

In 2022, Canuck Place Children's Hospice formed the Family Engagement Coalition (FEC). Comprised of both active and bereaved families on the program, as well as staff, the FEC co-developed an evidence based framework for meaningful engagement that recognized, defined and proposed structure for integrated engagement processes.

**ENGAGEMENT VISION** The child and family are at the centre of care at CPCH. We will ensure consistent, safe, and respectful engagement with children, youth, and families. Engagement will fully represent children and families' diverse perspectives. Engagement learnings will inform continual improvement of care and services at CPCH.

## 1. HOW TO APPROACH ENGAGEMENT Trauma and Resiliency-Informed Practice (TRIP)

A trauma and resiliency-informed practice (TRIP) and approach to engagement increases the likelihood of building trusting relationships with engagement participants (Knaak, 2021). The principles of TRIP:

### TRIP IN ACTION AT CPCH



#### Trauma Awareness

We acknowledge the high prevalence of trauma in healthcare



#### Safety & Trust

We need to ensure physical, emotional, and social safety for children, families and staff



#### Offer Choice

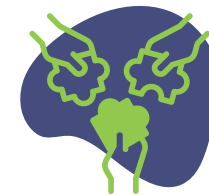
When we engage with family partners, we communicate openly and freely

- Provide choices
- Lead with curiosity to be aware and offer culturally safe services



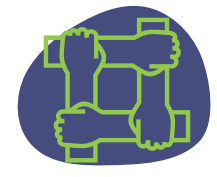
#### Strengths-based, skills-building approach

All CPCH services encourage children, youth, and families to build on their strengths, and develop skills



#### Recognition of Diversity

We will recognize diverse cultures and ethnicities, values, beliefs, histories, abilities, socioeconomic classes, ages, and gender identities



#### Peer Involvement

We understand that our services must include meaningful participation of people with lived and living experience.

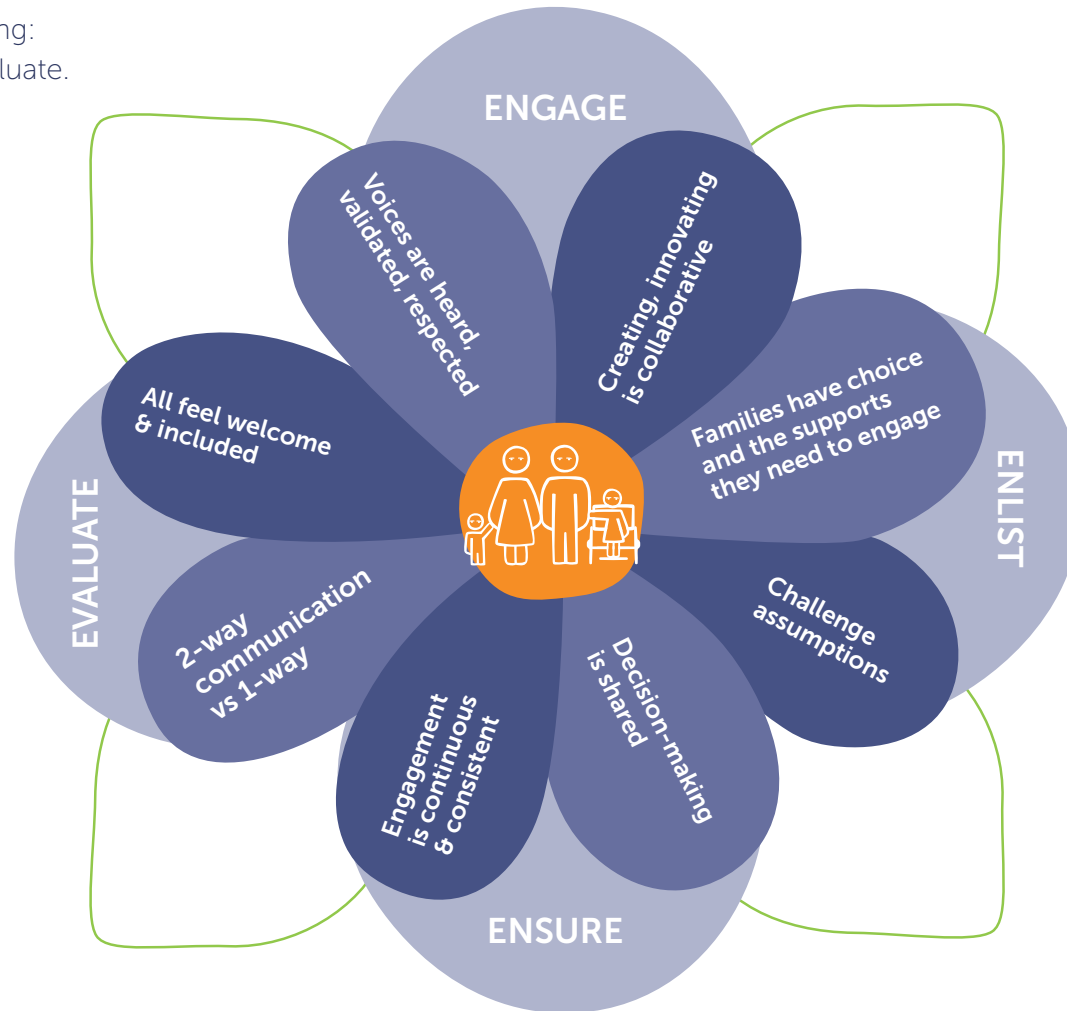


## 2. CHECK BIAS AND SHIFT PERSPECTIVE

### Practice 4E Circle of Engagement

The full engagement process has four components and is ongoing: Engage, Enlist, Ensure, and Evaluate.

CPCH is committed to continual improvement that is meaningful and synergistic for family partners and CPCH team members



Staff must value and engage child and family input for children and families to influence policies, decisions and workflow

Children and families that participate in engagement are family partners and need clear engagement processes.

Embedding family partner engagement into practice is CPCH's commitment to patient- and family-centred care.

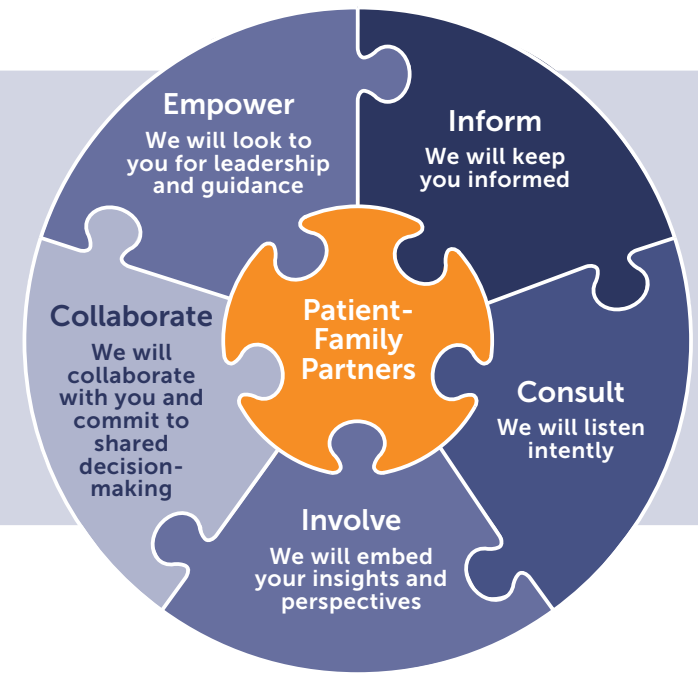


### 3. OPPORTUNITIES TO ENGAGE — for all

We all intersect with children and families in some way. Think about what areas of our work where there are opportunities for meaningful engagement with patient-family partners. There is a CPCH Family Framework ToolKit available to help team members with resources to engage with patient-family partners.

### 4. ENGAGING WITH PURPOSE — at CPCH

We align with IAP2 Spectrum of Public Participation Inform Consult Involve Collaborate Empower (I Cee I Cee E!) and FEC have adapted and created custom step-by-step pathway for engagement related to areas of our work.



#### HEALTH SYSTEM

(Board, Staff, Children and Families)



#### PROGRAM & SERVICE PLANNING

(Staff, Children and Families)



#### DIRECT CARE

(Children, Families and Clinicians)



#### RESEARCH

(Staff, Children and Families)



#### COMMUNICATIONS & DEVELOPMENT

(Staff, Children and Families, Donors)

- o Board of Directors engages through CPCH Strategic Plan, Policy Development and Quality & Safety
- o Child and family engagement is reflected in organization structure

- o Children and families are engaged in the planning, delivery, improvement, and evaluation of programs and services that impact them
- o Children and family perspectives and experiences are integrated into program and service planning

- o Care integrates family values, experiences, and perspectives
- o Health-care clinicians engage children and families in shared decision making and self-management

- o Children and families are engaged by the CPCH Research Initiative team
- o Children and families are engaged in knowledge translation, interpretation, dissemination of research processes and results, through presentations, and publications

- o Children and families are invited to engage, share their story, participate in communications and fundraising initiatives
- o Children and families determine their readiness to participate in opportunities, have choices, receive support to ensure safety and integrity