

## STONEY HEALTH SERVICES : CLIENT ADVISORY CIRCLE - TERMS OF REFERENCE

Effective	Jan. 15,2018, 2018	Revision Date:	Jan.15,2021	Approval	A. Kahn
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**A. INTRODUCTION:** We at Stoney Health Services (SHS) aim to provide the best possible health and wellness services for the Stoney Nation. We sincerely believe that to do this, we need the ongoing feedback of our clients and/or their families to help us hear the 'Voice-of-the-Client' as we continue to plan, develop, evaluate and continuously improve our services.



**B. THE CLIENT ADVISORY CIRCLE (CAC):** The Client Advisory Circle is an advisory group representing clients of Stoney Health Services who share an interest in helping to improve these services. As such, the Client Advisory Circle is a key, but not the only, element of planning and providing client-centred care. Members of the SHS Client Advisory Circle are clients of Stoney Health Services and/or their family members who have direct experience with our services. They volunteer their time in partnership with Stoney Health Services to help make a difference in the lives of all clients and to help us adapt to the changing health needs of the community, as a whole. The following values support the work of the Stoney Health Services Client Advisory Council.

- **Confidentiality:** Sharing information supports a positive experience as well as enabling the 'Circle' to identify quality issues and risks. However, information specific to an individual 'Circle' member will not be shared outside of the 'Circle' unless permission is given.
- **Culture :** Respect for the Stoney culture, traditions and teachings will be honoured during all activities of the 'Circle'.
- **Respect :** Clients and families will be heard respectfully in the spirit of 'supportive listening' , without interruption and with respect for differences ;
- **Information Sharing :** All 'Circle' members will be encouraged to speak and should have equal opportunity to share their experiences for the purposes of offering learning and support;
- **Participation :** All 'Circle' members shall participate actively and collaborate with each other a representatives not only of themselves, but of others like themselves.

**C. THE ROLE OF THE CLIENT ADVISORY CIRCLE :** The CAC is composed of 8-10 (maximum 15) Stoney Health Services clients and /or their families as well as the Designated CAC Lead for SHs and pertinent SHS personnel (invited in an as-needs basis). Additional non-active CAC members may part of a pool to replace active CAC members should these not be able to fulfill their obligations. Specifically, the 'Circle' works in partnership with Stoney Health Services:

- To act as advisors for improvement by sharing their experiences with our health services;
- To help us better understand how Stoney traditions relate to health & wellness;
- To ensure that the *Voice of Client* influences how SHS develops, provides and evaluates services;
- To make suggestions that will help to improve SHS processes, policies and practices;

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- To defend the common rights and interests of client/families or, at the request of a client, his/her rights and interests as a client before the institution or any competent authority;
- To accompany and assist a client on request, in any action he/she undertakes, including the filing of a complaint.

**D. SELECTION OF CLIENT ADVISORY CIRCLE MEMBERS :** The membership of the CAC is reviewed annually and a Chairperson identified. SHS also designates a CAC Lead from among SHS personnel to support the work of the 'Circle'. All 'Circle' members are chosen because they....

- Are 18 years of age or older (Or, a \*minor child with permission of his/her parents or guardian);
- Have recent (within the last 2 years) experience with Stoney Health Services programs;
- Want to help develop and improve Stoney Health Services for the community;
- Represent various groups within the Stoney population;
- Want to learn more about how to improve the safety and the quality of SHS health services;
- Are compassionate and respectful of the opinions and perspectives of others;
- Are comfortable sharing their experiences and perspectives in groups;
- Are willing to participate in (at least) 4 Circle meetings a year;
- Are willing to represent the Client Advisory Circle in the larger Stoney community.

*\*Under-aged children will most likely be involved in group feedback (i.e. focus groups) about SHS Health and Wellness services and activities with which they are involved).*

### E. CLIENT ADVISORY CIRCLE ACTIVITIES: :

**Meetings :** The CAC meets with SHS Clinical personnel at the Stoney Health Center, at least, \*every three months for two (2) hours :

- To exchange information on health and wellness issues in the community;
- To hear about client experiences as well as their ideas for improvement (*Retrospective Enquiry*);
- To allow SHS personnel to share new projects and receive CAC members' opinions (*Prospective Enquiry*);
- To build together a CAC newsletter/bulletin for publication after each meeting.

❖ **Meeting Procedures :** To ensure the smooth functioning of the CAC ...

- Each meeting will open / close with a Prayer;
- The CAC Chairperson supported by the SHS CAC Lead, will set the meeting agenda;

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- The CAC Chairperson supported by the SHS CAC Lead, will run the meeting. NB : If the Lead is absent, the SHS CAC Lead will run the meeting;
- The SHS CAC Lead shall record the minutes and notify members follow-ups and upcoming meetings;
- Decision Making will be made by consensus or a quorum (50% + 1). However, meetings to receive feedback only may be held in the form of a focus group without a quorum representative. This must be specified as such, specified as such in the minutes.

❖ **Other Activities:** In between CAC meetings, other general client, family and /or community collaborations may include :

- Attendance at strategic planning, operational planning and the annual General Meeting ;
- Information sessions;
- Focus groups;
- Feedback forms;
- Testing various new practices;
- CAC representation at community events;
- etc.

**F. RESPONSIBILITIES OF CLIENT ADVISORY CIRCLE MEMBERS:** CAC Members are expected to:

- Be aware of issues affecting community health and bring these to the meetings;
- Read any materials sent to them before the meeting to be better prepared to contribute;
- Attend 'Circle' meetings on time;
- Participate actively and in good faith in 'Circle' meeting discussions;
- Respect the beliefs, feelings and opinions of other 'Circle' members and SHS personnel;
- Provide opinions and insights into the needs of clients and community members like themselves;
- Work together with other 'Circle' members and Stoney Health Services to help to improve services;
- Encourage, advocate and support communication and health & wellness awareness in the community;
- Collaborate in evaluating if CAC meetings are running well;
- Collaborate in the annual renewal of Circle Leadership and membership;
- Advise the CAC Chairperson if they cannot attend meetings in a timely manner.

**G. APPROVED BY:**

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A. Khan  
Executive Director

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Date

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Adapted from :

- Alberta Health Services (2015) Patient Family and Advisory Group Terms of Reference
- BJC Healthcare ( 2007) A Tool Kit for Creating A Patient and Family Advisory Council
- Bruyere Continuing Care (2015) Patient and Family Advisory Council , Ottawa , Ontario
- Calgary Alternative Support Services Client Advisory Committee website (Dec. 2017)
- Central LHIN (date);Terms of Reference - LHIN Patient and Family Advisory Committee, Ontario
- Community Health Centers of Central Wyoming (website 2017) Community Health Center Patient and Family Advisory Fact Sheet.
- First Nations Health Authority (2017) Quality and Safety Improvement Network Terms of Reference
- Huron-Wendat Band Council (2015) Residents' Committee Terms of Reference (Translated from French)
- Journal of Financial Management (June 2014) : Keys to a Successful Client Advisory Council Meeting
- Ignite Advisory Group Website (Dec. 2017) How To Create And Manage A High-Impact Client Advisory Council; ([www.igniteag.com](http://www.igniteag.com))
- Kateri Memorial Hospital Centre User's Committee Operating Rules (April 2012)
- Winnipeg Regional Health Authority (2013) Patient and Family Advisory Council
- Sharma, A. et al (2015) Patient Advisory Councils, Giving Patients a Seat at the Table; Family Practice Management (July/August)