

PACC Ground Rules - Final - April 2022

Conduct

- I will collaborate with others including patient partners, health care partners, and support staff.
- I will respect the rights and views of others and treat them with fairness, courtesy, and dignity.
- I recognize the PACC advocates for patient engagement from within the system while acting as a bidirectional bridge between the system and patients.
- In meetings, I will listen actively, allow others to speak uninterrupted, and be brief and to the point when I speak.
- I will not engage in any form of harassment.
- I will acknowledge personal biases due to positions of privilege¹ and make space for other voices whose experiences are different from mine.
- I will speak up as an ally if I witness inequitable behaviour.
- I will discuss any potential conflicts of interest (including benefits related to my professional interests) with PACC support staff.

Privacy and confidentiality

- *Confidential Information means:* Personal Information and information flagged as confidential by presenters or PACC members.
- *Personal Information includes* medical conditions, family relations, contact information, and other personal information. If in doubt, seek explicit consent before sharing something which might fit this definition.
- I will keep all *Confidential Information* private and secure, maintaining confidentiality (and disposing records of it) upon leaving the PACC.
- I will seek clarification from PACC support staff if I have any questions or concerns about confidentiality.
- If I inadvertently breach confidentiality, I will notify PACC support staff immediately.

Practices

- The PACC Committee Chair and Project Lead/Support Person are the default spokespeople for the PACC unless otherwise specifically designated.
- The PACC does its best to make decisions by consensus. All participants have a chance to express their views during discussions. Consensus means agreement of most participants with minority objections. It does not mean everyone gets exactly what they want. It does mean everyone can live with the decision and support it.

¹ based on age, race, gender, sexual orientation, education, economics or cultural background

Support Materials

- **Cultural Safety** (from the BC Patient Safety and Quality Council):
https://bcpsqc.ca/wp-content/uploads/2021/11/Culturally-Safe-Engagement-Pamphlet_Final.pdf
- **Diversity, Equity and Inclusion:**
<https://patientvoicesbc.ca/wp-content/uploads/2021/12/Diversity-Equity-Inclusion-Elevating-the-Voices-of-All-British-Columbian.pdf>
- **Definition of Patient Partner:** PVN patient partners come with experience either as a patient themselves or supporting others in their life such as friends, neighbours as well as family members. They bring all of these perspectives including family when talking about Patient and Family-Centred Care. Family is seen in an inclusive way and could be a neighbour, friend, etc.