

CACHE Patient/ Family/ Caregiver Partner Remuneration Guidelines

Updated August 29, 2025

This document was co-created by patients, family members, and caregiver partners in collaboration with the Centre for Advancing Collaborative Healthcare & Education (CACHE) staff. It is a living document and will continue to be reviewed and refined in partnership with our community.

Vision

A future where patient, family, and caregiver partners are essential leaders, educators, and co-creators in health education and system transformation.

Mission

CACHE is committed to meaningfully engaging patient, family, and caregiver partners in all aspects of our work, from curriculum design and facilitation to governance, research, and knowledge sharing. We respect their time, expertise, and lived experiences by offering remuneration and covering participation-related expenses whenever possible.

Guiding Principles:

Inclusiveness: We value the breadth of lived experience and strive to engage diverse voices fully and equitably across our work. We recognize that offering remuneration helps reduce barriers to participation and is an important way to support inclusion by making engagement possible for those who may not otherwise be able to participate.

Co-Creation: We prioritize collaboration at every stage, from curriculum development to implementation and evaluation.

Respect for Knowledge: We recognize experiential knowledge as a critical contribution alongside other sources of knowledge (e.g. research or clinical knowledge).

Belonging and Disability Inclusion: We intentionally engage patient/family/caregiver partners with disabilities, recognizing the impact of ableism and systemic barriers. We are committed to creating spaces of belonging and leadership that centre their expertise in transforming healthcare and education.

Background

Historically, patients, families, and caregivers have been marginalized or excluded from health professions education. They have often been excluded as active partners in care, and their lived experiences have been undervalued as critical to understanding the full impacts of illness, disability within the health and social care system. When included, their roles have typically been limited to passive participation, reinforcing systemic power imbalances.

CACHE's Patient/Family/Caregiver Partner Advisory Committee is committed to shifting this paradigm. We aim to centre lived experience and narrative-based contributions as vital sources and forms of knowledge. Through this approach, we strive to advance inclusive, equitable, and relationship-centred engagement in health professions education.

Terminology

In this document, '**patient**' refers inclusively to patients, clients, family members, caregivers, care partners, and knowledge partners with lived experiences of the health and/or social care system. We recognize that this language is evolving and commit to reviewing terminology and updating as appropriate.

Key Definitions

Patient Partner Remuneration: Provided to acknowledge the time, energy, and expertise contributed by patient partners to CACHE activities. Remuneration may take the form of honoraria, gift cards, or another mutually agreed-upon method.

Reimbursement: Out-of-pocket expenses related to participation (e.g., travel, accommodation, meals) are eligible for reimbursement based on CACHE and the University Health Network (UHN) administrative policies. Please contact [Education Coordinator, Communications & Community](#) *in advance* of incurring expenses.

Accommodation: Support for specific accessibility needs that make participation possible (e.g., ASL-EN interpretation, attendant care, accessibility services). Please contact [Education Coordinator, Communications & Community](#) to discuss.

Remuneration Practices

CACHE offers honoraria at a rate of **\$25 per hour** for eligible activities in recognition of the time, effort, and expertise shared by patient, family, and caregiver partners.

CACHE operates on an **academic year cycle (July 1 to June 30)**. Honoraria are processed **twice a year**:

- **December:** For activities completed between **July 1 – December 31**
- **June/July:** For activities completed between **January 1 – June 30**

If you know that you will **not be participating in any further activities** within the current payment cycle, and would prefer to receive your remuneration earlier, you may reach out to **request early processing**. We will do our best to accommodate early requests within our administrative timelines and UHN payment processes.

Please email [Education Coordinator, Communications & Community](#) with your early processing request.

Payment Options

1. e-Gift Cards (Fastest Option)

Gift cards are delivered via email and are the quickest way to receive your honoraria. You can choose from:

- <https://www.giftcards.ca/category/eGift-Cards>
- <https://www.giftofchoice.ca/en/>

Please note:

- We cannot issue gift cards for alcohol-related retailers.
- Prepaid MasterCard/Visa options carry administrative fees that will reduce your total amount received.

2. Cheque (Payment via UHN Finance)

If you prefer to receive a cheque, please note that processing can take 4–8 weeks. UHN Finance issues the cheques.

For cheque payments, we require:

- Your full legal name
- Your mailing address
- Social Insurance Number (SIN)
- A void personal cheque OR Direct deposit form

This information will be collected **privately and securely**, and stored in accordance with UHN financial policy and privacy standards.

*As per Canada's Revenue Agency, a SIN is required as UHN must complete a T4A slip if the total of all payments in the calendar year was **more than \$500**. For additional information, please visit the [CRA website](#) on types of income to report on a T4A slip.*

Notes on Payment Amounts

The hourly rate may result in totals that include cents (e.g., \$120.50). Here's what you need to know:

- **Gift Cards:** Most gift card platforms do not allow for cent amounts. In these cases, the total amount will be **rounded up to the nearest dollar** (e.g., \$120.50 becomes \$121).
- **Cheque Payments:** If you prefer to receive the **exact amount including cents**, we recommend choosing the cheque option (see above).

We remain committed to improving our systems in ways that reflect our respect for your time, knowledge, and partnership.

If a patient chooses to decline payment, those funds will remain within the CACHE Patient Partner Program and will be reallocated to support future engagement.

Eligibility for Remuneration

Honoraria may be offered for the following types of contributions:

- **Educational Engagement**
 - Facilitating or co-leading learning activities (e.g., Health Mentor Program, Foundational Interprofessional Education (IPE) Activities)
 - Participating as a storyteller, guest speaker, or panelist
- **Governance and Strategic Input**
 - Active involvement in committees such as:
 - Patient/Family/Caregiver Advisory Committee
 - InterFaculty Curriculum Committee (IFCC)
 - CACHE Governance Committee
- **Co-Creation and Design**
 - Contributing to the development, delivery, and evaluation of curriculum
 - Participating in working groups, IPE activities, and training events

Patient partners are welcome to propose other forms of engagement or recognition that reflect their unique contexts and contributions.

CACHE values the many ways patient, family, and caregiver partners contribute to our work. While we strive to recognize a wide range of contributions, our remuneration is based **primarily on tracked hours of active participation**.

- **Hours are tracked by CACHE staff** and include time spent **actively participating in meetings, events, and educational sessions**.
- In some cases, **preparatory work** (e.g., reviewing materials, planning presentations) may also be included **when specified in advance**.
- Time spent outside of active sessions such as informal preparation, is **not automatically included** in hour tracking, but may be considered upon request.

While CACHE tracks hours for processing purposes, we **strongly encourage patients to keep a personal record of their own engagement**. This helps ensure accuracy and allows for easier resolution of any discrepancies that may arise during payment processing.

Scope of Eligible Activities

While we strive to offer remuneration where possible, **not all activities are eligible for honoraria** due to budget limitations and the nature of certain events. A **separate companion document** outlines which activities are currently eligible for remuneration.

Activities that are celebratory, community-building, or primarily networking-focused—such as the Patient Partner Showcase, the Appreciation Event, and the Self-Care Workshop—are not eligible for honoraria. Participation at these events is voluntary as these events are intended to foster connection, celebration, and collective reflection.

We acknowledge and deeply value all contributions—remunerated or not—and remain committed to creating meaningful, inclusive spaces for learning and engagement.

Remuneration for Preparatory and Informal Contributions

Standard remuneration applies to active participation (e.g., facilitation, speaking). Preparatory work, such as reviewing materials or creating presentations, is not automatically remunerated. To ensure fairness and clarity, preparatory contributions will be considered using the following principles:

- **Pre-Approval & Clarity**
 - Any preparatory work that will be remunerated (e.g., reviewing materials, developing slides, co-design meetings) must be identified and agreed upon with CACHE in advance.
 - For each opportunity, CACHE will explain what type of preparation is included (e.g., orientation sessions for facilitators) and how it will be remunerated.
- **Role-Specific Remuneration**
 - Preparatory work that is a standard part of the role (e.g., attending an orientation session before facilitation) is eligible for remuneration.
 - Individual or informal preparation (e.g., reviewing materials at your own pace, which may take 15-60 minutes on average, but may require more) is not automatically remunerated, since it varies by individual.
 - If substantial preparation is required beyond orientation (e.g., developing new content, reviewing detailed background research), remuneration may be offered if pre-approved and within budget.
- **Review & Advisory Consult**
 - Decisions about remunerating additional preparation will consider the type of work, time required, and available budget.
 - When questions arise, CACHE will consult with the Patient/Family/Caregiver Advisory Committee to ensure sufficient budget, equity, and alignment with the program's vision and mission.

Patient, family, and caregiver partners always have the choice to accept or decline opportunities where preparatory work is not fully remunerated. If the offered remuneration does not reflect the time an individual feels is required, patients are welcome to decline the opportunity or take part only in the aspects of the role that are remunerated.

Other Forms of Recognition and Non-Monetary Remuneration

While monetary remuneration (e.g., honoraria or gift cards) is the primary form of compensation offered by CACHE, we also recognize that meaningful engagement can be supported through additional opportunities that carry professional, educational, or capacity-building value for patient, family, and caregiver partners.

These non-monetary forms of remuneration may include:

- Co-authorship in publications, research, or presentations
- Participation in scholarly conferences, including presentation opportunities
- Funding to attend conferences, workshops, or training programs that enhance your role as a partner in health professions education
- Access to skill and knowledge building opportunities or courses related to your engagement with CACHE

When available, these opportunities are supported through bursaries, which are typically announced in advance and require a brief application or expression of interest. If you are invited or interested in representing CACHE at an external event, including conferences or education sessions, this must be discussed in advance with the [Education Coordinator, Communications & Community](#). Support for registration, travel, or accommodations is **not** automatically provided and will be assessed based on available funds and relevance to CACHE's strategic priorities.

Contact

We welcome your feedback on these guidelines as part of our ongoing commitment to co-creation. If you have questions about remuneration, reimbursement, accommodation, or engagement, please contact:

Elizabeth (Eli) Cadavid (pronouns: she/her)
Education Coordinator, Communications & Community
eli.cadavid@uhn.ca