

Gender-Affirming Care Client Advisory Committee (CAC) Terms of Reference

1. Purpose The Hive Gender-Affirming Care Client Advisory Committee (CAC) ensures that the voices and experiences of people accessing Gender-Affirming Care and services are part of decision-making processes at Guelph Community Health Centre (Guelph CHC). The Committee provides input, feedback, and recommendations on healthcare delivery, addressing the specific needs of the community while promoting inclusivity and health equity.

2. Role of the Committee:

- Provide feedback and recommendations on services like hormone replacement therapy, surgical funding applications/referrals, post-operative care, hormonal treatment options, etc.
- Identify gaps in services and suggest improvements, particularly for equity-deserving groups.
- Serve as a communication bridge between clients and care providers, ensuring client experiences are understood and valued.
- Advocate for client-centered care and client perspectives when planning programs and services.
- Help improve system navigation and access to comprehensive healthcare and social supports.

3. Membership: The Committee will consist of up to 10 members who reflect the diversity of the community. It will include people who have accessed, or are seeking access to, Guelph CHC services, including but not limited to:

- Initiation and monitoring of hormone replacement therapy, surgical funding applications/referrals
- Post-operative care

- Hormonal treatment options for those looking for medical support through transitioning
- Support in exploring gender identity/expression and physical adjustments
- Supporting and engaging people in their health care and basic needs (service connection and engagement)
- Dietitian and nutritional counseling
- Social worker access for mental health and relational counseling

Criteria for Membership:

- Members will have firsthand experience with Hive Health Services' Gender-Affirming Care program (except for two seats reserved for community advocates).
- Members should want to use their lived experiences to improve care for others in their community.
- The Committee will prioritize individuals from equity-deserving communities, including First Nations, Inuit, Métis, Black or racialized communities, 2SLGBTQIA+ populations, people with disabilities, and newcomers.

4. Term of Membership Members will serve for a term of one year and can renew membership for up to three years. Members may resign at any time. The Committee will ensure new members maintain diversity and continuity.

5. Meetings

- The Committee will meet at least four times a year for two-hour meetings, with additional meetings scheduled as needed.
- Meetings will be held virtually or in person, depending on logistics, availability, and public health considerations.
- Members are expected to attend at least 75% of meetings annually.

6. Responsibilities

Committee members will:

- Share their experiences and insights
- Participate actively in discussions, ask questions, and offer suggestions
- Respect confidentiality and the diverse perspectives of other members
- Help develop strategies to address barriers to health

Guelph CHC Staff will:

- Provide administrative and logistical support for meetings.
- Ensure Committee members receive meeting invitations, relevant information, agendas, minutes, and materials so they can participate effectively.
- Make connections between the Committee and broader Guelph CHC, ensure feedback is acted on and progress communicated.
- Offer honoraria for participation and cover expenses related to food and transportation
- Hold an open and transparent process for recruiting new Committee members.
- Support members to feel safe in their role.
- Ensure their participation and feedback will not restrict or negatively affect their access to programs and services.

7. Decision-Making the Committee will operate on a consensus-based model, where possible. In cases where consensus cannot be reached, co-chairs will facilitate further discussions to reach an agreeable solution.

8. Reporting and Accountability the Committee will report to Hive Health Services management and the Guelph CHC leadership team. The Committee will provide input that influences the planning, implementation, and evaluation of programs and services.

9. Confidentiality Members are expected to respect the privacy of others. Discussions and shared personal experiences are kept confidential unless express permission is given.



10. Amendments to the Terms of Reference These Terms of Reference may be amended by consensus of the Committee and approval from Hive Health Services management and Guelph CHC leadership team.