

Patient/Public Partner Appreciation – NL SUPPORT and Quality of Care NL Guidelines

Introduction

Patient-Oriented research (POR)¹ is a collaborative approach to research that engages patients² as partners³ in the research process. When patients become partners in research and research related activities, they dedicate their time and expertise to the betterment of the overall research project just as the other members of the research team, albeit with a different lens.

Canada's Strategy for Patient-Oriented Research (SPOR) encourages researchers and research partners to offer financial compensation to their patient/public partners.

Effective **from fiscal year 1/4/2025 – 31/3/2026** the following guidelines will govern the appreciation of patient/public partners ("patients") in the field of Patient-Oriented Research working with NL SUPPORT and Quality of Care NL at Memorial University ("the University").

These guidelines apply to patients/members of the public who are engaged in NL SUPPORT and Quality of Care NL, related activities. These guidelines do not apply to representatives of patient or community organizations who are engaged in NL SUPPORT and Quality of Care NL related activities as part of their role within their organization.

These guidelines do not apply to patients engaged in research projects. Researchers are strongly advised to discuss appreciation and remuneration options with each patient/public partner to determine which option is a best fit. Researchers may use these guidelines when discussing forms of appreciation with patient/public partners. Researchers who are not employees with the University should confirm patient appreciation rates and guidelines with their employer and/or funder.

In recognition of the fact that some patient/public partners contribute a significant amount of time to a research project NL SUPPORT, in partnership with the Human Resources Department at Memorial University, has developed a standard patient/public partner job specification for use by research teams. This job specification is available on request from NL SUPPORT and the Human Resources Department at Memorial University.

These guidelines were written by NL SUPPORT and Quality of Care NL staff with advice from the Patient and Public Advisory Council and the Human Resources Department at Memorial University.

Terms are explained in the brief Jargon Buster to be found towards the end of the document.

Forms of appreciation

There are different forms of appreciation. Some ways to show appreciation can include: thank you cards, acknowledgments, letting patients know how they made a difference, honorarium payments etc.

This document outlines the NL SUPPORT and Quality of Care NL guidelines on forms of appreciation to patients contributing to the work of NL SUPPORT and Quality of Care NL. All payments offered by NL SUPPORT and Quality of Care NL are honorarium payments as a form of recognition for the contribution that patients make to our work.

The appreciation (including honorarium amounts) offered will depend on the level of effort and complexity of the engagement opportunity. Please note:

- Time spent on meeting preparation and travel time is included in honoraria offered and will not be compensated separately.
- Honoraria offered will be in addition to any reimbursement of expenses incurred by patients when attending meetings (which will be reimbursed according to Memorial University's [Schedule of Reimbursable Expenses](#)).
- Training and orientation meetings are not eligible for payments; however, training should be provided free of charge for patient/public partners.

Honoraria and other forms of appreciation are described below. For more information, or if you have any questions, please contact info@nlsupport.ca.

Appreciation

The honoraria below have been agreed with the Human Resources department at Memorial University. Patient/public partner appreciation will be capped at \$1000 per individual across all categories in a fiscal year.

The appreciation categories are as follows:

Appreciation Category	Amount (where applicable)	Description	Criteria
Patient and Public Advisory Council Member Honorarium	\$100/meeting	This is the standard honorarium offered for preparation, attendance at and follow-up activities from the Patient and Public Advisory Council meetings	This honorarium will be offered to NL SUPPORT/ Quality of Care NL Patient and Public Advisory Council members who are recruited based on NL residency and/or experiences with the local health/social care system, with a general interest in improving health/social care through Patient-Oriented Research
NL SUPPORT/Quality of Care NL – Specific Activity Honorarium	Half day: \$100 Full day: \$200	This is the standard one-time honorarium offered to patient/public partners involved in specific activities organized by NL SUPPORT/Quality of Care NL such as: reviewing funding applications; being part of a working group, core component committee, steering committee, and/or oversight committee; and/or contributing to specific events/ training/project	This fee will be offered to patient/public partners who are recruited for specific tasks as described in this table, in addition to NL residency and experiences with our health/social care system. Patient/public partners may be involved in multiple activities. However, total annual maximum honoraria amount paid by NL SUPPORT/Quality of

		teams.	Care NL will not exceed \$1000/fiscal year (April 1 – March 31)
Patient and Public Advisory Council Chair and/or Co-Chair Honorarium	\$250 each/year	This is the standard honorarium offered to the NL SUPPORT/ Quality of Care NL Patient and Public Advisory Council Chair and/or Co-Chair	Chairs will be decided on through a nomination and adjudication process occurring no less than annually. Chairs who do not remain in the role for the entirety of the year may have their honorarium for this role pro-rated for the time that they Chaired.
Other Forms of Honorarium		For more involved engagement with NL SUPPORT/Quality of Care NL, the staff patient/public engagement lead and the patient/public partner should discuss the most appropriate form of appreciation. This could include a flat rate per day or even contractual arrangements.	This applies to patient/public partners who are recruited for a skill set or a specific task not described in one of the above categories (such as a patient co-facilitator).

Culturally Appropriate Appreciation		For Indigenous Peoples and other individuals involved with NL SUPPORT/ Quality of Care NL who are interested in a culturally appropriate form of appreciation, this will be discussed.	This applies to Indigenous Peoples and members of other cultural groups from communities in NL recruited based on their experiences with the local health/ social care system.
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How will patient/public partners be paid?

- Patient/public partners will be offered an honorarium based on their involvement with NL SUPPORT/Quality of Care NL
- To claim the honorarium that has been offered, patient/public partners and an authorized representative of NL SUPPORT should sign a form at the end of each fiscal year (April 1 – March 31) or at the time of the first requested payment by the patient/public partner confirming the payment amount. NL SUPPORT will provide this form at the end of the fiscal year or when requested.
- Patient/public partners will be responsible for tracking and claiming their hours/activities using the standardized form available at the end of this document.
- Memorial University will pay by cheque or electronic transfer. In order to do so, the University will need the date of birth, address, and SIN number of the patient/public partner.
- The University must issue a T4 slip for income tax purposes to individuals whose income from the University (including honoraria) exceeds \$500 in a calendar year.

Please be aware that any income received from your involvement with NL SUPPORT must be claimed on your annual Canadian Revenue Agency income tax return. Before confirming the honorarium, you may wish to check if the payment has any impact on your benefits or pension.

Reimbursement

Reimbursement for expenses includes the following:

- Travel expenses e.g. airfare, accommodation
- A per diem for meals that are not included in the engagement activity, without requirement of receipt.

Patient/public partners are required to complete a travel request form before any travel arrangements, flights etc. are booked, and at least 1 week in advance of the travel. Link to the form: https://www.mun.ca/finance/media/production/memorial/administrative/financial-and-administrative-services/media-library/forms/TRAVEL_REQUEST.pdf

Patient/public partner travel requests must follow the University travel policy which states that “all travel at University expense must occur by the most economical mode of transportation that is available and practical, while considering the purpose and the urgency of the trip. The shortest direct route must normally be chosen.”

Patient/public partners are required to complete a travel claim form within 10 days after completion of travel, including all receipts (parking, taxi, bus, flight ticket, accommodation). Link to the form:

https://www.mun.ca/finance/media/production/memorial/administrative/financial-and-administrative-services/media-library/forms/Travel_Expense_Claim.xlsx

Reimbursement may take up to 30 – 45 days. Patient/public partners are advised to contact NL SUPPORT if they have not received their reimbursement from the University within 45 days.

Patient/public partners may apply for a travel advance. A travel advance form should be completed at least 10 working days prior to the travel date. Link to the form:

https://www.mun.ca/finance/media/production/memorial/administrative/financial-and-administrative-services/media-library/forms/TRAVEL_ADVANCE_REQUEST.pdf

For more information on travel reimbursement, please read the University travel policy <https://www.mun.ca/policy/browse-or-search/browse-policies/university-policy/?policy=558>

Other things that are important

- Patient/public partners may decline the offer of an honorarium payment; declining will not affect engagement in projects nor any reimbursement for costs incurred. Patient/public partners may also accept the offer partially (e.g. based on their personal financial situation and tax implications).
- Patient/public partners must be aware that any income received from their involvement with NL SUPPORT/Quality of Care NL must be claimed on their annual Canadian Revenue Agency income tax return. Before confirming that they wish to accept the offer patient/public partners should consider the impact of the payment on their benefits, pensions, etc.
- Patient/public partners should know that while NL SUPPORT/Quality of Care NL encourages researchers to offer partner appreciation, it is **not mandatory**. The nature of

the research project and the level of funding awarded may limit the type of appreciation offered to patient/public partners.

- Different research teams and institutions will offer different honorarium rates for engagement in research. This is because there is **no set guidance** on this and some organizations/projects can afford to pay more than others.
- Physical copies of honorarium forms may be made available for patient/public partners during in-person meetings upon request.

Brief Jargon Buster

¹**Patient-oriented research** refers to “research that engages patients as partners, focusses on patient-identified priorities and improves patient outcomes. This research, conducted by multidisciplinary teams in partnership with relevant stakeholders, aims to apply the knowledge generated to improve healthcare systems and practices.” <https://cihr-irsc.gc.ca/e/41204.html>

²The SPOR Patient Engagement Framework defines the term ‘**patient**’ broadly as: “An overarching term inclusive of individuals with personal experience of a health issue and informal caregivers, including family and friends.” <http://www.cihr-irsc.gc.ca/e/45851.html>

³We define the term ‘**partner**’ as a person who is engaged in research including priority-setting, participation in governance committees, consultation on research design and knowledge translation activities to name a few.

Approval of these guidelines

This document has been viewed and approved by NL SUPPORT and the Human Resources department of Memorial University. The document will be reviewed regularly to ensure that it remains current and reflects any local or national changes.



August 14th, 2025

Amanda Dohey

Date:

Director, NL SUPPORT

Michael Kielly

Date:

Manager (Acting), Policy and Organizational Effectiveness
Human Resources Department, Memorial University

Approved August 15, 2025

Patient/Public Partner Appreciation Tracking Form

To ensure your hours are accurately logged, we kindly ask that you use this tracking sheet to keep a record of all your activities conducted as a patient/public partner with NL SUPPORT/Quality of Care NL.

Please submit this form to NL SUPPORT staff so that we can provide you with payment in a timely manner. Memorial University requires the date of birth, address, and SIN number of patient/public partners to provide payment. Please be advised that it may take up to 30-45 days to process your payment. Please contact a staff member if reimbursement has not been received within 45 days.

Thank you for your support and contribution to NL SUPPORT, Quality of Care NL, and Choosing Wisely NL.

Patient/Public Partner Activity Log:

First and Last Name	
Period of Engagement <i>(E.g. April 2021 – March 2022)</i>	

Engagement Record:

ACTIVITY NAME <i>(e.g., PPAC Meeting April)</i>	DESCRIPTION (optional) <i>E.g. Recurring meeting to discuss business</i>	DATE OF ACTIVITY <i>E.g. August 27, 2025</i>	NUMBER OF HOURS
TOTAL HOURS CONTRIBUTED			

Please continue on an additional sheet if required (see below).

Preferred form of appreciation:

- ☐ I wish to accept honorarium payment for my total contribution to date. Please enter the date of form submission here (month/day/year): _____
- ☐ I wish to accept an honorarium payment of \$_____ (this figure must be less than the total amount eligible for to date and/or the annual maximum amount of \$1000)
- ☐ I do not wish to receive any form of payment
- ☐ Other (please *describe in the text box provided*)

Special requests

Please use the text box below to describe any special requests you may have in receiving payment and/or being appreciated for your contribution. Please note that requests for forms of appreciation not described in the policy above will be discussed with the partner making the request and decided on a case-by-case basis.

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Preferred frequency of payment:

- ☐ Please process my payment upon receipt of this submission
- ☐ Please keep my hours logged for now; I will inform you when I wish to receive payment. Note: payments must be made at least once per year
- ☐ I do not wish to receive any form of payment

By signing below you are acknowledging that you completed the work above and agree to receiving appreciation and/or honorarium in the preferred form indicated above.

First and Last Name:	
Mailing Address:	
Social Insurance Number:	
Date of Birth:	Phone:
SIGNATURE:	DATE:

Engagement Record – Additional Sheet

Engagement Record:

ACTIVITY NAME <i>(e.g., PPAC Meeting April)</i>	DESCRIPTION (optional) E.g. <i>Recurring meeting to discuss business</i>	DATE OF ACTIVITY <i>E.g. August 27, 2025</i>	NUMBER OF HOURS
TOTAL HOURS CONTRIBUTED			