

## Community Engagement Policy

### Introduction:

At Stonegate Community Health Centre (CHC) we are committed to engaging and staying connected with our community. It is part of our mission to deliver health care programs and services that are responsive to the needs of the people we serve.

### Definition of Community Engagement:

Community engagement is a strategic approach that involves working collaboratively with the community we serve and our partner organizations to address the issues that affect them and their well-being. Our definition of community is broad and includes individuals who use Stonegate CHC's services and programs, individuals who reside in the Stonegate-Queensway neighbourhood and other community stakeholders such as Ontario Health and donors.

### Purpose

The purpose of the Community Engagement Policy is to ensure planned and strategic engagement opportunities to strengthen our relationships with our program and service users to build trust, share knowledge, and promote awareness of and participation with our mission; establish regular touchpoints to gather and incorporate community perspectives into our work; and ensure that any policies, strategies and trainings incorporate diversity, equity and inclusion and are planned with the involvement of the diverse people and communities we serve.

### Guiding Principles:

1. Create inclusive opportunities that empower the community to share their views and opinions and take an active role in their health and well-being, incorporating two-way engagement whenever possible.
2. Focus on collaboration and strengthening Stonegate CHC's relationship with the community with a foundation built on trust and transparency.
3. Regularly assess and evaluate our community engagement plan to ensure it remains relevant, timely and that solutions incorporate community feedback and address their needs.
4. Apply a diversity, equity and inclusion lens to all solutions developed with input from the community – including policies, strategies, and trainings – to ensure they are reflective of the diverse community we serve.

### Our Approach:

We will:

1. INFORM our community through our printed calendar of events, printed flyers, on our website, through facebook, newsletters and local press and announcements to ensure they receive information.
2. CONSULT our community by creating focus groups, public meetings and surveys to gain their feedback and engage them in co-design and evaluation of programs and services, in addition to helping to inform Stonegate CHC's strategies for meeting community needs.
3. COLLABORATE with our community by creating advisory committees and forums to share information and decision making.
4. INVOLVE our community in discussion, workshops and town hall meetings to get advice and feedback.
5. EMPOWER our community to identify issues, solutions and actions that will have a positive impact on the well-being of individuals and the community as a whole.

Our community engagement plan will be reviewed and updated, as necessary, at minimum every three years and tied to our strategic plan, quality improvement initiatives, and program and service co-design and evaluation. The plan will be adjusted accordingly on an on-going basis based on community feedback. Various best-practice community engagement methodologies and strategies will be incorporated into the plan, including but not limited to broad-based open forums (i.e. community town hall), surveys and focus groups.

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Next Review: January 2027