

## Patient Relations Committee – Terms of Reference

Date Created: April 28, 2016

Date approved by Board: June 8, 2016

### Authority

The Patient Relations Committee (the Committee) is a Committee of the CCBC Board established pursuant to the *Health Professions Act (the Act)* s. 16 and 19; Bylaws s. 19.

### Mandate

To ensure that registrants have a clear understanding of appropriate patient boundaries and to prevent misconduct of a sexual nature.

### Composition

The Committee consists of a minimum of three (3) persons appointed by the Board, maintaining one-third public representation:

- One (1) appointed board member.
- Two (2) persons appointed by the board.

Ex-officio (non-voting) members of the Committee include the Board Chair (not applicable when Board Chair is also a committee member), the Registrar and Deputy Registrar.

The Committee selects a Chair from its members and recommends their approval to the Board.

### Responsibilities

- Establishes and maintains procedures by which the College deals with complaints of professional misconduct of a sexual nature and monitor periodically;
- Develops and coordinates, for the College, educational programs on professional misconduct of a sexual nature for members and the public as required;
- Establishes a patient relations program to prevent professional misconduct, including professional misconduct of a sexual nature;
- Develops guidelines for the conduct of registrants with their patients; and
- Provides information to the public regarding the college's complaint and disciplinary process.

### Terms of appointment

Appointments are determined by the Board and will not exceed three (3) years. Appointees are eligible for reappointment by the Board, but may not serve more than three (3) consecutive terms.

A registrant appointed to the committee ceases to be a member if they are no longer a registrant in good standing or if they become a College employee.

Any committee member may resign upon written notification to the Registrar. Committee members who are absent for more than three committee meetings per year automatically forfeit membership on the Committee. The Chair has the discretion to approve, in advance, an extended absence of any committee member.

## **Voting rights**

Each Patient Relations Committee member, including each public representative, is entitled to one vote on all matters coming before the Committee.

## **Meeting procedures**

Schedule:	At least 4 times per year.
Format:	In person, video-conference, tele-conference and internet conference connections.
Agenda:	Developed by College staff in consultation with the Committee Chair, with input from committee members.
Attendees:	Patient Relations Committee members, College staff, registrants and the public are entitled to attend committee meetings.
Quorum:	A majority of the Committee.
Minutes:	Drafted by College staff for review and approval at the next committee meeting; filed at the College office.

## **Conflict of interest disclosure**

Members must declare conflicts of interest prior to the discussion of individual files or at any time a conflict of interest or potential conflict of interest arises.

A conflict of interest refers to situations in which personal, occupational or financial considerations may affect or appear to affect the objectivity or fairness of decisions related to the Committee's activities. A conflict of interest may be real, potential or perceived in nature. Individuals must declare potential conflicts to the Chair of the Committee and must either absent themselves from the discussion and voting, or put the decision to the Committee on whether they should absent themselves.

## **Confidentiality**

Each committee member must sign a confidentiality agreement at the time of each appointment indicating their agreement to maintain the confidentiality, security and integrity of all materials during and after their term on the Committee.

## **Remuneration**

Committee members may claim honoraria and expense reimbursement in accordance with the Board's policy and guidelines for claiming committee expenses.

## **Amendment to terms of reference**

The Board may amend the Committee's terms of reference at any time.