



Client Relations Committee – Terms of Reference

MANDATE

The Client Relations Committee is a statutory committee set out in the Health Professions Procedural Code (the Code) which is Schedule 2 of the *Regulated Health Professions Act, 1991* (RHPA).

The Client Relations Committee is mandated to ensure protection of the public interest by:

- 1) Developing the policies and procedures of the College to prevent and deal with sexual abuse of clients.
- 2) Defining appropriate professional relations between the registrants of the College and their clients.

DUTIES AND RESPONSIBILITIES

The duties and responsibilities of the Committee shall be those set out in the RHPA, the Code, the *Midwifery Act, 1991*, the Regulations under the *Midwifery Act, 1991*, the by-laws, and the Terms of Reference for that Committee, as approved by the Board, where applicable.

The Client Relations Committee shall:

- 1) Set guidelines for the conduct of registrants with their clients.
- 2) Ensure education for College registrants, and training for College staff.
- 3) Provide information to the public on the prevention of sexual abuse.
- 4) Administer the Funding for Therapy and Counselling program for clients alleging sexual abuse by registrants.

ADMINISTRATIVE DUTIES

The Client Relations Committee shall:

- 1) Meet at such frequency as necessary for the Committee to conduct its business.
- 2) Maintain minutes of its meetings in which all decisions and actions taken shall be recorded.
- 3) Report its actions to the Board at each Board meeting or more frequently if needed.
- 4) Annually submit a report of its activities to the Board of the College.

MEMBERSHIP

Unless stated otherwise in the by-laws, and subject to the Code and Regulations, the Board may constitute the Client Relations Committee as it deems necessary or advisable, from time to time. The Board may, at its discretion, appoint members to the Committee who are not Board Directors. The Chair of the Board and the Registrar-CEO shall both be designated as non-voting *ex-officio* members of the Committee.

Any member of any such Committee may be removed from a committee at any time at the discretion of the Board.



Unless otherwise required by the Code or the by-laws, a simple majority of members of the Client Relations Committee that includes at least one (1) member who is a registrant and one (1) non-registrant member (public), shall constitute a quorum for the purpose of a meeting.

CHAIR OF THE COMMITTEE

The Board shall appoint the Chair of the Client Relations Committee.

DECISION MAKING

The Client Relations Committee will endeavour to arrive at decisions by consensus and all members may contribute to the consensus-making process. When a vote is called, the decision will be made by a simple majority.

EQUITY

The Committee's decision-making processes will be evidence-based, equity-informed and address biases in decision-making.

CONFIDENTIALITY

Every member of the Client Relations Committee shall preserve confidentiality with respect to all information that comes to their knowledge in the course of their duties and shall not communicate any information to any other person.

REVIEW

The Client Relations Committee Terms of Reference shall be reviewed every four (4) years and amended where necessary, for example in response to statutory, regulatory or policy amendments. Any amendments to the terms must be approved by the Board.