



## **Client/Patient and Family Advisory Council**

### **Terms of Reference**

#### **Mission**

The Client/Patient and Family Advisory Council (“The Council”) for Carefirst Seniors and Community Services Association and Carefirst Family Health Team was established as a forum for Carefirst clients/patients and their family members/caregivers to provide strategic inputs and advice into the direction of Carefirst’s development of client/patient services. The meetings are chaired by Carefirst CEO or designate with two other Carefirst staff. The Council provides a structure for questions, concerns and issues to be raised and for Carefirst to engage with clients/patients and their family members/caregivers to co-design services and activities.

#### **Objectives**

The Council shall endeavor to provide strategic direction to Carefirst that:

- Helps inform and drive Carefirst’s services, policies and procedures
- Helps Carefirst identify client’s needs for quality improvements
- Helps determine areas or services that may need to be changed or improved
- Identifies client’s priorities and needs based on community trends and initiatives

#### **Membership** (Criteria/Responsibilities/Expectations/Duration)

The Council shall have five (5) to nine (9) members. The members must be Carefirst’s service users or service user’s family members/caregivers. Each member is required to attend every meeting. In unavoidable circumstances or conflicts, a member can miss one meeting. If a member misses two meetings in the same calendar year, they relinquish their membership.

The term of service for members of the Council will be one (1) year from the date they are appointed or until their successor is duly elected and qualified or until their earlier resignation, removal by the Board of Directors of Carefirst Seniors/FHT. The Board of Directors shall have the authority, in its sole and absolute discretion, to remove any member of the Client/Patient and Family Advisory Council at any time for any reason.

The Council members agree to have their name made public as being part of the Council.

#### **Meeting Frequency**

The Council shall meet two (2) times a year, upon no less than one (1) month notice. Council members can decide to meet more than two (2) times a year.

#### **Benefits**

The Council members will have early visibility to key strategic decisions, challenges and opportunities faced by Carefirst.

The Council members will have the opportunity to be invited to participate in other projects or working groups.

#### **Liability**

The members of the Council shall have no liability or obligations whatsoever for any actions or omissions taken by them in their capacities as such.

Revised, April, 2022

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