

**Access Alliance Multicultural Health and Community Services
AccessPoint on Danforth
Community Reference Group (CRG)
Terms of Reference**

Preamble

The Community Reference Group represents a commitment of the Quality Governance Committee (QGC) of Access Alliance for continuous quality improvement of its programs and services by onboarding the residents of the community in the planning process. The CRG is a vehicle to empower the community by providing them with adequate information and by engaging them in the relevant phases of the planning and evaluation process of the agency. It incorporates the opinions from residents in the community and/or partner agencies, e.g. Neighbourhood Action Plan/ Toronto Strong Neighbourhood Strategy, Action for Neighbourhood Change (ANC), East York East Toronto Early Years Centre (EYET), etc.

Purpose of Community Reference Group:

The CRG will:

- Enhance the quality improvement processes of the agency through the provision of feedback
- Make recommendations about new services that could be offered at the Hub and new ways its community space could be used based on identified needs
- Share information about the community and act as the voice of the community to the Hub
- Act as ambassadors of the Hub in the neighbourhood;
- Work together with Access Alliance to identify training needs to support CRG participants to access capacity building opportunities

Members

- Community members living, working and/or attending school in Taylor Massey and having a vested committed interest in the community.
- Community members ages 13 and up are welcome to participate, with the aim of securing a heterogeneous group in terms of new as well as repeat attendees who are current or potential future patients and/or clients and/or program participants of Access Alliance. There should be a maximum of 25 participants per session and no less than 3 participants per session.
- One Quality Governance Committee member to attend meetings (driving quality standing agenda item)

Guiding Values or Principles

The CRG will maintain work together by

- Not allowing personal prejudices to influence you
- Being inclusive, supportive, and non-discriminatory
- Communicating with fellow group members respectfully and honestly
- Following the Access Alliance Anti Oppression framework and all other relevant policies, procedures, etc.
- Ensuring that meetings have a specific agenda communicated prior to the meeting.

Terms of Membership

- CRG meetings are open meetings with no term limits; however, participants are expected to RSVP in advance.

Documentation

- The Hub Manager is the custodian of all documents (including agenda, minutes, supporting documents, etc.), to be recorded by the Access Alliance Health Promoter for community engagement (or relevant appointed staff).

Accountability

- The Community Reference Group is accountable to Access Alliance MHCS.

Chair

- The CRG will have co-chairs. One must be a member from the community and the other must be the Hub Manager. The Community chair is elected at the first meeting each year by simple majority.

Meetings

Set at the beginning of each year, the CRG will have:

- Quarterly meetings
- Capacity-building sessions on areas of interests
- Knowledge mobilization/dissemination sessions

Conflict Resolution

- All disputes/conflicts will be resolved using Access Alliance's approved dispute/ conflict resolution policies.