

Patient Council

TERMS OF REFERENCE

1. NAME

The official name of this council shall be “Ontario Shores Patient Council” and may also be referred to as the “Patient Council.”

2. MISSION STATEMENT

The Ontario Shores Patient Council supports and empowers patients in their recovery in alignment with Ontario Shores’ Mission, Vision and Values by facilitating the patient perspective in advancing care and service delivery for patients of Ontario Shores Centre for Mental Health Sciences (Ontario Shores).

3. VISION

All patients will be respected and valued as an integral part of recovering best health, eliminating stigma and nurturing hope.

4. GOALS

- a. To provide opportunity for patient input in advancing care and service delivery for patients of Ontario Shores.
- b. To develop a peer support network for patients.
- c. To develop and support information needs and learning for patients.
- d. To improve communications with patients.
- e. To dialogue with Family Council on common interests.

5. MEMBERSHIP

- 5.1 Patient Council shall be comprised of persons with lived experience who are or have been patients of Ontario Shores.
- 5.2 The Patient Council shall consist of fifteen (15) members with broad representation of patients from all clinical programs of Ontario Shores. (Shall be reviewed annually)
- 5.3 Patient Council membership includes the supportive staff positions of Patient Council Coordinator, Administrative Assistant, Patient Experience Director and Peer Support Workers.

- 5.4 The Patient Council members shall meet at least monthly for a minimum of eight to ten (10-12) months of the year.
- 5.5 The Patient Council members shall be able to contribute two to four (2-4) hours per month on Patient Council activities including attending monthly meetings on a regular basis.
- 5.6 The Patient Council members shall represent the broad interests of patients of Ontario Shores and not solely their own interests.
- 5.7 All members shall adhere to the Ontario Shores Code of Behaviour and adhere to patient responsibilities as outlined in the Ontario Shores Charter of Patient Rights and Responsibilities.

6. APPOINTMENT AND TERM OF PATIENT COUNCIL MEMBERS

- 6.1 Patient Council members shall be appointed for a two (2) year term.
- 6.2 Patient Council members shall be eligible for re-appointment for two (2) consecutive terms for a total of four (4) years of consecutive service. After four (4) years of consecutive service a Patient Council membership shall be reviewed.
- 6.3 Officers of the Patient Council shall include the positions of Chair, Vice Chair and Secretary. They will hold their positions for a three (3) year term. The Chair shall remain Ex-Officio for a one (1) year term upon retiring as Chair.
- 6.4 Patient Council members shall endeavor to create a process whereby members have a combination of continuity of membership and opportunities for new members to join the Patient Council.
- 6.5 Patients interested in joining Patient Council shall apply for membership by submitting a written statement of interest to the Patient Council Coordinator. All selected candidates will be interviewed by the Patient Council Coordinator and Director of Patient Experience of Ontario Shores. Successful candidates will be appointed.
- 6.6 Elections of the Officers shall be by ballot by Patient Council members to the Patient Council Coordinator.

7. DUTIES OF PATIENT COUNCIL OFFICERS

- 7.1 Duties of the Chair
The Chair shall conduct all meetings when present and in collaboration with the Patient Council Coordinator, determine the meeting schedule of the Council, establish the agenda and ensure the Terms of Reference are adhered to. The Chair shall facilitate decision making on issues brought forward to the Patient Council.

7.2 Duties of the Vice-Chair

During the absence or inability of the Chair, the Vice Chair will assume the role of Chair.

8. RESIGNATION OR TERMINATION OF MEMBERSHIP

8.1 A Patient Council member may resign his/her membership by tendering his/her resignation in writing to the Patient Council Coordinator, and will take effect upon receipt.

8.2 Any Patient Council member may be terminated for cause by a resolution of the Patient Council members. No such resolution shall be put before the Patient Council until or after the member in question has been notified in writing of the cause and afforded the opportunity for a hearing before the Patient Council. The Patient Council through the Patient Council Coordinator shall notify any such member of the act, which, in their opinion, is improper or detrimental to the Patient Council and of the time and place of the meeting of the Patient Council at which the member in question will be heard. Such notice shall be given at least (1) week prior to such meeting.

8.3 Membership may be terminated for any one or more of the following reasons:

- Failure to uphold the responsibilities of membership.
- Violation of responsibility to respect confidentiality.
- Carrying on activities in the name of the Patient Council without authorization of the Council Members.
- Due cause also includes any other action deemed detrimental to the Patient Council.

9. MEETINGS OF THE PATIENT COUNCIL

9.1 The Patient Council meetings shall be held at Ontario Shores Centre for Mental Health Sciences, 700 Gordon Street, Whitby, Ontario.

9.2 The Chair will have the authority to call a meeting of the Patient Council at any time with notification of Ontario Shores support staff (Patient Council Coordinator, Director of Patient Experience, Administrative Assistant and Peer Support Workers).

9.3 A quorum for any meeting of the Patient Council shall consist of a minimum of 50% +1 of the membership.

10. VOTING

10.1 Patient Council members will make decisions pertaining to Patient Council matters based on majority vote.

10.2 The supportive staff positions of Patient Council Coordinator, Administrative Assistant, Director of Patient Experience, and Peer Support Workers are non-voting members.

11. TERMS OF REFERENCE

11.1 Patient Council Terms of Reference will be reviewed on an annual basis and approved by the senior management team of Ontario Shores.