



RIGHTS COMMITTEE

Terms of Reference

Reviewed: 2017 January 16

Revised: 2017 January 17

Membership

At a minimum the committee will consist of:

- one Senior Management representatives,
- three Board Members,
- the committee chair, Information Manager

In addition, wherever possible:

- two self advocates will be invited as needed,
- one caregiver, either from the Board [may be dual representative) or a member at large

Committee Chair

The committee will be chaired by the Information Manager who will:

- prepare the agenda,
- ensure all required information is available for each meeting,
- prepare recommendations for the CEO,
- organize meeting and invite committee attendees,
- record decisions and actions of the meetings as necessary.

Reporting

The Rights Committee reports to the CEO and submits recommendations where necessary.

Meeting Frequency

Meetings will be held approximately five times yearly or as otherwise required.

Mandate

The components of E3 Programs to be looked at by the committee focus primarily on Adult Developmental Programs.

The Rights Committee will primarily deal with the following tasks on a routine basis:

- review and recommend adjustments on "Temporary Restrictions";
- review and recommend actions respecting Parents of Adults survey feedback;
- review and recommend actions related to client interview feedback;
- review and recommend actions respecting client focus group feedback;
- adjudicate "rights" complaints from all areas, not only Adult Programs, when unresolved through normal due process.
- review summary data from random client support plans to monitor service effectiveness.
- perform random client file audits
- perform ethical review of Behaviour Management Protocols
- participate in Clinician Review of Behaviour Management Protocols

Details of Assigned Responsibilities

TEMPORARY RESTRICTIONS

The committee will review a random selection of current restrictions and ask for review or clarification where they have questions regarding:

- the need for the specific restriction
- the length of the restriction
- progress towards eventual removal of the restriction

CONSUMER SURVEY RESULTS

Customer Service Surveys are distributed to family members and clients annually. The Office of the CEO assembles a summary report on all surveys. The committee will review each Summary Report making recommendations to improve service quality where there are discernable patterns or common issues.

QUALITY ASSURANCE INTERVIEWS

A designated number of Quality Assurance Interviews will be conducted on an annual, and rotating basis by assigned Program Supervisors. The Rights Committee will review the resulting reports making recommendations as deemed necessary

ADULT SERVICES FOCUS GROUPS

The Rights Committee may choose to host one or two client focus groups yearly as a mechanism for service quality feedback.

Participating clients are chosen from a cross-section of programs and are asked a series of open-ended questions related to service quality, which are developed by the Rights Committee.

The Chair of the Rights Committee will prepare a report summarizing the sessions for discussion with the committee and submission to the CEO.

ADJUDICATION OF RIGHTS COMPLAINTS

Where a satisfactory resolution has not been found complaints may be brought to the Rights Committee who will act as the adjudicating body, as detailed in the "Our Problem Resolution Process" information piece.

Those receiving support may choose to bring their complaint directly to the Rights Committee.

RIGHTS COMMUNICATION

The Rights Committee will review and recommend communication strategies to ensure that efforts are routinely made to ensure that all people receiving service are aware of their rights and of their right to file a grievance.

FILE AUDITS

The Rights Committee may review random client files to ensure that the information is respectful of Rights and adheres to legislation related to individual rights, freedoms and privacy.

Files audits would be restricted to a verification of:

- consents as they relate to:
 - release of confidential information
 - temporary restrictions
 - person centred plans
- authorized access to client files

REVIEW SUPPORT PLAN SUMMARY DATA

As part of the individual planning process service goals are established. The Rights Committee would review a report summarizing support success ratios. Based on the outcomes the committee may provide comment and recommendations.