

HART Hub Community Engagement Committee

TERMS OF REFERENCE

Effective Date: October 2026

Review Date: October 1, 2026

The legacy, Integrated Care Hub Engagement Committee was established at the request of the City of Kingston and the Ministry of Health to provide a forum to share perspectives on HART Hub initiatives and to discuss neighbourhood concerns about safety and security. The forum demonstrated considerable value and will continue to support the work of the HART Hub, transitioning to the HART Hub Community Engagement Committee (“HART Hub CEC”). These Terms of Reference are adapted from those of the former Integrated Care Hub Community Engagement Committee to reflect the committee’s transition and continued dedication to the work.

Neighbours, businesses, service providers, the city and other partners may be impacted by tensions and complex issues that arise when serving some of our community’s most marginalized and vulnerable citizens. As community members, there is an important role in helping to find solutions. This committee is intended to provide a forum where members can safely and openly share their perspectives on neighbourhood concerns about public health, safety and security related to the HART Hub.

The HART Hub operates as a part of the neighbourhood and community, and this forum has been established to:

- promote understanding of complex issues,
- help build more trusting relationships,
- enhance information sharing, and
- develop solutions to problems of shared concern to improve life in the neighbourhood and/or operations at the HART Hub.

It is noted that broader neighbourhood issues (such as provincial regulations, encampments, housing shortages and litter/waste collection) may affect the HART Hub site, its programs and its relations with the community; however, resolution of those issues is often beyond the scope, authority and mandate of the HART Hub and this committee.

Scope of the Work

Committee discussions are intended to provide a safe forum for members to:

- Identify, explore and understand issues of shared concern in the HART Hub neighbourhood.
- Advocate for those shared HART Hub and neighbourhood concerns.
- Share information and updates among agencies, partners and community members.
- Propose solutions leading to action on problems and advance ideas with community decision-makers. (Whoever takes the lead will be accountable for reporting back.)
- Engage with various levels of government and collaborate with other communities and partners to facilitate their involvement in finding solutions and support.
- Monitor and evaluate progress towards improved operations and public safety.

These discussions may lead to proposals for action, presentations to partners, and/or various types of communication with community residents, businesses, agencies/service providers and government officials.

It is important to note the HART Hub Community Engagement Committee is **not** an operational decision-making body with respect to the daily operations of the HART Hub. Input and advice, however, are welcomed for the HART Hub’s consideration.



Membership

Members should have first-hand knowledge of the impacts of the HART Hub on the neighbourhood, and work, reside or have a business nearby. The committee is expected to have between 8 and 16 regular participants or members, with a balance of representation among neighbourhood residents and businesses, the municipality, and HART Hub partners. The committee will also welcome members with lived experience.

Membership will be reviewed at least annually (or as required). Going forward, the committee will advise the sponsor on the review and succession process, in consultation with

Guests may be invited from time to time to share their experiences or knowledge where it is helpful to the work of the committee. Other guests may be invited as observers with permission in advance from the committee.

Current Membership

Representation	Member(s)
Neighbourhood Residents	Diego Natale
Neighbourhood Businesses	Joe Quattrocchi, Jonathan Pilon, Alana Bennett
Client / Lived-Experience Representation	Jamie Bruschetti
City of Kingston District Councillor	Councillor Gregory Ridge
Community Partners	Acting Inspector Mhairi Hilliker (Kingston Police); Steven Mothersell (City By-law Enforcement)
HART Hub Partner Representatives	Placeholder for future Connect providers
AMHS Representatives	Victoria Wilson, Chauntal Petersen, Betty Jo Dean
Administrative Support	Lolade Ademola-Akinola

Accountability & Reporting

The committee will be accountable to its sponsor(s) and responsive to funders as required. This could include the City of Kingston, United Way or the Ontario Ministry of Health.

Member Expectations & Conduct

Members will be expected to act in accordance with the aims and mandate of these Terms of Reference, and to:

- Respect the Terms of Reference, established protocols and accepted procedures for the operation of the Community Engagement Committee.
- Preserve confidentiality regarding other committee members, client matters and other confidential information that may be shared or discussed.
- Be prepared to work constructively and collaboratively with other committee members.
- Be respectful of the expression of diverse opinions, which may be different from their own.
- Refrain from using language or acting in a way that is threatening, abusive, racist or otherwise disrespectful.
- Bring any immediate concerns regarding HART Hub operations first to the attention of HART Hub management. The concerns may then be brought to the attention of the committee.
- Not act as an official spokesperson on behalf of the committee unless requested to do so from time to time by the committee. The HART Hub will be represented by its own staff.



Committee Processes, Documentation & Reporting

The committee will confirm the following operating details:

- Meeting frequency, format and location/platform: First Thursday of every month, in-person at 552 Princess Street.
- Co-Chairs: Victoria Wilson and Jonathan Pilon.
- Quorum: Quorum consists of three (3) participants who are not employed by or representing AMHS-KFLA.
- Standard methods for sharing information and other communications: Email
- Administrative support for committee scheduling and documentation will be provided by the HART Hub.