

**FAMILY ADVISORY COUNCIL**

**Terms of Reference**

Royal Ottawa Health Care Group (ROHCG) FAMILY ADVISORY COUNCIL

Issued and Approved	Vice President of Patient Care Services, Professional Practice and Chief Nursing Executive	APPROVAL DATE: January 13, 2021
		Date Reviewed: November 23, 2020
		Date Revised: November 23, 2020
Defintion of Family	A family member includes immediate family and/or individuals a client considers to be their family, whether or not related.	
Role	The ROHCG Family Advisory Council (FAC) provides input from families in order to improve both client and family centred mental health and substance use centred care and enhance client and family experiences across the ROHCG and within the community.	
Goal	In alignment with The Royal's Strategy and Client and Family Vision for Care at The Royal , the FAC works to ensure that the family perspective is always considered and incorporated in organizational policies, practices, committees, initiatives, activities, research and events.	
Responsibilities	<ul style="list-style-type: none"> <li>• Bring the broader family experience as partners in client care to committees in the Royal, policies, practices, and partnerships to foster family inclusion and improved outcomes for clients and families at The Royal.</li> <li>• Promote delivery of family-centred care practices and initiatives as well as assist in implementing organizational change designed to promote client and family centred care.</li> <li>• Propose client and family centred research, as well effective ways to translate knowledge into practice.</li> <li>• Collaborate with the Client Advisory Council on proposals to advance client and family mental health and substance use care and experiences at The Royal and in the community.</li> <li>• Advise on strategies to enhance and strengthen the ROHCG's partnership with families. In this context, the Chair will sit as an observer on the ROHCG Board of Trustees and participate in all relevant Board activities.</li> <li>• Align the FAC's work with organizational plans such as the ROHCG's Strategic Plan, Client and Family-Centred Care Framework, Quality Improvement Plan, etc.</li> <li>• Develop an annual budget and work plan to submit to the SMT via the Manager of Client and Family Relations.</li> <li>• Represent families at internal ROHCG events and relevant external events and consultations.</li> <li>• Participate in ROHCG senior/relevant staff recruitment processes.</li> <li>• Host education sessions in collaboration with ROHCG staff on the role and value of the FAC.</li> <li>• Host public events in collaboration with mental health professionals on the value and impact of client and family-centred care and engagement with</li> </ul>	

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families.

- Serve as a bridge between The Royal and Community for knowledge exchange
- Foster membership continuity and actively promote new membership.
- Build relationships with key stakeholders to improve access, care and experiences of clients and families at The Royal and in the community.
- Other duties as required.

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<p>Membership</p>	<ul style="list-style-type: none"> <li>• A person wishing to become a member of the FAC can contact <a href="mailto:fac@theroyal.ca">fac@theroyal.ca</a></li> <li>• The FAC will comprise up to 15 family members Executive Council members as well as a staff liaison.</li> <li>• Membership is open to families who have, or have had a loved one with mental illness or substance use receiving services at The Royal.</li> <li>• The FAC will also consider membership from community members who have lived experience supporting a loved one living with mental illness or substance use. A community member is considered to be someone whose loved one is not currently receiving services at the Royal, nor have they received services in the past. Community members may make up to 25% of the Executive Advisor Council (max. of 4 community members)</li> <li>• FAC members use their experience to improve the overall care at the ROHCG and at a regional community level.</li> <li>• FAC members must apply and be accepted as volunteers at The Royal Ottawa Volunteer Association (ROVA).</li> <li>• FAC Executive Council members shall be able to contribute a minimum of 10 hours per month on Council activities which includes attending monthly meetings on a regular basis.</li> <li>• A membership may be terminated by the decision of the FAC executive committee if the member has not contributed for an extended period, e.g., not attending 3 consecutive meetings of the FAC or not considered to be working within the agreed mandate of the FAC.</li> <li>• Advisors at large who have participated on hospital committees, etc will be considered first for FAC membership at time of a vacancy or a leave of absence (LOA) coverage requests.</li> <li>• Members may (should) request LOA) for a period during which they will not be able to attend meetings. The LOA will be approved on a case by case basis.</li> </ul>
<p>Quorum</p>	<ul style="list-style-type: none"> <li>• A quorum will be 50% plus one (1) of the Executive Advisory Council members.</li> <li>• Where there is a tie, the Chair will cast the deciding vote.</li> <li>• Where quorum is not reached, the meeting can continue in order to share information. No motions, or actions can be voted on without reaching quorum. However, items that require decisions by the FAC, voting can be conducted by email when quorum has not been reached. The Chair shall send out an email for the purpose of voting to all Executive Advisor members, tally votes, and share the results, as required.</li> </ul>
<p>Decision Making</p>	<ul style="list-style-type: none"> <li>• Decisions will normally be by consensus of members present. Contentious issues may need to be settled by a majority vote of members present (if 2/3 of the Executive Council is present) or otherwise using an email vote by current members.</li> </ul>

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Executive and Positions	<ul style="list-style-type: none"> <li>The FAC Executive Committee will be comprised of the Chair, Vice Chair, Member Engagement Coordinator, Mentor(s) and a Secretary. In the absence of the Chair, the Vice Chair will act as a convener of meetings. In case of urgency the Chair and/or the Vice Chair may make administrative decisions, reporting back at the next meeting.</li> </ul>
Terms of Office	<ul style="list-style-type: none"> <li>The term of office for all members will normally be 2 years. with an option to renew for an additional two-year term.</li> <li>The Past Chair shall remain as a member of the FAC for a further year upon completion of the tenure as Chair.</li> </ul>
Frequency of Meetings	<ul style="list-style-type: none"> <li>The FAC will conduct a minimum of 10 monthly meetings per year or as needed at the call of the Chair and/or Family Engagement and Experience Coordinator</li> <li>Agendas for meetings will be drafted by the Secretary with input from the Chair and/or the Vice-Chair, with a call for items to all FAC members at least 10 days prior to the meeting.</li> <li>The agenda will be provided to the Chair and Vice Chair for approval before distributing to other Executive council members</li> <li>Meeting minutes will be the primary responsibility of the Secretary with the final approval by FAC members at the following meeting.</li> </ul>
Resources	<ul style="list-style-type: none"> <li>The Coordinator will act as a liaison between the FAC and the Manager of Client and Family Relations.</li> <li>Requests are made through the Coordinator and will be approved as needed for the facilitation of FAC activities.</li> <li>The budget of the FAC must adhere to the Ontario Broader Public Sector Accountability Act.</li> <li>The ROHCG will ensure office space is made available to the FAC Chair and members as required.</li> </ul>
Reporting	<p>The FAC shall report annually on their activities to the SMT via the Coordinator</p>