



# WINDSOR-ESSEX HOSPITALS SYSTEM

## Community Engagement Strategy – Stage 2

Updated December 1, 2021



# Our Commitment:

Community engagement at every step



The Steering Committee overseeing plans for the Windsor-Essex Hospitals System is committed to ensuring this is the fairest and most transparent planning process possible with community engagement at every step.

In Stage 1, community members had the opportunity to participate in 65+ town hall events and 8 radio phone-in discussion. Feedback from these events helped shape the Stage 1A & 1B proposals. Community members also had the opportunity to provide feedback on criteria for the new hospital location and apply for a seat on the subcommittee responsible for recommending a site for the new hospital.



Those who have been involved in similar projects tell us the level of community engagement to date is unprecedented. Other hospitals are now reaching out to learn from what we have done.

Moving forward with Stage 2, the Steering Committee remains committed to community engagement at every step and there will be many more opportunities to get involved. Everyone is encouraged to find a piece of the project they support and feel passionate about and make a difference. This is the community's hospital system!

This document outlines the overall plan, guiding principles and the decision making model for community engagement in Stage 2 and is subject to Steering Committee approval. This is a starting point that will continue to evolve throughout the process as more opportunities to involve community members arise.

# Your Voice Matters

How Community Engagement Shaped Stage 1



WHAT WE HEARD	WHAT WE DID
<p>Community members want a say in the location of a new hospital.</p>	<ul style="list-style-type: none"> <li>Invited individuals to apply for a seat on the site selection subcommittee.</li> <li>Conducted a survey to see what criteria people felt was most important when selecting the site.</li> <li>Invited property owners to submit land to be considered for the new site.</li> </ul>
<p>The new hospital site must be conveniently located to meet the needs of current and future populations. It must also be accessible, with ample parking and access to public transit.</p>	<ul style="list-style-type: none"> <li>Adjusted the weighted list of criteria used by the site selection subcommittee to select a site, to reflect these priorities.</li> </ul>
<p>The plan must meet the needs of residents in downtown Windsor.</p>	<ul style="list-style-type: none"> <li>Developed a system that provides the right care, at the right time, in the right location for all residents. This includes emergency and mental health care in the city's core.</li> </ul>
<p>This is an opportunity to enhance research and education in the region.</p>	<ul style="list-style-type: none"> <li>Hosted a visioning session with our partners to map out the current state of research in the region and create a vision for the future</li> <li>Support ongoing efforts to create a thriving and engaged research community through participation in the new WE-SPARK Health Institute.</li> </ul>
<p>Transparency is vital in the planning process.</p>	<ul style="list-style-type: none"> <li>Developed this engagement framework and principles to guide the process and ensure it remains open, transparent and accountable throughout Stage 2.</li> </ul>

# Engagement Principles

The Windsor-Essex Hospitals System



## Inclusive

We will actively seek input and information from a wide range of stakeholders including hard to reach and marginalized populations.

## Transparent

We will engage stakeholders in an open, fair and transparent process and will clearly communicate the purpose, goals and results of engagement.

## Appropriate

We will ensure the levels and methods of engagement are appropriate to the groups consulted and the goals of the consultation.

## Accountable

We will share the results and changes from the consultation to let participants know how the input was used.

## Fair & Equitable

We will ensure participation and influence of all stakeholders is balanced.

## Respectful

We will respect the diverse views of all citizens and be responsive to unique perspectives and questions.

# Engagement Plan

Windsor-Essex Hospitals System – Stage 2



## STAGE 2 FUNCTIONAL PROGRAMS



Stage 2 is a very detailed description of how the new system will operate. It is essentially designing the hospital with words.

### **The Functional Program will:**

- include a detailed description of how programs and services will function;
- look at staffing, space and equipment requirements;
- focus on workflow planning for patients, staff and materials; and
- require considerable input from staff, volunteers, patients, family members and caregivers, vendors, community members, etc.



# Engagement Plan

## Levels of community engagement in Stage 2



The international association for public participation (IAP2) has identified 5 levels of community engagement. These are outlined below and have increasing levels of community participation. These have been used to guide and shape the Stage 2 Engagement Plan for the Windsor-Essex Hospitals System. The most appropriate level of engagement will be selected based on the engagement objective. In some instances, public input is needed; in others, technical, financial or other considerations may dictate the decision to be made. Whenever possible virtual platforms will be used to ensure maximum participation while respecting physical distancing recommendations.

GOAL	REASON FOR USE	SAMPLE TOOLS & TACTICS
Inform	To provide clear, balanced and objective information to assist in understanding issues, options and alternatives and/or solutions.	Website, blog, media releases/events, email list
Consult	To gather feedback on analysis, alternatives and/or decisions.	Surveys, opinion polls, social media, written submissions, town halls
Involve	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	Stakeholder engagement, focus groups.
Collaborate	Work with the public on decisions including the development of alternatives and the identification of the preferred solution.	Community members and groups invited to inform final decisions.
Empower	To place final decision-making in the hands of the public.	Community representation in User Groups and Hospital Boards where final decisions are made.

# Engagement Plan

## Stage 2 – Community represented decision making



**WRH EXECUTIVE COMMITTEE:** The WRH Executive Leadership team is overseeing the planning process and makes final recommendations to the WRH Board of Directors.

**USER GROUPS (PROGRAM & SERVICE LEADS):** Working under the guidance of Agnew Pecknam, these lead groups report to the Executive Committee and provide direct input into the draft functional program based on best practice as well as input from community groups, members of the public and program/department team members. These groups include department/program leadership with representation from hospital Patient Advisory groups and/or related community organizations. In addition, a Project Management Office, lead by a Project Manager and team manages the project and reports regularly to the EC and Board of WRH.

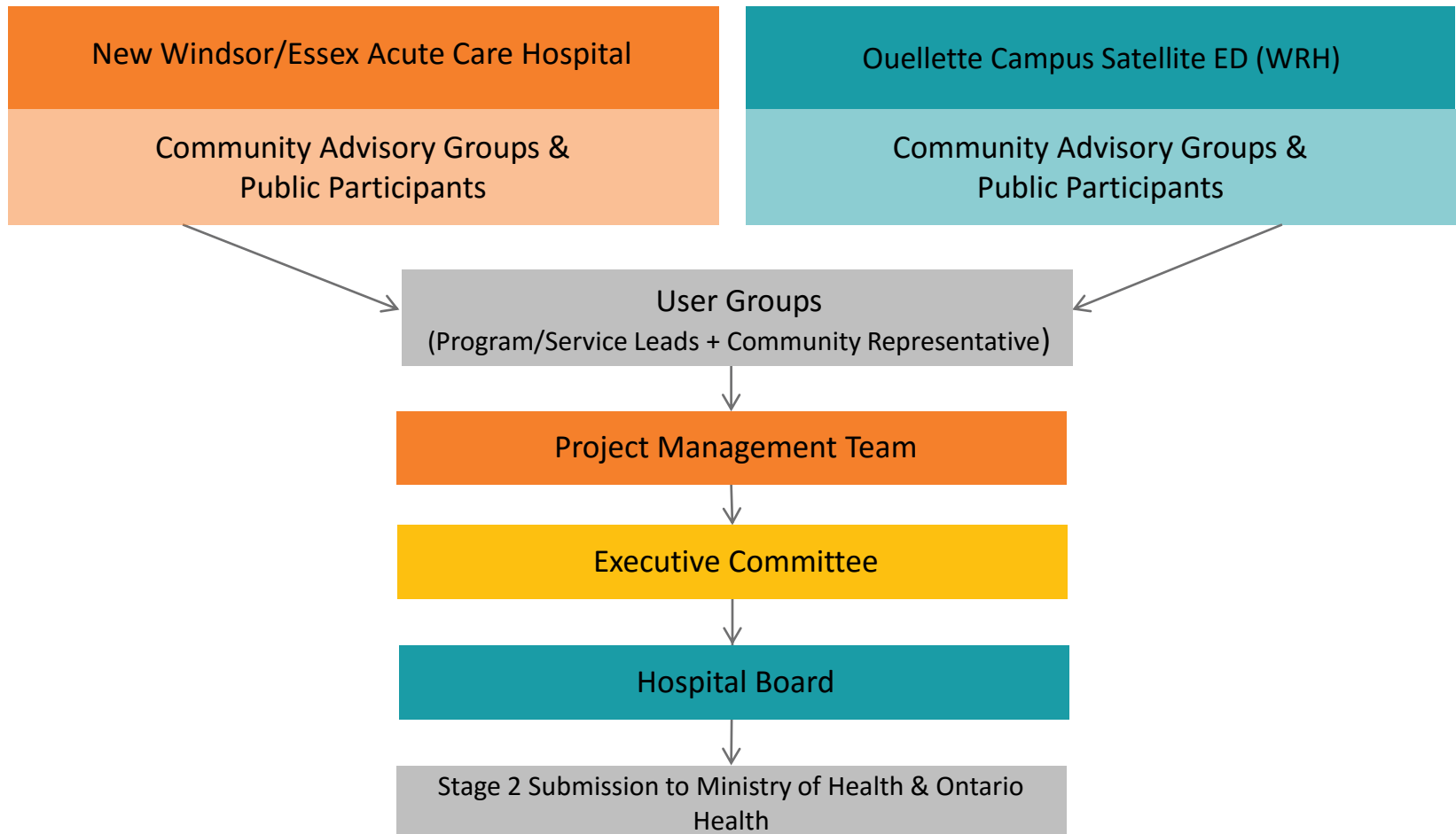
**COMMUNITY GROUPS & GENERAL PUBLIC:** Throughout the process, User Groups will have ongoing opportunities to share and seek input from community groups and the public at large. These “external users” serve in an advisory role when input is needed and have the opportunity to engage with members of the User Groups and learn about the work being done throughout the process.

In Stage 2, the User Groups (representing different hospital programs and services ie. Cancer, Surgery, Clinics, Emergency, etc.) will host a minimum of two virtual town halls where they will share input about the work being done and invite feedback from community participants. Through the project website [www.wrh.on.ca](http://www.wrh.on.ca) and other engagement tools, interested and affected parties will receive updates on the work completed by the User Groups throughout the planning process and have opportunities to provide feedback.

Feedback collected during this stage will continue to inform the project through completion.

# Engagement Plan

Stage 2 – Decision making model





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