



## **Multi-Service Centre (MSC)/Stonebridge (SB) Home Support Client and Family Council**

### **Terms of Reference**

#### **Purpose:**

The purpose of the MSC/SB Client and Family Council is to enhance the quality of life, well-being and independence of those clients receiving home care services from both organizations, by promoting caring, respect and trust among clients, families, and staff. The Council will advise on opportunities to enhance the quality of program delivery to clients receiving MSC/SB services.

#### **Responsibilities and Opportunities:**

The role of the Client and Family Council is:

- To serve as an advisory resource to the MSC/SB Home Support Services and the programs they deliver in enhancing the quality of care provided in delivery of these services
- To provide a forum for clients and families to identify opportunities to improve the quality of care and participate in quality improvement initiatives at the MSC/SB
- To promote opportunities for collaboration and understanding among clients and families through transparent communication and active listening in a respectful and caring environment
- To advance client engagement and client-centered care in all services provided by MSC/SB Home Support Services

#### **Scope of Council:**

- The MSC/SB Family Council is an “Advisory Council” and as such it makes recommendations for implementation of the Home Support’s MSC/SB goals and objectives in delivery of their programs and services
- The MSC/SB Council represents all client and family members as a collective whole in supporting of delivery of quality services for the betterment of all clients
- The Council does not have fiscal responsibility and is not responsible for the health and well-being of the agency

### **Membership:**

- Members to include clients of MSC/SB, family members who are a primary contact for a MSC/SB client and MSC/SB staff
- 6 to 10 members consisting of 2 senior management, at least 2 clients and 2 family members. There will be a secretary to take and distribute minutes
- Commitment of a 2-year term for this council and to attend at least 80% of scheduled meetings. Failure to meet this requirement may end in a request to step down as a member of this council
- Membership is voluntary and clients, family and staff will be asked to join. There is no obligation to become a member of this council
- The structure of this council will comprise of 2 co-chairs with 1 being a client or family member. The structure will be as follows: Co-chairs: Director of Home Support for MSC/SB and a client or family member. Minute Taker: Quality Assurance Coordinator. Second MSC/SB staff member: HS Manager
- Members commit to respect and listen to the perspectives of others. They see beyond their own personal experiences and share information about their experiences in ways others can learn from them. Members show concern for more than one issue or agenda, interact well with others within the council and respect privacy and confidentiality
- In the event of a lack of consensus, the Co-Chairs will utilize a conflict-resolution approach

### **Meetings:**

- Meetings will take place on a bi-monthly basis on the last Tuesday of the month at the Livingston Centre site of the MSC or virtually through the Microsoft Teams platform.
- Time from 5:00pm to 6:00pm
- Minutes will be sent out to members within 1 week of the meeting
- Agenda to be sent out to members 1 week before the scheduled meeting

### **Amendments To The Terms of Reference:**

The Terms of Reference will be reviewed annually by the Client and Family Council. Amendments can be made but are subject to approval by the Executive Director of the MSC/SB.

**Initial Date of Terms of Reference:** \_\_\_\_\_

**Date of Latest Revision:** \_\_\_\_\_