

How We Gather

Acute Care Alberta's (ACA) Provincial Patient and Family Advisory Council (PFAC) commits to providing a [Trauma Informed Engagement](#) space focused on advancing [Patient and Family Centered Care](#), honouring [Shared Commitments](#), and improving [patient experiences](#) and outcomes. In order to uphold the culture of our council and the values of PFAC, we agree to follow these norms:



Respect

- Ask, listen, and learn.
- Value diversity –everyone brings unique perspectives and experiences.
- Practice patience, empathy, and compassion, while respecting boundaries and preferences.

Accountability

- Practice self-awareness and be responsible for our thoughts, feelings, and actions.
- Reach out for support when needed.
- Maintain a growth mindset, welcoming new ideas and change.

Transparency

- Share our experiences with the intent of improving the healthcare system.
- Communicate openly about our capacity to engage.
- Be open that we are advocates for PFAC and enhanced patient experiences.

Engagement

- Come prepared, present and committed to the purpose of PFAC.
- Approach discomfort with curiosity, embracing it as an opportunity to grow and learn.
- Listen to understand and contribute to meaningful discussions.