

Home Care Client and Family Advisory Council Terms of Reference

Revised
Feb 2015

PURPOSE

The Home Care Client & Family Advisory Council aspires to put clients and families at the centre of care and service and ensure a positive service experience for our clients, families and staff.

The Council provide input on issues that impact client care and identify continuous improvement initiatives to ensure the principles of client and family centered care is achieved.

PRINCIPLES

To be consistent with Saskatoon Health Region client and family centred care concepts:

- **Respect and Dignity:** Healthcare providers and staff listen to and honour client and family perspectives and choices. Client and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.
- **Information sharing:** Health care providers communicate and share complete and unbiased information with clients and families in ways that are affirming and useful. Clients and families receive timely, complete and accurate information in order to effectively participate in care and decision making.
- **Meaningful Participation:** Clients and families are encouraged and supported in participating in care and decision making at the level they choose.
- **Collaboration:** Clients, families, health care providers and leaders collaborate in policy and program development, implementation, and evaluation; in health care facility design, in professional education, as well as in the delivery of care.

To adopt the "4 Betters" approach to health care for the Saskatoon Health Region:

- **Better Health:** Improve population health through health promotion, protection and disease prevention, and collaborating with communities and different government organizations to close the health disparity gap.
- **Better Care:** In partnership with clients and families, improve the individual experience, achieve timely access and continuously improve healthcare safety.
- **Better Teams:** Build safe, supportive and quality workplaces that support client and family centred care and collaborative practices, and develop a highly skilled, professional and diverse workforce that has a sufficient number and mix of service providers

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- **Better Value:** Achieve best value for money, improve transparency and accountability, and strategically invest in facilities, equipment and information infrastructure.

FUNCTIONS

The Council will seek to:

- Represent the client's voice and advocate for client and family centered care.
- Provide the client and family perspective in program development, continuous improvement initiatives and decisions regarding Home Care service.
- Facilitate communication between staff, clients and families
- Promote the role and function of the Client and Family Advisory Council to staff, clients and families.

REPORTING AND ACCOUNTABILITY

The Council is accountable to the Director of Home Care and is responsible to develop an annual work plan which includes actions, outcomes and timelines in order to move the function of the Council forward.

The Chair of the Council is responsible to keep the Director informed of the Council activities.

MEMBERSHIP

- The Council will have up to 12 members
- A ratio of 2:1 client and family members to SHR staff will be sought.
- The recommended term of service is two years, and an individual may serve up to two, consecutive terms. Succession planning to be determined based on staggered membership.
- Client and family members will have current experience with Home Care Services or will have recently received Home Care service (within the past year).
- Members who are unable to meet the expectations and responsibilities of the Council may, at the discretion of the Chair and/or Director of Home Care be asked to step down from their Council position.

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ROLES AND RESPONSIBILITIES

Chair:

- The Home Care Client & Family Advisory Council Chair will be appointed by the Director of Home Care.
- Provide direction and support to the council.
- Assist with recruitment of team members.
- Schedule meetings and develop agendas.
- Contribute knowledge as an equal team member.
- Monitor performance and initiate corrective action as necessary (key measures and outcomes, projects, etc.)
- Keep the sponsor and stakeholders informed of Client & Family Centred Care (CFCC) progress
- Act as a liaison between project team(s), other committees, etc.

Co Chair:

- May be appointed at the discretion of the Director of Home Care.

SHR Staff Support (or other staff duties if no support staff available):

- Send out meeting agendas to Council members in a timely manner.
- Record action items of all meetings which will be distributed to all members.
- Book meeting space and IT equipment.
- Arrange catering, if appropriate.
- Submit attendance sheets to finance for honorarium payments.

Advisory Council Members:

- Client and family member advisors will be recruited to the Council as per SHR Policy 7311-20-016 Client Family and Community Member Engagement
- Staff members will be appointed to Council by the Director of Home Care

Expectations of all Council Members:

- Attend meetings regularly.
- Identify to the Chair when unable to attend a meeting.
- Participate fully in the improvement process.
- Complete team assignments.

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- Share ideas and information freely.
- Encourage others to participate.
- Apply innovative thinking.
- Serve as an ambassador for Client and Family Centred Care.

Ground Rules For Working Together

- Respect each other's opinions
- Keep in mind our common goal / shared purpose
- Be positive!
- Be proactive in helping to generate solutions
- Be respectful of people's time
- Allow everyone an opportunity to speak
- Support each other in the risks we will take as a council
- Be productive
- Be accountable to the work of the Council

DECISION MAKING

- The primary role of the Council is to serve in an Advisory capacity to the Home Care Director. The Council will employ consensus-based decision-making for items which are to be forwarded for consideration to the Director.
- In the rare event that consensus cannot be reached, the Chair will advise the Director of the debate surrounding the item.

MEETINGS

- The Council will meet 10 - 15 times during the year.
 - Meeting duration up to 2 hours. By exception longer meetings may be planned.
- Meeting quorum will be 40% of client and family members.
- Agenda items will be forwarded to the Chair and an agenda will be distributed one week prior to the meeting.
- Action items will be recorded at each meeting and distributed to all members of the council.
- An honorarium, if desired, will be provided to the client and family advisors.

Review of Terms of Reference

- Terms of Reference will be reviewed annually.