

FAQ - update posted December 15, 2023

Q: I didn't get selected to be a part of a community consultation meeting. What's the link to the online form where I can share my input?

Unity Health has established different participation streams, including a [CTS review feedback form](#) where people can answer the same questions being asked in the community consultation meetings. The information we receive either through the consultation meetings or through the CTS review feedback form will all be considered as part of the review.

We are also inviting those who complete the CTS review feedback form to complete a [demographic survey](#). We are using the demographic information to give us a snapshot of who is completing the form. We are not linking any individual demographic characteristics to responses.

Those who attended a community consultation meeting can also fill out the [CTS review feedback form](#) if they have additional thoughts they were not able to share within the meeting time frame.

FAQ - Posted December 8, 2023

Q: How is Unity Health Toronto conducting the review?

Unity Health Toronto is a health care organization with three hospital sites and services spanning Toronto's core. Our services range from primary care to acute care, post-acute care, rehabilitation, palliative and long-term care. We work with our system partners to advance excellence in health care through education and research.

Earlier this fall, Unity Health was asked by the Ministry of Health to complete a comprehensive third-party review of the Consumption and Treatment Services (CTS) located at 955 Queen Street East, operated by the South Riverdale Community Health Centre (SRCHC).

This review will include the operations of the CTS site and the suitability of its operations integrated within Community Health Centres.

Unity Health has assembled a review team that includes staff with expertise in clinical operations in mental health and addictions, human resources, security, communications and community engagement.

We are gathering information from a wide variety of sources, meeting with CTS staff and leadership, conducting site visits and reviewing documentation to gain an understanding of the site's governance, communications, security and human resources processes. Hearing from a wide variety of stakeholders is an important input into this review. More information about community engagement during the review can be found below.

Our report will be submitted to the Ministry in the early New Year.

Q: How were people selected for the community consultation groups?

On November 15, Unity Health shared a registration link on the community engagement section of the SRCHC website. The link asked people to sign up for a community consultation meeting as either a resident, family, business owner/employee of the neighbourhood.

Unity Health is using the SRCHC's website as the primary platform for sharing information about the review because the Leslieville community is already familiar with the website as a source for communication and updates regarding the site.

To connect with local businesses, Unity Health also sent the registration link to the Leslieville Business Improvement Association (BIA) to share among their members.

To connect with schools and daycares, Unity Health contacted administrators directly to arrange interviews with individuals in leadership positions.

The number of people who registered was greater than the number of spots available in the consultation groups. To give everyone the same chance of participating, we randomly selected consultation group participants. If multiple participants from the same household were selected, we accepted a maximum of one person per household. Only those selected will receive follow-up communication.

Unity Health will share an online form in the coming week on the SRCHC website where people can answer the same questions that we are asking in the community consultation meetings. We will update this post as soon as that form is live.

Q: Why are people being compensated for their time in participating in the community consultation meetings?

People who take part in consultation studies are routinely compensated as recognition that they are giving up time to participate. While this consultation is not a research study, compensation is also often considered a best practice in community engagement. Participants are free to decline the compensation if that is their preference. We and others have found that compensating people results in more diversity among participants. We are only able to compensate people who take part in the facilitated community consultation meetings.

Q: Is feedback being used beyond this review for other research purposes?

The information that is being collected as part of the community consultation meetings will only be used to inform this review and the final report being submitted to the Ministry of Health.

Q: I didn't get selected to be a part of a community engagement session. Does that mean my voice doesn't count? How do I still get heard?

We know that many people who are not participating in a community consultation meeting still want to have their voice heard. We also know that some people may not have had the opportunity to participate in a session. Listening to communities is an important part of the review process and Unity Health has established different participation streams, including an online form that will be shared in the coming week on the SRCHC website where people can answer the same questions being asked in the community consultation meetings. We will update this post as soon as that form is live. The information

we receive either through the consultation meetings or through the online form will all be considered as part of the review.

Since October 27, a number of people have also shared their insights and experiences regarding the CTS site by email at CTSreview@unityhealth.to. The review team will use the information that continues to be shared by email, in the consultation meetings, the interviews with school and daycare administrators, previous consultations, articles in the media and on social media, and through the online form, as inputs into the review.

Q: Were people selected for the consultation meetings based on their address?

We asked respondents to enter their address during registration to show that they live (or if applicable, work) in the Leslieville neighbourhood. The community consultation meetings are for people who live or work in the area.

Q: Will people who completed the registration form be personally told they did not get selected?

Only people who were selected for the community consultation meetings have received follow up communication from Unity Health. While we appreciate everyone's interest in participating, due to the number of registrants, we won't be able to send notifications to individuals who were not selected.