

## POLICY TYPE: GOVERNANCE PROCESS

### 4-10 Patient Relations Committee Terms of Reference

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#### **Committee Composition and Meetings**

1. The Board of Directors shall appoint the members of the Patient Relations Committee for the following year at the last Board meeting of the year in accordance with the by-laws.
2. The Patient Relations Committee shall be composed of:
  - a. at least one Director who is a registrant of the College
  - b. at least one additional registrant of the College; and
  - c. at least two individuals who are not registrants of the College.
3. The chair and vice-chair of the Patient Relations Committee shall be elected from among the members of the Patient Relations Committee and the election may take place at or before the first committee meeting of the year.
4. The Patient Relations Committee shall meet as required.

#### **Authority and Accountability**

5. The Patient Relations Committee is a statutory committee of the College as set out in section 10(1)7 of the Health Professions Procedural Code (the “Code”).
6. The Patient Relations Committee is accountable to the Board for:
  - a. Acting in accordance with the Regulated Health Professions Act, 1991 (the “RHPA”), including the Code, the Opticianry Act, 1991, the regulations under those acts, the by-laws and any other laws that apply to its processes and decision making.
  - b. Fulfilling any other duties and responsibilities assigned to it by the Board.

#### **Responsibilities of the Patient Relations Committee**

7. The Patient Relations Committee shall:
8. Perform such functions as are assigned to it under the RHPA, Code, regulations, by-laws, and policies of the College including:
  - a. Advising the Board with respect to the patient relations program, which shall include measures for preventing and dealing with sexual abuse of patients in accordance with applicable legislation, rules and procedures.
  - b. Administering, on behalf of the Board, the funding for therapy and counselling program in

accordance with applicable legislation, rules and procedures.

9. Consider and make recommendations to the Board for changes to applicable legislation, regulations, and by-laws, as well as programs that fall within its mandate and/or support the patient relations program or the funding for therapy and counselling program.
10. Develop programs and engage in other activities as assigned by the Board, to enhance the relations between registrants and patients.
11. Submit an annual report to the Board. The report will include information on the Committee's activities for the year.

The Patient Relations Committee may:

12. Submit a report to the Board in between annual reports.