



## Work Plan 2019-2020

### Goal #1: Build awareness of the Council's roles and responsibilities to the public.

Objectives	Actions	Responsibility	Timeline (1-3 years)	Measures of Success
To enhance cultural literacy within the Council and create a more inclusive environment that supports recruitment and retention of diversity within membership	<p>Participate in training/activities that increase diverse cultural competencies</p> <p>Actively recruit Indigenous Peoples as members to Council</p> <p>Invite AHS Indigenous Program representatives to attend meetings to provide updates on issues of importance</p> <p>Invite the Strategic Clinical Network for Indigenous Health.</p> <p>Actively support National Indigenous Day through attendance at special events.</p>	Chairs, Zone leads, Coordinator	<p>March 31, 2020</p> <p>November 30, 2019</p> <p>Week of June 21, 2019 (National Indigenous Peoples Week).</p>	<p>Recruitment of 1-3 Indigenous Peoples to Council.</p> <p>Representatives from Indigenous Health: Wisdom Council, SCN, Indigenous Health program, invited to and attended 1-3 Council meetings.</p> <p>Council members attend two events.</p>

**Goal #2: Gather community input, validate it and provide challenges and opportunities in your Council area to the AHS local leadership and AHS Board.**

Objectives	Actions	Responsibility	Timeline (1-3 years)	Measures of Success
<p>To increase community awareness and understanding of Enhancing Care in the Community (ECC).</p>	<p>In partnership with Calgary Zone leadership, ECC provincial leaders, and AHS' Community Engagement, develop and implement an engagement process to obtain feedback from community members regarding ECC.</p> <p>Council to select community groups to:</p> <ul style="list-style-type: none"> <li>• provide information about ECC;</li> <li>• solicit feedback regarding: opportunities to enhance care, what's working well, what isn't and what are the opportunities for change/improvement?</li> </ul> <p>Members to submit ideas to Council for opportunities to engage public. E.g. Engage post-secondary students in question: "What healthcare services is most important to you at this point in your life?" Invite public to one to two engagement events.</p>	<p>Council Members</p> <p>Calgary Zone leads</p> <p>Coordinator</p> <p>Community Engagement</p>	<p>March 31, 2020, *pending status of ECC</p>	<p>Council held 1-2 engagement events in communities in the Calgary Zone.</p> <p>A summary document detailing feedback gained from public is provided to Calgary Zone leadership and community participants.</p>
<p>To facilitate Councils' understanding of Connect Care.</p>	<p>Request bi-monthly, or twice-per-year updates from Zone leads on the status of Connect Care</p>	<p>Council</p> <p>Calgary Zone leads</p>	<p>March 31, 2020</p>	<p>Regular updates about Connect Care from Zone leads are tracked in the minutes of the five meetings held per year.</p>

Objectives	Actions	Responsibility	Timeline (1-3 years)	Measures of Success
	Invite Connect Care content experts to present at a HAC meeting.	Coordinator		Council received a presentation from Connect Care representative
<p>To ensure opportunities at each HAC meeting in the 2019/20 calendar year:</p> <ul style="list-style-type: none"> <li>• for members to reflect upon what they are hearing from communities; and,</li> <li>• to validate input and determine if or how there is further opportunity to take action.</li> </ul>	<p>Reformat public meeting agenda to:</p> <ul style="list-style-type: none"> <li>• include community input from public guests</li> <li>• ensure adequate time for HAC member roundtable discussion;</li> <li>• invite program/service staff to present about topics of interest and ensure time for feedback;</li> <li>• plan presentation topics months in advance so members can gather feedback and consider topic <i>prior</i> to each meeting; and</li> <li>• connect with relevant Provincial Advisory Councils to share input.</li> </ul>	<p>Council</p> <p>Coordinator</p>	<p>March 2020</p>	<p>A record of discussion is maintained to capture themes and identify the report back loop (minutes).</p> <p>Build a baseline by tracking the number of interactions by members since the last meeting (numbers and names of groups/associations)</p>

**Goal #3: Provide opportunities for AHS to work with Councils to share information about AHS healthcare programs and services with communities.**

Objectives	Actions	Responsibility	Timeline (1-3 years)	Measures of Success
<p>To partner with AHS to circulate information pertaining to Addiction and Mental Health.</p>	<p>Request presentation(s) about topics of interest at regular HAC meeting (e.g. Cannabis: medicinal/recreational).</p> <p>Plan an information session(s) that focuses on addiction and mental health topics of local interest:</p> <ul style="list-style-type: none"> <li>• include time for presentation about the HAC</li> <li>• include time to gather participant feedback about the topic presented or about broader issues</li> <li>• invite public/or targeted stakeholders, AHS zone leads</li> <li>• invite two presentations on topics of relevance host one information session</li> </ul> <p>Meet with community leaders to discuss a collaborative response to concerns about addiction and mental health.</p> <p>Partner with AHS and AMH PAC to participate in public events, where possible.</p>	<p>Council</p> <p>Calgary Zone leads</p> <p>Coordinator</p>	<p>March 31, 2020</p> <p>November 30, 2019</p> <p>March 31, 2021</p>	<p>Council received a presentation from Addiction, Recovery and Community Health (ARCH) program about services.</p> <p>Council received a presentation about mental health service navigation, e-health and mental health programs for youth.</p> <p>Council hosted an information session with students and student association at MRU.</p>

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To prioritize succession planning for continuity of Advisory Council success and effectiveness.	<p>Determine Council and sub-committee ambassadors</p> <p>Develop recommendations for a succession plan process for submission for consideration as part of the Bylaw/Handbook review process</p> <p>Check for compliance with bylaws</p>	<p>Council Chair(s)</p> <p>Coordinator</p>	March 31, 2020	<p>AHS Orientation session is held with new members in April 2019</p> <p>PM HAC meets with new members in-person to provide Council orientation in May to transfer knowledge</p> <p>Ambassadors provide report-back to HAC (frequency TBD)</p> <p>Meeting in May thanks outgoing members finishing terms on June 30 2019</p>

**Goal #4: Provide input to healthcare programs, services or emerging initiatives.**

Objectives	Actions	Responsibility	Timeline (1-3 years)	Measures of Success
To increase HAC knowledge regarding healthcare topics of community interest to Council or members of the public.	<p>Invite content experts to provide information about topics of interest.</p> <p>Answers to questions from Council members and/or members of the public are triaged through the coordinator and reported back to Council.</p>	<p>Council</p> <p>Coordinator</p>	March 31, 2020	<p>Council received five different presentations at HAC meetings throughout the year, as documented in meeting minutes.</p> <p>Members are able to respond to questions from the public, and follow up is recorded in meeting minutes</p> <p>A "Journal of Community Voices" is compiled to reflect topics of discussion in</p>

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