating in engagement processes as an advisor. The CE Team provides training and support to VCH Staff on an ongoing basis to assist them to work with advisors, but it can be a very new experience to some projects and committees. Here are some common challenges that can occur while you are participating:

- *One and only CEAN* – sometimes you can be the only advisor on a large committee of clinicians and administrators. The CE Team always recommends bringing on more than one advisor in this situation but this doesn't always happen.
- *Being put on the spot* – Sometimes you may be unintentionally put on the spot during an engagement process. It is important for you to be given enough information to answer these questions with comfort and confidence. But if you don't have that info you can be honest about it.
- *Engagement newbies* – We hope this is not the case, but sometimes members of the advisory committee have never worked with advisors before and may not fully understand your role. In the beginning, you may have to talk a bit about CEAN and that your end-user perspective and lived experience and is what you bring to the table.
- *I haven't said a word* – sometimes you can go through a meeting without contributing anything. If you are uncomfortable speaking up on engagement opportunities, or if you feel you can't say what you would like please speak to your staff liaison, or get in touch with the CEAN Coordinator.
- *Not enough info* – If you haven't been given enough background info to participate please get in touch with your staff liaison or the CEAN Coordinator.
- *Is this for real?* – if you sense that the opportunity you are on is tokenistic please get in touch with the CEAN Coordinator. We try to do what we can to prevent this but that doesn't mean it doesn't happen!
- *This work is so slow! We're not doing anything!* – Sometimes it can take a while to see work completed or effect change in healthcare. This can be frustrating. VCH is a large and complex structure and change can take time.

If you need support with any of the issues above (or anything else) the CE Team is here to help. Contact the CEAN Coordinator at ce@vch.ca or 604-714-3779.

Section 7: Expenses

As volunteers, CEAN members do not receive payment for their participation in opportunities. In some cases, an honorarium may be offered in order to help facilitate participation of the public (i.e. marginalized or harder to reach populations). CEAN members don't get paid, but they should not pay out of pocket expenses when they are volunteering their time. All parking, mileage, transit expenses will be covered by the department that is leading the engagement. You will be asked to submit an expense form to be reimbursed. You can download a [CEAN Expense Form](#) from the CEAN Website in the **MEMBERS** section.

PLEASE NOTE: Original receipts need to be submitted for reimbursement.

In addition, if the opportunity you are participating on is longer than a few hours, or goes over meal times, you should be offered refreshments. If you have any questions or concerns about expenses, please contact the CEAN Coordinator for assistance.



Section 8: CEAN Member Activity Log

As you participate in opportunities, it may be a good idea to keep track of the various opportunities and projects as well as the staff leads. You may also want to make note of some of the feedback you have given to support service improvement and patient and family centered care. We have created a table for you to track some of your work. This is also available as a standalone document on the CEAN Website. We hope you find it useful as you participate in various opportunities.

Project/Committee Name:	
Project Lead/Committee Chair:	
Date engagement commenced:	
Date engagement ended:	
Staff Liaison:	
Other members of committee:	
Feedback Provided: (note the date)	
Outcomes of Engagement:	

Project/Committee Name:	
Project Lead/Committee Chair:	
Date engagement commenced:	
Date engagement ended:	
Staff Liaison:	
Other members of committee:	
Feedback Provided: (note the date)	
Outcomes of Engagement:	

Notes:

Notes: