

HQ
790 Bay



Terms of Reference
**Client + Community
Advisory Council**

Name of Council

Client and Community Advisory Council

Role of Council

The role of the Client and Community Advisory Council is to provide advice to HQ and its partner agencies to help ensure that HQ remains accountable and that its performance monitoring and learning and improvement processes remain transparent to the clients and communities it serves.

The Council is an advisory body; its members do not direct programs and services.

Functions of the Council

- 1.** To participate as key informants in HQ's performance monitoring and learning and improvement processes.
- 2.** To participate as key informants in HQ's strategic planning process and in the review and development of HQ policies, programs and services consistent with the needs of the communities served, and to advise HQ in setting priorities in program areas.
- 3.** To advise HQ and its partner agencies about the communities HQ serves and their needs.
- 4.** To identify unmet needs in the community for HQ services.
- 5.** To serve as a communication link between HQ and the communities it serves.

Council membership

- 1.** Membership in the Council is comprised of up to ten individuals who are current or former clients and/or members of the communities HQ serves.



2. Membership lies with the individuals selected rather than any organization(s) with which they may be affiliated.
3. Membership is voluntary and subject to change at the discretion of the member or of HQ.
4. To allow for the inclusion of diverse voices and ideas, members are appointed to overlapping terms of a maximum of three years each. At the discretion of the Board of Directors, a member's term may be extended for a further year.
5. Membership shall include two members of HQ's Board of Directors as well as two ex-officio members: HQ's Executive and Medical Director and the Director of Organizational Development, Community and Culture. HQ's Director of Mental Health, in his role as Chair of the Quality Committee, is responsible for presenting timely data on HQ programs and services to Council members and answering any questions about the data.
6. Guests may be invited to Council meetings at the discretion of the Co-chairs of the Council.

Council membership selection

HQ is committed to working with a diverse group of Council members who reflect HQ's client populations and the communities HQ serves, and encourages applications from those populations and communities.

Other than the two members who are also members of the Board of Directors, Council members shall be members of the public. Because practicing health care and social service professionals, paid employees of health and social service charities, employees of companies in health industries, elected officials, and employees of provincial and federal health ministries and agencies already have a strong voice in making their opinions known to HQ board and staff, these persons are not eligible for Council membership.

Council members are people who enjoy working with each other and with HQ's staff and board of directors, while being able to hear and balance different perspectives with compassion and respect.

Council members must be willing to:

- commit to a minimum term of one year
- be able to communicate and cooperate with individuals whose backgrounds, experiences and styles may be different from their own
- respect privacy and confidentiality and
- have a positive approach and an ability to share insight and information about experiences in ways that will benefit others.

Candidates for Council membership will be asked to complete an application form to apply for membership on the Council. The initial round of applications will be reviewed by the Governance Committee of the Board and the Director of Organizational Development, Community and Culture to determine fit. Their recommended candidates will be presented to the Board of Directors, which is responsible for approving membership on the Council. In subsequent recruitments (i.e. once the Council is established), applications for Council membership will be reviewed by both members of the Council and the Governance Committee, and recommendations presented to the Board of Directors.

Role of Council members

- 1.** To share their individual ideas, perceptions and perspectives about HQ and its programs and services.
- 2.** To bring knowledge, expertise and feedback from their personal knowledge and experience as clients or former clients and/or community members about how HQ can improve its programs and services.
- 3.** To share with HQ, its partner agencies and the community-at-large what members have learned.

Role of HQ staff and board

- 1.** To recruit, facilitate and organize members of the diverse communities of cis guys into guys and two-spirit, trans and non-binary people to meaningfully participate in the work of the Council.
- 2.** To bring issues of importance and relevance to the Council in a timely manner, including requests for feedback on HQ's performance and its learning and improvement processes, so as to help determine whether any improvements made are reflected in the organization's performance.
- 3.** To provide Council members with the education, information, knowledge, tools and other supports they may need for informed engagement in the work of the Council.
- 4.** To report back to the Council on the progress and outcomes of previously discussed issues and projects.
- 5.** To hold an open and transparent process for the recruitment of new Council members.

Rights of Council members

Members of the Council shall be entitled to receive notice of meetings, an agenda of the items to be discussed and relevant documentation related to agenda items, and the minutes of each meeting.

Members have the right to feel safe and supported in their role. Their participation on the Council and any feedback they provide will in no way restrict or negatively affect their access to HQ programs and services.

HQ is committed to being an accessible, inclusive place for everyone. Members have the right to support and accommodation to allow them to access all aspects of their role and participate fully on the Council.

Members will receive honoraria for their participation in Council meetings. HQ will also reimburse any transportation and care giving expenses to facilitate members attending in-person meetings.

Performance expectations of Council members



Team Work: Members work positively, cooperatively and respectfully with other Council members, HQ and partner agency staff, and HQ's Board of Directors.



Attendance: Members strive to attend at least 75% of Council meetings annually.



Participation: Members come to Council meetings prepared to discuss the items on the agenda, to ask questions, and to make a positive contribution to discussions.



Initiate ideas: Members are encouraged to suggest topics of interest for discussion.

Membership attendance and participation will be reviewed on an annual basis.

Where a member has not fulfilled their role and responsibilities as outlined in these Terms of Reference, the Council co-chairs will inform the Board of Directors of the Council's concerns. The Board will use the information provided to them to inform their decision whether or not to end the member's appointment.

Values

Council members will be guided by HQ's vision, mission and values, as outlined in the organization's 2023-2025 Strategic Plan.

Meeting frequency

The Council will meet for up to two hours at least four times annually, with the timing typically two to three weeks after a board meeting where draft materials will be reviewed and two to three weeks before a board meeting where council feedback will be reviewed. Some homework may be required between meetings, depending on the topic(s) being discussed.

Meetings will be held in person, with members being able to join virtually when they cannot attend in person.

Reporting relationship

The Council reports to the Board of Directors, and provides advice to the Executive Director and the Quality Committee.

Council Co-chairs

The Council has two Co-chairs. One is a member of HQ's Board of Directors, selected by the board. The other is a client/former client and/or community member selected by Council members.

The term of the Co-chairs is two to three years. Co-chair terms overlap, to ensure continuity.

Council Secretary

The Secretary is a member of HQ's staff. The Secretary is responsible for recording minutes of the meetings and for sharing those minutes with Council members in advance of the next scheduled meeting of the Council.

Lead staff support

Director of Organizational Development, Community and Culture

[Submit application](#)

