



**HAMILTON URBAN CORE COMMUNITY HEALTH CENTRE**  
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**Hamilton Urban Core Community Health Centre**

**Neighbourhood Liaison Table**

**Terms of Reference (ToR)**

**1. Overview**

The Neighbourhood Liaison Table (NLT) serves as a collaborative platform that fosters open communication, mutual understanding, and shared problem-solving between Hamilton Urban Core Community Health Centre (HUCCHC), local residents, community partners, and stakeholders in the Kirkendall neighbourhood.

**2. Purpose**

The purpose of the NLT is to support the successful integration and ongoing operation of the HART Hub Residential Treatment and Recovery Program at 276 Aberdeen Avenue through transparent dialogue, relationship-building, and proactive community engagement.

**3. Objectives**

- Promote trust and transparency between HUCCHC, the HART Hub team, and neighbourhood stakeholders.
- Facilitate two-way communication regarding program goals, updates, concerns, and opportunities.
- Identify and collaboratively address community concerns related to safety, operations, neighbourhood impact and related issues.
- Provide input and feedback on community engagement strategies, communications, and partnership activities.
- Support the successful transition and integration of the HART Hub program within the local community.



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- Strengthen the collective commitment to equitable access to care and the reduction of stigma associated with mental health and addiction recovery.

#### **4. Guiding Principles**

- Respect and civility in all discussions and interactions.
- Transparency and honesty in sharing information and intentions.
- Commitment and representation of diverse community voices.
- Constructive collaboration to find solutions and common ground.
- Confidentiality where sensitive information is shared in good faith.
- Evidence-informed dialogue, rooted in compassion and understanding.

#### **5. Composition**

The NLT will be Co-Chaired by the Hamilton Urban Core CHC Community Liaison, and a Neighbourhood Resident elected from the resident membership.

The NLT will include a balanced representation of stakeholders, such as:

- Neighbourhood Residents (including both immediate and broader area residents)
- HUCCHC Leadership and Program Staff
- Community Partners and Service Providers (e.g., police, housing, harm reduction, social services)
- Elected Representatives (to be invited by consensus as observers, where applicable)
- Individuals with lived experience (where appropriate and self-identified)

#### **6. Roles and Responsibilities**

Neighbourhood Liaison Table Members will:

- Attend and actively participate in meetings.
- Bring forward community insights, concerns, and ideas constructively.
- Review and provide feedback on relevant information, plans, and updates.



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- Serve as a liaison between their networks and the Table, helping to share accurate information and reduce misinformation.
- Support community-based solutions that promote safety, dignity, and inclusion for all.

HUCCHC will:

- Provide timely and transparent updates about the HART Hub project.
- Share data, progress reports, and communications materials as appropriate.
- Co-facilitate meetings, record minutes, and track follow-up actions.
- Provide staff and logistical support to ensure the Table's effective functioning.

## **7. Accountability**

To uphold the integrity, transparency, and effectiveness of the Neighbourhood Liaison Table (NLT), all members agree to shared standards of accountability in fulfilling their responsibilities and advancing constructive dialogue and engagement.

### **7.1 Shared Accountability Commitments**

All NLT members commit to:

- Participating actively and consistently in meetings and when carrying out follow-up actions.
- Honouring the Guiding Principles, including respect, civility, transparency, and evidence-informed dialogue.
- Upholding confidentiality, ensuring sensitive or preliminary information is not shared outside the Neighbourhood Liaison Table without agreement.
- Sharing accurate, factual information when communicating with community members, thereby reducing misinformation.
- Working collaboratively to identify solutions, address concerns, and strengthen neighbourhood relationships.
- Representing stakeholder groups responsibly, ensuring their contributions reflect community needs while maintaining constructive engagement.



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### 7.2 Accountability of Resident Participants

Resident members of the NLT play a key role in bridging communication between the Table and the broader neighbourhood. To support this role, resident participants agree to:

#### Accurate Information Sharing

- Share information from meetings responsibly, ensuring that updates conveyed to other residents are factual, complete, and aligned with the meeting summaries.
- Avoid spreading unverified, partial, or preliminary information that may unintentionally cause confusion, misinformation, or tension within the community.
- Direct questions or concerns from neighbours to the appropriate sources, including NLT Co-Chairs or HUCCHC staff, when clarification is needed.

#### Upholding Confidentiality

- Protect confidential or sensitive information, especially when early-stage planning details, safety-related matters, or personal information are discussed.
- Seek guidance from the Co-Chairs when uncertain about whether specific content is suitable for public sharing.

#### Constructive Representation

- Bring forward the perspectives of a wide range of residents, not only personal viewpoints.
- Engage respectfully with neighbours, encouraging two-way communication grounded in facts and shared problem-solving.
- Model civility and fairness when discussing the HART Hub project, community concerns, or Table decisions.

#### Reducing Harm and Misinformation

- Correct misinformation actively, using approved materials, meeting summaries, and publicly available updates.
- Encourage other residents to participate respectfully in the engagement process and direct them to official information channels.



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**Reliability and Follow-Through**

- Complete any follow-up tasks or commitments agreed upon during meetings.
- Communicate proactively if unable to complete a task or attend a meeting.

**7.3 Accountability of HUCCHC**

HUCCHC commits to:

- Providing timely, clear, and transparent updates about the HART Hub project.
- Sharing relevant and accessible materials to support accurate public understanding.
- Explaining the rationale behind decisions and how community input is considered.
- Tracking and reporting progress on follow-up actions and commitments.
- Ensuring administrative, logistical, and Co-Chair support needed for the NLT to function effectively.

**7.4 Accountability for Follow-Up Actions**

- Action items will be documented, assigned, and tracked in meeting minutes.
- Progress updates will be reviewed at subsequent meetings.
- Members are expected to notify the Co-Chairs promptly if they are unable to meet a commitment so alternatives can be arranged.

**7.5 Addressing Challenges or Concerns**

- The Co-Chairs may facilitate a respectful, solution-oriented discussion if concerns arise regarding participation, conduct, or adherence to the Guiding Principles.
- If issues persist, members may be asked to step aside to preserve the effectiveness, integrity, and safety of the Table.
- All conflict resolution efforts will reflect fairness, transparency, and the collective commitment to constructive engagement.

**8. Meeting Frequency and Format**

Meetings will occur monthly during the first six months of program implementation, and may shift to quarterly thereafter, as determined by the group.



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Meetings will be held in-person at 276 Aberdeen Ave, Hamilton, Ontario, with virtual options available as needed. Agendas and minutes will be distributed in advance and posted publicly (where appropriate) to ensure transparency. Special meetings may be convened to address urgent matters or emerging community concerns.

### **9. Decision-Making Process**

The NLT operates on a consensus-based approach, seeking common understanding and shared agreement wherever possible. When consensus cannot be reached, differing perspectives will be respectfully recorded and reflected in meeting summaries.

The Table is advisory in nature and does not possess formal governance authority; its purpose is to provide feedback, recommendations, and facilitate dialogue.

### **10. Term of Membership**

Members will serve a one-year renewable term, with the option to extend based on mutual agreement and continued interest. Members who are unable to attend three consecutive meetings without notice may be asked to step down to allow for broader participation.

### **11. Communication and Transparency**

Hamilton Urban Core will maintain a public-facing summary of NLT discussions, outcomes, and next steps on its website or through community updates. A Community Update Bulletin may be circulated quarterly summarizing key highlights, actions, and upcoming engagement opportunities. Members agree to respect confidentiality for any sensitive matters discussed during meetings.

### **11. Review and Evaluation**

The Terms of Reference will be reviewed annually to ensure continued relevance and effectiveness. The NLT's progress and impact will be assessed using qualitative feedback, attendance, and indicators of community engagement, trust, and satisfaction.



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**12. Administrative Support**


HUCCHC will provide meeting coordination, Co-facilitation, documentation, communication and logistical support, and access to subject-matter experts or resource persons as required.

**13. Approval and Adoption**

This Terms of Reference will take effect upon endorsement by the Hamilton Urban Core Community Health Centre and initial members of the Neighbourhood Liaison Table and may be amended as needed through consensus.

Approved by: Hamilton Urban Core Community Health Centre - Neighbourhood Liaison Table

Date: March 2, 2026

Co-Chair, Hamilton Urban Core CHC: 

Co-Chair, Community Representative: 