

**Sunbeam Community & Developmental Services
Family Advisory Committee - Terms of Reference**

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A. Background:

Sunbeam Community & Developmental Services (Sunbeam), through its statement of Values believes in:

Openness - An open culture creates a deeply respectful, honest and joyful working environment.

Responsiveness - With thoughtfulness we proactively engage our opportunities and challenges.

Communication - Great communication is a cornerstone to our success as an organization.

Planfulness - We believe it is necessary to be intentionally strategic in all our goal setting, planning, operations and service delivery.

Collaboration - Working together towards shared success leads to the best possible outcomes.

*The **Family Advisory Committee**, in support of Sunbeam, is a group of family members of the persons served by the organization who gather together for peer support, education, and to improve the quality of life of all persons served.*

B. Objectives:

Each Family Advisory Council (FAC) is different, but they all seek to create safe, vibrant, supportive programs and services to improve the experiences of persons served, to continue earning the trust of families and to support the development of the organization and its staff. The FAC recognizes that all parties involved share the following common goals.

1. Support: FAC can be a great source of mutual support to family members and offer guidance to new families during their introduction to, or transitions within the organization. No one knows what a family member is going through like another family member. By being involved at FAC, you can give and receive emotional, informational, and practical support.
2. Education: FAC provides a mechanism for family members to learn and gain an understanding of the organization, its vision, mission and values, and how it operates. Many FACs also invite guest speakers from the community and from within the organization to present information / resources on various relevant topics (for example, how to have meaningful visits with your loved one, better understanding the abilities and capabilities of our persons served, overview of the purpose and intent of a Person Centered Support Plan, and more.)
3. Problem-solving: Also called advocacy, FACs advocate regarding collective concerns to improve individuals' quality of life. FACs can bring input, feedback and concerns to the administration of the organization and make suggestions for improvements. These could be improvements to the physical layout of the property; suggestions for new programs, services and activities for persons served; collective concerns about staff performance, staff training, staffing levels, other amenities and services; and ways to connect the organization to the broader community.

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4. Communication: FACs provide an opportunity for families to be informed about what is happening at the organization. FACs may use their meetings and communications to share information from the organization to family members. FACs may also solicit ideas, feedback, and suggestions from members and share that with the organization.

C. Membership and Composition:

Membership of the Family Advisory Committee shall not exceed 10 individuals.

FAC members must be a family member of, or substitute decision maker (SDM) for an individual currently served by Sunbeam Community & Developmental Services. Throughout this document the term “family” will be all-inclusive of family and SDM.

In the event that the person served transitions out of the service of Sunbeam, the family of that person served are no longer eligible for membership in the FAC.

Every effort should be made to have representation at FAC of family of persons served by Sunbeam Community Living Services (CLS), Sunbeam Developmental Resource Centre (SDRC) and Developmental Services Ontario Central West Region (DSO-CWR).

No more than 1 (one) family member of a specific person served shall be a member of FAC at any given time. The only exception to this will be if the FAC membership is less than 10, and then the FAC Chair may temporarily welcome a 2nd family member to FAC for a fixed period, or until such time that another candidate expresses interest in joining FAC.

The Family Advisory Council shall appoint, by a majority vote, officer positions as:

Officer Position	Responsibilities and Duties
Chair	tbd
Vice Chair	tbd
Treasurer	tbd
Secretary	tbd

1. FAC will operate on a calendar year basis: January to December.
2. Each officer position shall be appointed annually for a 1-year term, to take effect January 1st, always by majority vote. There is no limit on consecutive appointments for the same individual.
3. The term of membership in the FAC is 2 years. The FAC shall establish a fair and transparent process for tracking FAC terms by member, and for permitting renewal of memberships while at the same time encouraging an open, welcoming environment for potential new members.

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D. Accountability and Reporting Relationships:

1. All members of FAC are accountable to the FAC Chair.
2. The FAC Chair shall always encourage, demonstrate and embrace the spirit and intent of the scope, goals and terms of reference of the FAC.
3. The FAC Chair and FAC members are volunteers
4. Family Advisory Committee participants volunteer their personal time to support Family Advisory Committee activities in an organization; the Family Advisory Committee is an autonomous organized group, whereas volunteers take direction from staff.

For clarity:

5. The Chief Executive Officer (CEO) is accountable to, and reports to Sunbeam’s Board of Directors. All management and staff are accountable to the CEO.
6. There is not a formal accountability nor reporting relationship between the FAC Chair and any employee of Sunbeam, nor is there a formal accountability nor reporting relationship between the FAC Chair and Sunbeam’s Board of Directors.

E. Meetings – Frequency and Format:

1. The FAC shall establish, at least annually, the frequency, duration and scheduling of FAC meetings for the year. It is recommended that the FAC should meet no less than 4 times per year.
2. A meeting agenda should be prepared and made available to FAC members prior to, or at each meeting of the FAC.
3. Minutes should be taken at each FAC meeting; draft minutes should be provided to the FAC chair and Sunbeam’s CEO within 14 calendar days of the FAC meeting in order for both parties to review and provide feedback; all FAC meeting minutes should be reviewed and approved at the subsequent FAC meeting.
4. To aid with confidentiality, FAC agenda and meeting documents should refer to persons (families, loved ones, staff, etc.) by first name and first initial of last name, or simply by initials, per the FAC’s preference. Gender pronouns should not be used for the same reason.

F. Commitments and Expectations:

1. All members of the FAC, and any invited guests (including staff, speakers, etc) shall agree to hold all conversation related to persons served, families an staff in strictest confidence. While the FAC meeting is to be considered a “safe space” for discussion, it is important to be always be clear about what a Family Advisory Committee can and

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cannot do. A Family Advisory Committee handles group concerns, not individual concerns. Family members with specific individual concerns should speak to the appropriate staff and administration of the organization.

2. It is the responsibility of the FAC Chair, any other members of the FAC, and any staff in attendance as invited guests of staff support to table a comment or concern regarding out-of-scope concerns, inappropriate subject matter, potential or actual breaches of confidentiality, or disrespectful discussion or behavior at any FAC meeting. It is the responsibility of the FAC Chair to take appropriate and timely action to address such a concern, and the Chair shall provide Sunbeam's CEO with an updated FAC membership list immediately after any such action is taken.
3. Should a majority of the FAC membership determine that membership is to be revoked for a current FAC member, the notification and action shall proceed in a timely and respectful manner. If the FAC Chair is not onside with this majority decision, or if the FAC Chair's membership is being considered to be revoked, a representative of those within the majority vote shall have a discussion with Sunbeam's CEO prior to taking any action to determine if all reasonable avenues for dialogue, collaboration and/or dispute resolution have been considered and/or attempted. The CEO may inform those members within the majority vote of his/her opinion on their proposed action.

G. Issue Escalation and Dispute Resolution

The FAC, generally via its Chair, shall work in a respectful, collaborative, fair and objective manner to identify and resolve any issues, concerns or disputes within FAC or between/among FAC members. Should their efforts be unsuccessful, the Chair or other FAC representative should engage Sunbeam's CEO in the dialogue to attempt to jointly determine a course of action for resolution in the best interests of all involved.

Should the FAC identify any serious issues, concerns or disputes between the FAC and Sunbeam's Administration, that cannot be resolved via normal collaborative, respectful dialogue between the parties involved, the FAC Chair and Sunbeam's CEO shall meet to discuss a mutually acceptable path forward. Every effort should be made by all parties involved to come to an acceptable resolution. Although not preferable, one outcome of such a discussion could be to temporarily or permanently discontinue the FAC should there be no agreement to an acceptable resolution.

H. Terms of Reference – Review and Distribution

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The FAC terms of reference shall be reviewed and approved by the Committee at least annually. Sunbeam's CEO shall be provided the opportunity to review and provide input / feedback as part of this annual review process.

The FAC shall provide Sunbeam's CEO with a copy of the current terms of reference, whether through the annual review/approval process, or any other reviews/changes that may occur.

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