

UNIONVILLE COMMONS SENIORS HUB ADVISORY GROUP

2024 to 2027 Terms of Reference

BACKGROUND AND PURPOSE

York Region is building a seniors-focused hub as an action from the 2019 to 2023 Strategic Plan and the proposed Plan to Support Seniors. The Unionville Commons Seniors Hub (Seniors Hub) is envisioned as a place for residents of Unionville Commons and surrounding communities to access seniors-focused services, programs and amenities. The goal of the Seniors Hub is to provide inclusive, accessible and supportive spaces offering a range of services to support the health and well-being of seniors living in the community.

A Seniors Hub Advisory Group (Advisory Group) will provide advice to York Region regarding Seniors Hub planning and operations. Decisions on planning and operations is York Region's responsibility.

The purpose of this document is to outline the terms of reference for the Advisory Group.

DESCRIPTION

Advisory Group members are selected by York Region. The Advisory Group provides advice, including feedback and suggestions, to York Region, which is considered for Seniors Hub policies, programs, projects and/or services.

SENIORS HUB ADVISORY GROUP MANDATE

The mandate of the Advisory Group is to provide York Region with advice on issues related to planning, operations and continual improvement of the Seniors Hub to best respond to the needs of seniors.

Through their role on the Advisory Group, members will be informed of, consulted on and involved in relevant strategic issues at the Seniors Hub, as appropriate. Advisory Group feedback will be considered for policies, programs, projects or services. The Advisory Group will be responsible for providing feedback and advice to York Region on a range of topics, including but not limited to:

- Assessing community needs and community engagement opportunities to ensure the diverse needs of seniors are reflected in Seniors Hub operations
- Funding opportunities and other approaches to support Seniors Hub financial sustainability
- Operational plans, ensuring the Seniors Hub contributes to supporting seniors to age in place and stay healthier longer



- Communication strategies and plans to promote the Seniors Hub to potential clients, visitors, volunteers, seniors' groups, community agencies and other key stakeholders
- Evaluating the effectiveness and impact of Seniors Hub operations and identifying improvement opportunities
- Alignment with actions of other York Region, Ontario Health Teams and City of Markham strategies and plans
- Accessibility and system navigation supports

The Advisory Group will be responsible for ensuring all matters brought before its members for discussion and consideration will directly relate to efforts to improve the health and well-being of seniors.

DEFINITIONS

“**Chair**” means Advisory Group chair.

“**Partner**” means the organizations, agencies and entities that work with York Region to deliver programs and services at the Seniors Hub.

“**Unionville Commons Seniors Hub**” (Seniors Hub) is the working name for the location of the seniors-focused hub on the ground floor of Unionville Commons.

“**Unionville Commons Seniors Hub Advisory Group (Advisory Group)**” is the group selected by York Region to provide advice to York Region to support collaborative development, operation, evaluation and continual improvement of the Seniors Hub.

“**Unionville Commons**” is Housing York Inc.’s affordable rental building for seniors.

MEMBERSHIP

Composition

The Advisory Group will have a minimum of seven members and may include:

- York Region staff from the Integrated Business Services and Paramedic and Seniors Services Branches
- City of Markham staff
- Up to two Unionville Commons tenant representatives with an interest and/or expertise in seniors health and well-being, selected through an application process (representatives must be eligible to vote in York Region, as set out in Ontario’s *Municipal Elections Act*, 1996)
- Up to four York Region community members, excluding Unionville Commons tenants, with an interest and/or expertise in seniors health and well-being, selected through an application process (representatives must be eligible to vote in York Region, as set out in Ontario’s *Municipal Elections Act*, 1996)
- Individuals from organizations representing Seniors Hub anchor tenants

- Up to seven individuals from organizations representing seniors and/or community well-being and/or providing relevant services to York Region residents, selected through an application process

York Region’s Commissioner of Community and Health Services has final approval of the applicants who will serve as representatives to ensure the Advisory Group reflects York Region’s diverse population, the City of Markham and the senior’s community.

Members will be required to sign a Group Membership Responsibility Agreement (see Appendix 1). This Agreement confirms and formalizes appointment to the Advisory Group.

See Figure 1 for Advisory Group Governance Structure.

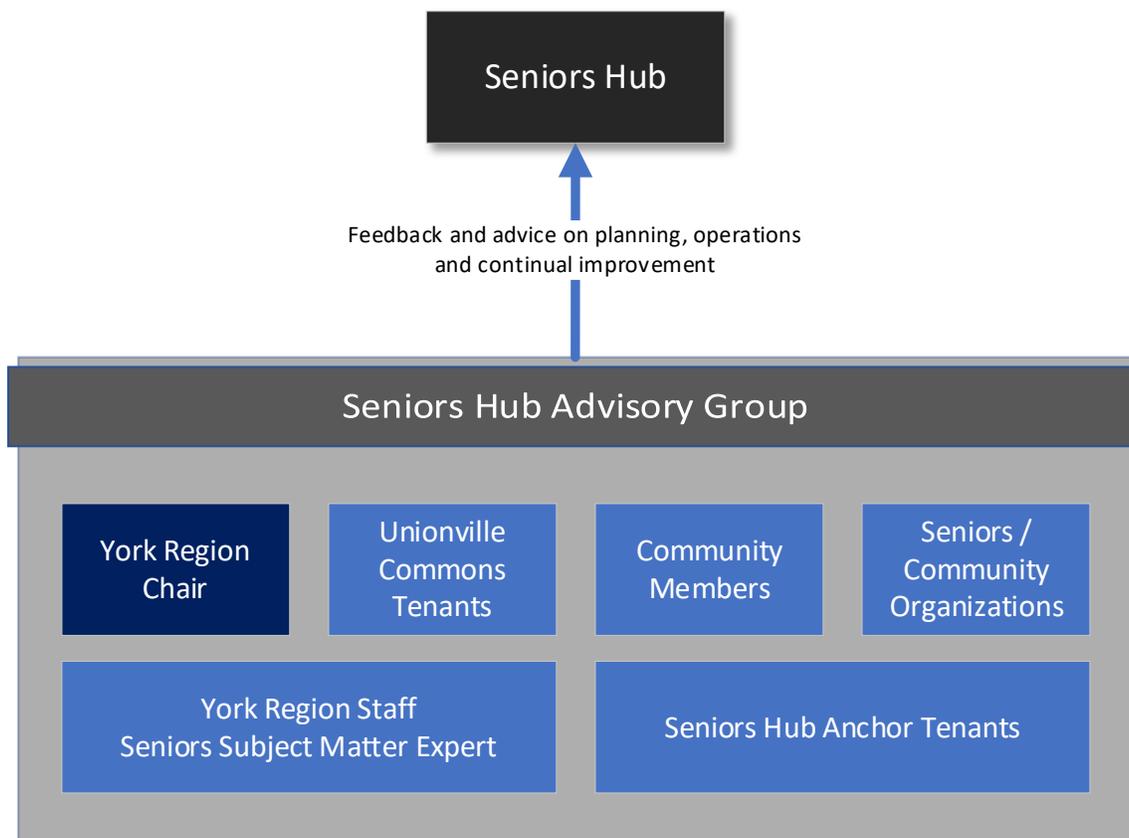


Figure 1: Seniors Hub Advisory Group Governance Structure

Qualifications

Preference will be given to persons and organizations with experience and knowledge of seniors-focused programs and services, development and/or operation of service hubs, community engagement, financial and business expertise, etc.

In selecting members of the Advisory Group, York Region will aim to achieve equitable representation from a broad range of groups, including under-served and equity-deserving groups.

Eligibility Considerations

Individuals selected for the Advisory Group, including Unionville Commons tenants and community members, will:

1. Be eligible to vote in York Region, as set out in Ontario's Municipal Elections Act, 1996. Individuals who represent organizations that provide services in York Region, to the Region's seniors residents, may be selected to the Advisory Group without having to be eligible to vote in York Region.
2. Not be engaged in any unresolved litigation with York Region or its Boards.
3. Not be an employee of York Region, other than the York Region Advisory Group Chair and other York Region staff selected by the York Region Chair.

Recruitment

The call for representation on the Advisory Group will be publicly promoted through various channels, including social media, York Region's website and through City of Markham and local community agency networks. Applications will be submitted to York Region. Qualified applicants will be interviewed by a panel of York Region staff. The panel will make recommendations for membership on the Advisory Group to the Commissioner of Community and Health Services.

TERMS OF OFFICE

1. Members selected for the Advisory Group will serve for a term of three years.
2. Members who have served for one term are eligible for reappointment without reapplication.

APPOINTMENT OF CHAIR

The Advisory Group Chair will be appointed by the Commissioner of Community and Health Services.

MEMBERSHIP REVIEW

Membership will be reviewed and evaluated annually by the Chair based on the ability of members to carry out advisory duties, attendance, participation and a member's ability to fulfill the requirements outlined in the Membership Responsibility Agreement (see Appendix 1).

MEETINGS AND COMMUNICATION

Scheduling and Agenda

Meetings will be held in person at the Seniors Hub and/or virtually, except as otherwise directed by the Chair. Meetings will be held every two months and will be scheduled for two hours during the workday (Monday to Friday between 8:30 a.m. to 4:30 p.m.). Additional meetings may be scheduled by the Chair. Meeting agendas and calls for discussion items will be circulated by the Chair two weeks in advance of meetings. Advisory Group members must confirm attendance at least one week before the meeting. The Chair may decide to reschedule the meeting if at least 50% of members are unable to attend a meeting.

Minutes

Minutes will be taken by York Region staff and circulated by the Chair within two weeks following the meeting.

Accessibility

Members who are persons with disabilities will be provided with supports or resources related to their disability deemed necessary for the members to participate on the Advisory Group.

Correspondence

Copies of formal correspondence written on behalf of the Advisory Group will be kept on file by York Region and may be made available to all members of the Advisory Group and the public upon request.

MEMBERSHIP RESIGNATION

Resignation of a member during the term must be given in writing to the Chair of the Advisory Group. The Chair may choose to appoint another member to serve the remainder of the term. To maintain a high level of commitment, members may be required to resign if they have been absent for three consecutive meetings without good cause.

RESPONSIBILITIES

Advisory Group Chair

The Chair will:

- Set meeting agendas and call for discussion items
- Reschedule meetings, if necessary
- Facilitate discussion at meetings

Members

Each member of the Advisory Group is an independent representative of the Advisory Group and shall represent the interests and needs of seniors and/or seniors-serving organizations. Members will:

- Be familiar with seniors issues and these Terms of Reference
- Work together for the purpose of developing a common approach that is reasonable and practical
- Confirm attendance at least one week before meetings
- Attend and actively contribute their expertise during meetings, having read distributed materials in advance
- Ensure recommendations and advice is evidence-based and aligned to Seniors Hub objectives and desired outcomes
- Identify issues, opportunities and risks associated with recommendations

- Maintain a community-wide perspective on issues
- Where appropriate, directly support issues, conflict resolution and risk mitigation
- Serve as champions for this initiative in their respective organization, if applicable
- Declare any situation that is, or has the potential to be, a conflict of interest
- Be subject to the requirements of the Membership Responsibility Agreement (see Appendix 1)

York Region Secretariat Support

York Region Community and Health Services staff from the Integrated Business Services Branch will:

- Provide expertise and administrative assistance to the Advisory Group
- Coordinate meeting logistics
- Create and distribute meeting agenda documents
- Create and distribute meeting minutes
- Coordinate involvement of other Regional departments and partners, including for example, York Regional Police, as necessary, and prepare reports, as required, for the work of the Advisory Group
- Provide any support required by a sub-group or working group that may be struck and approved by York Region's Commissioner of Community and Health Services, to be determined on an ad-hoc basis dependent on the needs of the sub-group and the availability of resources

REIMBURSEMENT OF EXPENSES

Citizen members of the Advisory Group serve without remuneration. Citizen members will be compensated by York Region for any approved travel expenses related to carrying out their duties as Advisory Group members following York Region's expense claims policy. Reimbursement of any approved travel expenses will be made at the end of each calendar year.

CONDUCT AND PROCEDURES

Conflict of Interest

Conflict of interest matters will be addressed through the Responsibility Agreement (see Appendix 1). The Agreement must be signed by all members.

Reporting Structure

On occasion, activities of the Advisory Group may be reported to York Regional Council through the Community and Health Services section of the Committee of the Whole.

Amendments to the Terms of Reference

These Terms of Reference will be reviewed and amended every three years. York Region's Commissioner of Community and Health Services has authority to make changes to these Terms of Reference as required.

Created: October 2023

Appendix 1: Seniors Hub Advisory Group Membership Responsibility Agreement

This agreement is only to be signed by applicants who have accepted selection to the Unionville Commons Seniors Hub (Seniors Hub) Advisory Group.

Membership Responsibility Agreement

I, _____ [NAME], understand I have the following responsibilities as a member of the Seniors Hub Advisory Group.

My role is to:

- Assist York Region to make it easier for seniors to access York Region's and their partners' programs, services and facilities by offering feedback and advice on the planning, operation and evaluation of the Seniors Hub
- Assist York Region to improve social and health supports to seniors, as envisioned through the Seniors Hub
- Provide feedback and advice to support the planning, operation and improvement of the Seniors Hub

As a member of the Advisory Group, I understand and agree to carry out the responsibilities set out in this Membership Responsibility Agreement and further detailed in the Terms of Reference.

I understand that if I fail to fulfill these responsibilities, I may be removed as a member of the Advisory Group at discretion of the Chair of the Advisory Group.

RESPONSIBILITIES

1. It is considered a conflict of interest if I give advice, in the course of carrying out my duties, that directly benefits my personal, financial or business interests.
2. I am ultimately responsible and accountable for using good judgement in the course of carrying out my duties.
3. If I am asked to speak publicly to an organization or professional associations, as a member of the Advisory Group, I shall notify the Chairs of the Advisory Group at least one week prior to public speaking.
4. If I choose to speak as a private citizen at a conference, meeting or other public forum and I am not speaking as a representative of York Region, I understand I shall not appear to represent the opinion or policy of the Region and shall not present any information I received or reviewed as a result of my membership on the Advisory Group.
5. If I am approached by the media, I will refer all inquiries to the Chair of the Advisory Group.
6. I understand the information discussed at Advisory Group meetings may become public record. I understand meeting records of the Advisory Group may be subject to freedom of information requests under the *Municipal Freedom of Information and Protection of Privacy Act*.

7. I shall not use confidential information or York Region materials shared with the Advisory Group about York Region initiatives for personal, financial or business use without written consent from York Region.
8. I shall not use the Advisory Group mail, phone or email communication list for personal or business purposes and understand this information shall only be used to conduct the business of the Advisory Group.
9. I shall not use my personal email, Listserve, social media accounts or other modes of communication to represent the opinions or policies of York Region.

I understand and agree that I will be a member of the Advisory Group starting in 2024 and ending in 2027 unless my membership ends early for any of the reasons outlined in this Membership Responsibility Agreement or the Terms of Reference.

Acceptance of selections to the Seniors Hub Advisory Group:

Member Signature

Name: _____

Date: _____

Created: October 2023