

Guiding Principles of Engagement

Across the organization, and together with lived-experience advisors, partners and leaders, we:



Build and foster relationships

- Value diverse contributions and perspectives
- Seek out and elevate under-served voices
- Communicate and share information proactively
- Allow time to develop authentic connections
- Be relational and grounded in reciprocity



Champion meaningful partnerships

- Engage people with lived experience early and throughout
- Have intentional and transparent conversations
- Be flexible, adaptable, and open to change
- Strive for a mutually rewarding experience
- Respect First Nation, Inuit & Métis knowledge as equal and having added value



Create safer and inclusive spaces

- Cultivate an environment that enables emotional safety and support
- Be open to different worldviews and welcome challenges to the status quo
- Respect and value knowledge, expertise, and contributions of lived experience partners
- Acknowledge differences in power and actively work to dismantle them
- Remove barriers to participation and provide necessary supports
- Be understanding and supportive of unforeseen outcomes of engagement



Act purposefully and consistently

- Create opportunities for people with lived experience to focus the organization's efforts
- Clearly communicate an engagement's purpose and clarify how contributions will inform the work
- Incorporate a variety of ways to engage people with lived experience
- Utilize organizational tools and resources to ensure consistency
- Recognize contributions in meaningful ways, which often includes compensation



Learn and reflect

- Be self-aware and open to learning from successes and challenges
- Learn by doing
- Commit to continuous learning and improvement in engagement practice
- Include measures of success that capture process and impact of engagement
- Demonstrate accountability through ongoing reflection, conversation, and evaluation



Celebrate and share

- Be proud of the development of relationships and partnerships
- Acknowledge the contribution and impact of those involved in partnered work
- Share lessons learned with colleagues and the system, while respecting confidentiality and what is appropriate to share
- Celebrate the contributions of people with lived experience in the organization's effort to shape safe and high-quality healthcare