

# Family Advisory Committee | *Terms of Reference*

## Client and Family Integrated Care

### Role

The Family Advisory Committee (FAC), advocates for client and family-centred care (CFCC) at Holland Bloorview Kids Rehabilitation Hospital and acts as a resource and partner to staff in all aspects of service pertaining to client and family-centred care. Client and family-centred care is an approach to children's health care design, delivery, and evaluation, which respects the central role of the family in a child's life and upholds the importance of the family and health care provider as engaged in mutually beneficial partnerships throughout decision-making.

### Purpose

The Family Advisory Committee consults, partners, and co-designs with Holland Bloorview staff, leadership, and alumni to advance and promote the highest quality care and supports in programs and services for young people and their families. The Family Advisory Committee will promote the principles of CFCC that are respect, information sharing, quality of care and partnership.

### Responsibilities and Opportunities

- To assist in identifying the needs and priorities of clients and families through teamwork with staff
- To promote opportunities for communication and collaboration among clients, families, and staff at Holland Bloorview Kids Rehabilitation Hospital and community partners
- To facilitate the development and enhancement of access to information, support, and educational resources which help clients and their families become better advocates
- To advise and share information on CFCC practices as they relate to Holland Bloorview programs and services
- To bring the family voice through active membership on various Holland Bloorview committees.
- To co-design and co-create improvements to various client and family experiences.
- To promote Holland Bloorview's CFCC initiatives with community partners.

### Accountability/Reporting Relationships

- The Family Advisory Committee has a direct communication relationship with the President and CEO and the Vice President of Programs and Services.
- The FAC staff liaisons, as the resource support for the Committee, work with the advisory, the senior management and the programs and services staff to identify and coordinate topics of interest and focus.



## **Membership**

The Family Advisory Committee is comprised of family members and staff of Holland Bloorview Kids Rehabilitation Hospital.

### **Qualifications**

- Family member of a Holland Bloorview client (current or past) or former Holland Bloorview clients
- An active member of the Family Leadership Program
- Respects diversity and differing opinions
- Works collaboratively with staff and other families/clients
- Remains open-minded and maintains a non-judgmental attitude
- Is an active and empathic listener
- Maintains a sense of humour, a sense of vision, and a positive attitude!
- Has the ability to maintain respect for privacy and confidentiality
- Is available to represent families as a well informed participant whenever issues concerning families of children with disabilities are being discussed

### **Key Requirements**

- Wear a volunteer identification badge visibly
- Sign in and out at the volunteer sign in station
- Notice of non-attendance must be given by email. If 3 meetings are missed without notice your name will be removed from the FAC mailing list.
- There is an expectation that members participate in the activities and discussions fully and whole heartedly

### **Voting Members of the Family Advisory Committee:**

1. shall consist of a core group of **Voting Members** with the minimum of
  - 12 parent/family representatives whose children are receiving or have received services at Holland Bloorview
  - 1 representative appointed by the Youth Advisory Council
  - 1 member representing youth/ adults with disabilities who is a former client of Holland Bloorview, recruited by the FAC staff liaison, in collaboration with staff and members of the Family Advisory Committee
  - Senior Management Representative
  - FAC staff liaison(s)
  - 1 Representative from Communications and Public Affairs
2. shall attend all meetings as best as can be expected
  - a Voting Member is expected to attend a minimum of 6 meetings through the course of the meeting year, September to June
3. shall be one member of a family, except where that family member is the Youth Advisory Council representative or a member at large
4. shall vote on matters concerning FAC Terms of Reference and other business requiring a vote
5. shall elect one co-chair, one vice-chair, and one secretary at the May meeting

### **Staff and volunteer members participating on the Family Advisory**

1. A Senior Management Representative Consisting of either the President /CEO, Vice President, Programs and Services and/or delegate
2. The Family Advisory Committee staff liaison(s) providing resource support
3. A representative from Communications and Public Affairs
4. Other staff may be invited to meetings by this committee, from time to time, who would be considered essential in assisting the FAC to achieve its goals and accomplish current projects
5. A representative from the Board of Trustees

### **Guests**

1. Are welcome to attend meetings, and provide input.
2. Shall notify the FAC staff liaison(s), in consultation with/at the discretion of the FAC co-chairs, of their wish to attend a particular meeting a week in advance

### **Term of Office**

Members are appointed for, but not limited to, one year (September 1 to August 31)

### **Officers**

#### **Co-chairs**

The Family Advisory Committee will elect one (1) co-chair for a two-year term every year at the May meeting, maximum two (2) terms.

Qualifications for co-chairs:

- ☐ Must have served a minimum of one year on the Family Advisory Committee
- ☐ Shall be actively involved and participated in subcommittees
- ☐ Should demonstrate an understanding of the roles and responsibilities of the FAC
- ☐ Must possess the ability to work constructively with senior management, staff and members of the FAC

The co-chairs shall:

- Call and chair meetings
- Attend monthly debriefing/planning meetings one week following the FAC meeting
- Develop the meeting agenda with vice-chair and FAC staff liaison
- Review and revise meeting minutes
- Communicate with FAC members
- Confer with CEO and senior management on matters related to FAC work
- Write an annual report summarizing the FAC's activities and achievements during the year
- Complete an evaluation of the President and CEO
- Represent and speak on behalf of the FAC at special events and functions related to Holland Bloorview's work
- Maintain communications on FAC Co-chair email

### **Vice Chair**

The Family Advisory Committee will elect one (1) Vice chair for a one-year term for the purpose of training for a co-chair position

#### **Qualifications for vice chair**

- Must have served a minimum of one year on the Family Advisory Committee

#### **The vice chair shall:**

- Assist the co-chairs in their duties
- Attend monthly debriefing/planning meetings one week following the FAC meeting
- Execute the duties of the co-chair where needed
- Assist in planning discussions with the co-chairs and the FAC liaison

### **Past Chair**

Qualifications: Served as committee Chair immediately preceding a new Chair

- Provides continuity and support to the new Chair and committee during transition of committee leadership
- Briefs new Chair on position responsibilities and key information
- Provides advice, support and information throughout the year as needed to the new Chair and committee

### **Secretary**

- A volunteer position for a period of one year
- Shall be responsible for taking and distributing the minutes of the meetings
- Attend monthly debriefing/planning meetings one week following the FAC meeting
- Assist in planning discussions with the co-chairs and the FAC liaison(s)

### **Meetings**

- The Family Advisory Committee will meet at least 9 times a year.
- Meetings can also be called at the discretion of the co-chairs

### **Quorum**

- Decisions made by the Family Advisory Committee will be derived by consensus of the group. Where there is no consensus, a simple majority will be accepted.
- A minimum of fifty percent of the voting members must be present for a vote to be taken.

### **Voting**

- A quorum is required for a vote to take place.
- Voting can be taken by a show of hands.
- The voting group can request a secret ballot.

### **Minutes**

- Minutes shall be circulated within two weeks of each meeting via e-mail and posted to the website

### **Copies of minutes shall be distributed to:**

- All members of the Family Advisory Committee
- President and C.E.O.
- Vice President of Program and Services
- Chair of the Board of Trustees
- Staff liaison of the Holland Bloorview Kids Rehabilitation Hospital Youth Advisory Council
- Other interested individuals based on request

### **Records Retention**

The Family Advisory Committee's records are subject to the *Freedom of Information and Protection of Privacy Act* (FIPPA) and are governed by Holland Bloorview Kids Rehabilitation Hospital's Records Retention Policy.

### **Review**

The Terms of Reference will be reviewed annually.