

Family Advisory Committee | Terms of Reference

Overview

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 FAC consults, partners, and co-designs with Holland Bloorview staff, leadership, Family and Youth Leaders to advance and promote the highest quality care and supports in programs and services for young people and their families. The FAC promotes the principles of CFCC - respect, information sharing, quality of care, and partnership.

Responsibilities and Opportunities

- Assist in identifying the needs and priorities of clients and families through teamwork with staff
- Promote opportunities for communication and collaboration among clients, families, and staff at Holland Bloorview and community partners
- Facilitate the development and enhancement of access to information, support, and educational resources which help clients and their families become better advocates and partners in their own care
- Advise and share information on CFCC practices as they relate to Holland Bloorview programs and services
- Bring the family voice to the table through active membership on various Holland Bloorview committees across the organization
- Co-design and co-create improvements to various client and family supports and experiences
- Promote Holland Bloorview's CFCC initiatives with community partners
- Contribute lived experience to Holland Bloorview's journey as a Learning Health System, support continuous learning and improvement that enhances care, research, education, and system impact through meaningful client and family engagement and partnership.

Accountability/Reporting Relationships

- The FAC has a direct communication relationship with the President and CEO and the Vice President of Experience, Transformation, and Social Accountability.
- The FAC staff liaisons, as the resource support for the Committee, work with the FAC, leadership and staff to identify and coordinate topics of interest and focus.

Committee Membership

The FAC is comprised of staff, family or caregiver of current/former clients, and graduated clients (alumni) of Holland Bloorview.

Qualifications

For Family Members

- Family member or caregiver of:
 - a Holland Bloorview client (current or past) or
 - a current/former participant in Bloorview Research Institute study, OR
- Former Holland Bloorview client.
- An active member of the Family Leadership Program
- Are available to represent perspectives on matters/issues concerning families of children with disabilities who are or could be receiving services at Holland Bloorview

For Family and Staff Members

- Respects diversity and differing opinions
- Works collaboratively with staff and other families
- Remains open-minded and maintains a non-judgmental attitude
- Maintains a sense of humour and a positive attitude
- Respects privacy and confidentiality

Key Requirements

- Family members must wear a volunteer identification badge visibly (while on-site)
- Family members must track participation hours using Better Impact, the volunteer database management system
- Notice of non-attendance must be sent by email to the FAC staff liaison(s). If 3 meetings are missed without reasonable notice, a member's name may be removed from the FAC mailing list.
- Participate in committee activities and discussions fully and whole heartedly.

Voting Members

1. Shall consist of a core group of **Voting Members** with the minimum of

- 12 Family Leaders including 1 member representing youth/adults with disabilities who were former clients of Holland Bloorview

- 1 member representing the Youth Advisory Council
 - 1 member representing the executive leadership team, and/or delegate
 - FAC staff liaison(s)
2. Shall attend a minimum of 6 meetings through the course of the meeting year, September to May.
 3. Shall vote on matters concerning the FAC Terms of Reference and other business requiring a vote.
 4. Shall elect and/or appoint one or two co-chair(s), one vice-chair, and one secretary by the September meeting.

Committee Members

Identified teams are requested to send a representative to attend FAC meetings as committee members. Teams are welcome to rotate their representatives:

- An executive leadership team representative consisting of the President & CEO, Vice President, Experience, Transformation, and Social Accountability and/or delegate
- A representative from the Client and Family Integrated Care team
- A representative from Communications and Public Engagement
- A representative from inpatient services and programs
- A representative from outpatient services and programs
- A representative who is a Physician/clinician
- A representative from the Inclusion, Diversity, Equity, Accessibility, & Anti-Racism office
- A representative from the Quality, Safety, and Performance team
- A representative from the hospital Foundation team
- A representative from the Bloorview Research Institute
- A representative from the Youth Advisory Council
- 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.

Guests

- Are welcome to attend meetings, participate in activities, and contribute towards discussions.
- 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 5 business days in advance.
- A representative from the Board of Trustees
- A representative from the Bloorview School Authority's School Council

Term of Office

Members are Family Members of the FAC and are appointed for a minimum term of one year (September 1 to August 31).

Executive Members

Co-Chairs

The FAC will elect or appoint up to two (2) Co-Chairs for a one-year term every year by the September meeting, for a maximum of two (2) terms.

Qualifications for Co-Chairs:

- Must have served a minimum of one year on the FAC as a
- Must be actively involved and participate in FAC goals
- Demonstrates an understanding of the roles and responsibilities of the FAC
- Able to work productively and collaboratively with leadership, staff, and FAC members

The Co-Chairs shall:

- Call and chair meetings
- Attend monthly planning meetings
- Develop meeting agendas with FAC executive team
- Communicate with FAC members
- Confer with the CEO and leadership on matters related to FAC work
- Deliver a presentation 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 with other FAC executive members via email

Vice Chair

The FAC will elect or appoint one (1) Vice Chair for a minimum of one-year term for the purpose of supporting the Co-Chairs and training for a Co-Chair position

Qualifications for Vice Chair

- Must have served a minimum of one year on the FAC
- Demonstrates an understanding of the roles and responsibilities of the FAC
- Ability to work productively and collaboratively with leadership, staff, and FAC members

The Vice Chair shall:

- Assist the Co-Chair(s) in their duties, where required
- Attend monthly debriefing and planning meetings
- Execute the duties of the Co-Chair where needed
- Assist in planning discussions with the FAC executive team

Past Chair

- Qualifications: Served as the senior committee Co-Chair in the immediately preceding year
- Provides continuity and support to the new senior Co-Chair and committee during transition of committee leadership
- Briefs new Co-Chair on position responsibilities and key information

- Provides advice, support and information throughout the year as needed to the Co-Chairs and committee

Secretary

The FAC will elect or appoint one (1) secretary for a minimum one-year term for the purpose of maintaining documentation of FAC meetings and activities.

Qualifications for Secretary

- Demonstrates an understanding of the roles and responsibilities of the FAC
- Able to work productively and collaboratively with leadership, staff, and FAC members

The secretary shall:

- Be responsible for recording and preparing the minutes of the FAC meetings
- Attend monthly debriefing and planning meetings
- Assist in planning discussions with the FAC executive team

Training

The Executive team members shall participate in a yearly training and preparation meeting prior to the first meeting of the new cycle. This meeting aims to prepare them for their executive roles on the FAC and offers training on knowledge, processes, and structures of the FAC.

Meetings

Frequency

- The FAC 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 FAC 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 or other electronic indicators.
- The voting group can request a secret ballot.

Minutes

- Minutes of the previous FAC meeting shall be circulated by email before the next FAC meeting
- Copies of minutes shall be distributed to FAC members and other interested individuals based on request

Records Retention

- The FAC'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.