

Client and Family Advisory Committee Charter

Responsibility

The Client and Family Advisory Committee will provide feedback and recommendation to the Community Care Durham Board, CEO and staff regarding issues of importance or concern to our clients and their care partners. Information shared by committee members will aid in ensuring that the work of CCD captures the needs and issues of the clients and community served by the organization.

Scope of Focus

Specific areas of focus for the Committee may include:

- Contributing to the evaluation of existing programs and services
- Identification of emerging issues
- Feedback on policy development and service delivery
- Identification of “gaps” in service
- Recommendations for new programs and services
- Feedback on projects in development
- Suggestions for improved communication with other community agencies
- Input for strategic planning

Membership Criteria and Recruitment

- All members (except CCD staff) will be a client, or a care partner to a person that is a client of CCD.
- New members will be considered based on criteria outlined in the Volunteer Client/Family Advisory Committee position description and Client and Family Advisory Committee guiding principles of Health Quality Ontario.
- Membership recruitment will be driven by two (2) appointed co-chairs and six (6) initial members selected from formal applications as the Committee is rounded out to membership of twelve (12).
- Membership on the Committee is for a two-year term with renewal for two (2) years. An evaluation period will follow the first year.
- Members will not receive any payment for participation on the Committee; however, reimbursement for travel, parking, and paid respite expenses if required, will be paid. Additional benefits could include conference or meeting registration fees, and refreshments.

- Members will act within the guiding principles set out for the Committee.
- Members will prepare for meetings by reading minutes, agendas and any material provided in advance.

Meeting Structure

- The size of the Committee will be limited to 12 members.
- Meetings will be held 4-6 times a year at rotating CCD sites. Time spent at meetings will be focused to adhere to a 2-hour timeframe. Once a year a Committee Planning Day will be held.
- Committee positions will include co-chairs, a secretary, CCD staff representatives and client and care partner members.
- Dates, times and locations of meetings for the year will be determined in advance.
- Agendas, minutes and other reading material will be sent by email or mail in advance of the meetings.

Staff Support

- Two (2) designated CCD Staff (one Manager, one Front Line)