Erie St. Clair
Regional Cancer Program
Ontario Health (Cancer Care Ontario)

Patient & Family Advisor (PFA)

Role Backgrounder

The Erie St. Clair Regional Cancer Program oversees the delivery and quality of cancer services for the areas of Chatham-Kent, Sarnia-Lambton and Windsor-Essex.

Patient & Family Advisors (PFA) volunteer their time to assist the Erie St. Clair Regional Cancer Program in making lasting improvements for patients with cancer and their caregivers across the Erie St. Clair Region. PFAs make a positive impact in the areas of prevention, screening, diagnosis, treatment, survivorship, palliative and end-of-life care.

PFAs are able to determine their level of involvement with initiatives based on their interests. PFAs may be asked to provide feedback over email or at virtual Zoom meetings.

PFAs are asked to:

- Provide input and recommendations to improve cancer programs and services across the Erie St. Clair Region on an ad hoc basis;
- Respond to emails requesting feedback when possible and based on interests;
- Join meetings to discuss ongoing initiatives based on interests. All meetings are currently taking place virtually over Zoom;
- Be a past patient with cancer, a family member or a caregiver;
- Reside within the Chatham-Kent, Sarnia-Lambton or Windsor-Essex area;
- Have access to email and the internet.

To apply, please fill out the following form and return it in any of the following ways:

- Email: jenna.smith@wrh.on.ca
- Tel: 519-254-5577 x58921
- Fax: 519-253-5253

Thank you for your interest in becoming a PFA. Your participation will help make a positive difference to patients with cancer, their family members and their caregivers. For additional information, please contact Jenna Smith (Quality Improvement and Patient Education Coordinator) by email jenna.smith@wrh.on.ca or by phone 519-254-5577 ext. 58921.

Erie St. Clair
Regional Cancer Program
Ontario Health (Cancer Care Ontario)

Patient & Family Advisor (PFA) Interest Form

Background: Thank you for your interest in becoming a Patient and Family Advisor (PFA). PFAs provide the Erie St. Clair Regional Cancer Program with valuable feedback based on their own experiences. Feedback from PFAs allows us to make lasting improvements for patients, family members and caregivers in the areas of prevention, screening, diagnosis, treatment, survivorship, palliative and end-of-life care.

Step 1: Please complete the chart below and email to jenna.smith@wrh.on.ca. Please reach out if you have questions regarding this form.

First and Last Name:	
Phone Number:	E-mail Address:
Mailing Address:	
How did you hear about this opportunity?	
Please choose the gender identity you most identify with: ☐ Female ☐ Male ☐ Transgender Female ☐ Transgender Male ☐ Gender Variant/Non-Conforming ☐ Not Listed _____ ☐ Prefer not to disclose	
Please choose your preferred pronouns: ☐ She/Her ☐ He/Him ☐ They/Them ☐ Other _____	
Age Range: ☐ 18-29 ☐ 30-44 ☐ 45-54 ☐ 55-64 ☐ 64+ ☐ Prefer not to disclose	
I reside in: ☐ Chatham-Kent ☐ Sarnia/Lambton ☐ Windsor/Essex	
What best describes your racial or ethnic group? _____ ☐ Prefer not to disclose	
Indicate your level of experience in the cancer system: ☐ Patient ☐ Family Member ☐ Caregiver	
Which cancer(s) have you had previous experience with? _____ ☐ Prefer not to disclose	
How long ago was your experience in the cancer system? ☐ Less than 1 year ☐ 2 years ☐ 3 years ☐ 4+ years	
Do you have access to: 1) Internet ☐ Yes ☐ No 2) Email ☐ Yes ☐ No	
How long could you commit to being a PFA? ☐ 1-2 years ☐ 3-4 years ☐ Other _____	
Please list a few dates/times in the next few weeks you would be available for a brief interview:	

Step 2: After receiving your completed form through email, we will be in touch to schedule a brief interview over the phone or Microsoft Teams (whichever you prefer). The questions below will be discussed during the interview in order to learn more about you and your interests.

- Please tell us a bit about yourself and your interest in becoming a PFA.
- What experience and background do you bring to this volunteer role (e.g. past volunteer work)?
- Do you foresee any potential challenges or conflicts of interest?
- Which areas are you hoping to assist with (e.g. public speaking, media engagement, event planning, feedback on materials/processes)?
- What else would you like us to know about you?
- Do you have any questions for us?

Erie St. Clair
Regional Cancer Program
Ontario Health (Cancer Care Ontario)

Patient & Family Advisory Council (PFAC)
Terms of Reference / Membership

Purpose

To advise The Erie St. Clair Regional Cancer Program in making lasting impactful improvements for patients with cancer and their caregivers across the Erie St. Clair Region by providing a patient/caregiver voice and perspective in the areas of prevention, screening, diagnosis, treatment, survivorship, and palliative care.

Objectives

- The Council will contribute to the enhancement of patient-centered care and improve cancer programs and services across the Erie St. Clair region.
- The Council provides advice on the overall regional cancer service planning process, which is part of a broader provincial cancer planning cycle led by Cancer Care Ontario.
- The Council provides input into specific cancer program initiatives; decision-making remains with the appropriate hospital authority.
- The Council provides a supportive venue based on compassion for all patients, care providers, and health services. The Council is aligned with the values of respect and healthy self-care through a positive attitude and a spirit of cooperation.
- The Council embraces a collaborative model and the use of collaborative processes between those providing cancer services and patients with cancer and their caregivers.

Member Roles and Responsibilities

Guiding Principle: treat others as you wish to be treated. The views and feedback of members will be accepted without judgement or inappropriate conduct.

- **Council Members**
  - Have the choice to openly share their lived experience, and will respect the confidentiality of all personal information received during meetings, including any personal health information disclosed by others.
  - Comprised of a maximum of 12 patients, and family members/personal caregivers of patients with cancer; representation to include Windsor/Essex, Chatham-Kent, Lambton regions.
  - Have experienced cancer as a patient, family member or personal caregiver preferably within the past 3 to 6 years.
  - A volunteer position, with travel costs covered and refreshments provided.
  - Are required to have access to internet and email, or provide appropriate means of communication.
  - Are required to actively participate in 75% of meetings through videoconference, teleconference, or in-person.
    - Note: At the discretion of the Patient Co-Chair and Staff Chair, any member who fails to participate in meetings may be removed from their representative membership position.

- Are required to fill the position for a 2-year term.
  - Note: In the absence of interest for new committee members, current members will be allowed to extend their membership for an additional 2-year term.
- Members will be expected to sign a confidentiality agreement and conduct themselves in accordance to the guiding principle for the duration of their membership on this Council.

- **The Patient Co-Chair**
  - The Patient Co-Chair will hold their position for a minimum of 2 years and maximum of 4 years.
  - In addition to the above Council Member list of duties, the Patient Co-Chair will:
    - Open all meetings with a welcoming address and necessary introductions.
    - Sign off on completed meeting minutes and upcoming agendas.
    - Attend required Cancer Care Ontario, Erie St. Clair Regional Cancer Program, and Windsor Regional Hospital events/meetings/planning days.
  - Upon the completion of a Patient Co-Chair's term, the Patient Vice Chair will assume the Patient Co-Chair role, subject to their agreement to serve an additional 2-year term.

- **The Patient Vice Chair**
  - The Patient Vice Chair will hold their position for a minimum of 2 years and maximum of 4 years, as a succession plan to assume the Patient Co-Chair position.
    - *In the event that a seamless transition is not feasible, general voting will be held.*
  - In addition to the above Council Member list of duties, the Patient Vice Chair will function as the Patient Co-Chair when the Patient Chair is unable to be present.
  - If the Patient Co-Chair is unable to complete their duties for an extended period of time, the duties of the Patient Co-Chair will be deferred to the Patient Vice Chair, who will function as the Acting Patient Co-Chair for the duration of the initial Patient Co-Chair's term.

- **Regional Cancer Program Staff**
  - Erie St. Clair Regional Cancer Program Person-Centred Care Lead (Staff Co-Chair)
  - Erie St. Clair Regional Cancer Program Person-Centred Care Coordinator
  - Other Erie St. Clair Regional Cancer Program Staff on an ad hoc basis

I, _____, understand and agree to the Terms of Reference:

_____ _____

Signature of Council Member *Date of Signature*