
Service Quality and Performance Committee

1. Purpose

The Service Quality and Performance Committee acts in an oversight and advisory capacity to the Board of Directors to:

- a) oversee the development and implementation of effective approaches to service delivery including: equitable access; service performance; service quality; risks; and performance measurement that enable CLBC to fulfill the goals, objectives and performance measures outlined in the annual Service Plan, in alignment with the strategic goals and Mandate established by the Government of B.C., acting in the public interest;
- b) oversee CLBC's leadership towards continued improvement in community engagement and collaboration, including culturally safe, equitable and inclusive approaches to engagement and partnership with individuals, families and service providers.

2. Composition and Quorum

The Service Quality and Performance Committee is composed of at least three Directors and up to two independent, external advisors as appointed by the Board, none of whom are officers or employees of CLBC. The Board, on the recommendation of the Board Chair, appoints the Committee Chair and members.

A majority of the members of the Committee constitutes a quorum. The Board Chair is an ex officio member of the Committee and may vote, but is not counted in establishing a quorum. Neither the Board Chair nor the Committee Chair, having voted, shall have an additional deciding vote in the event of a tie; the resolution is not passed.

3. Accountability and Authority

The Committee is accountable to the Board.

Except where the Board by resolution or through the Committee's Terms of Reference has authorized the Committee to act, the Committee has no authority to direct management or to make decisions or commitments on behalf of the Board or CLBC.

4. Duties and Responsibilities

Subject to the powers and duties of the Board, the Committee will perform the following duties.

4.1 Governance

4.1.1 Audit Reports related to Service Quality and Performance

The Committee will:

- a) at least annually, identify with management and the Finance and Audit

Committee, the audit reports related to service quality and performance that will be reviewed as part of the Committee's work plan and forward recommendations to the Board as required;

- b) establish the appropriate timeframe in its annual work plan for the review of each report; and
- c) review each report and make recommendations to the Board as required.

4.1.2 Organizational Structure

The Committee will:

- a) at least annually, consult with management and the Governance and HR Committee to review the effectiveness of CLBC's organizational structure, service delivery model and approach relative to performance requirements, and provide any recommendations to the Board.

4.1.3 Risk Management

The Service Quality and Performance Committee will review the identification, assessment and management of corporate risks and review mitigations pertaining to service quality, service delivery and performance at CLBC and the process for reviewing its service providers, and report its findings annually to the Finance and Audit Committee for the Board's review.

In addition to reviewing the identification, assessment and management of risks related to quality and service matters, service providers and individuals in their care, the Committee will:

- a) at least annually, review and receive assurances from management that CLBC has systems, policies, and processes in place to ensure the safety of individuals who are in the care of service providers;
- b) at least annually, review reports from management and third parties measuring the effectiveness of CLBC's policies, systems and safeguards to manage risks to the safety of individuals who are in the care of service providers and report any recommendations to the board;
- c) receive reports on issues relating to the safety of individuals under the care of service providers and make recommendations to the board; and
- d) on a timely basis, review material legal proceedings, lawsuits or potential court proceedings related to service delivery involving CLBC or its directors, officers and executives and recommend on potential areas of policy change or learnings to the board.

4.2 Community Engagement and Collaboration

4.2.1 Stakeholder Engagement

The Committee will:

- a) through discussions with management and consultation with the Provincial Advisory Committee, obtain reasonable assurance that CLBC has in place appropriate systems to consult with stakeholders (including, but not limited to, adults with developmental disabilities, their families, community members and service providers), including innovative and unconventional approaches to engagement that ensure cultural sensitivity and equitable access for all stakeholders;
- b) annually review and present to the Board the annual plan for Board member engagement with stakeholders (for eg. Board tours, Community Councils and the PAC) including the mechanism the committee will use to identify and oversee solutions for issues that may be identified through this engagement.
- c) receive and review the results and management's response to all stakeholder surveys with respect to the provision of services;
- d) at least annually, receive and review reports from management and/or third party assessments on the adequacy of CLBC's community consultation and engagement strategies;
- e) provide leadership to the Board of directors and CLBC staff to enhance the Board's community consultation and engagement strategies, approaches and activities; and
- f) periodically review management's summary reports and response in respect of evaluations, unusual occurrences, critical incidents, complaints and levels of satisfaction and other related documents, and make recommendations to the Board as required.

4.2.2 Liaison with Provincial Advisory Committee

The Committee will:

- a) appoint not less than two (2) members, nor more than three (3), of this Committee to attend the Provincial Advisory Committee meetings and act as a linkage to the Board;
- b) at least once per year, invite the Chair of the Provincial Advisory Committee to attend a Service Quality and Performance Committee and/or otherwise provide feedback on:
 - i) the effectiveness of the Provincial Advisory Committee and the Community Councils; and
 - ii) any other matter relating to the provision of services; and
- c) periodically liaise with the Provincial Advisory Committee on matters of

mutual interest which are aligned with the Provincial Advisory Committee's and Service Quality and Performance Committee's respective Terms of Reference.

4.3 Liaison with Indigenous Advisory Committee

The Committee will:

- a) at least once per year, invite the Chair of the Indigenous Advisory Committee to attend a Service Quality and Performance Committee meeting and/or otherwise provide feedback on matters relating to service quality and performance.

4.4 Service Quality and Performance

4.4.1 Performance Standards

The Committee will:

- a) recommend to the Board the appropriate results to be achieved in respect of access to and quality of services;
- b) oversee the development of key performance indicators that will be used to monitor access to and quality of services and recommend these to the Board;
- c) receive and review quarterly progress reports relative to key performance indicators, and
- d) receive and review strategies from management, and make recommendations to the Board on strategies to address underperformance on key metrics, trends and gaps.

4.4.2 Organizational Policies

The Committee will:

- a) review and provide advice to the Board on management's recommendations for major adjustments to any policies, programs or business practices that affect access, service quality and performance and safety; and
- b) monitor that quality of service and access remain consistent with CLBC's strategic objectives and government policy.

4.4.3 Management Reporting

The Committee will:

- a) review and recommend to the Board management reports with respect to equitable access to services, service quality, performance and safety.

4.5 Legal and Regulatory Compliance

With respect to access to and quality of CLBC-funded supports and services, the

Committee will:

- a) at least annually, receive reasonable assurances from management that CLBC has in place appropriate policies and procedures for monitoring compliance with applicable laws, regulations and government directives; and
- b) receive reasonable assurances from management at least annually that CLBC is in compliance with applicable laws, regulations and government directives.

4.6 Service Plan and Annual Report

4.6.1 Service Plan

The Committee will:

- a) review to the Board sections of the draft annual service plan relating to the quality of and access to services and the safety of individuals served by CLBC, and recommend revisions if required.

4.6.2 Annual Report

The Committee will:

- a) review and approve the draft of the annual report sections relating to Service Quality and Performance

4.7 Standards and Monitoring

The Committee will:

- a) oversee management's preparation and implementation of activities including readiness for surveys and compliance with all applicable standards; and
- b) ensure management has appropriate systems and procedures in place to monitor service quality and report annually to the Board with recommendations as required.

4.8 Other

The Committee is responsible for such other related responsibilities as assigned to the Committee by the Board.

5. Meetings

The Committee will meet as required to fulfill its responsibilities, but no less than four times per year. Meetings are held at the call of the Committee Chair or as requested by any two Committee members.

6. Reporting

- a) The Committee will report to the Board by providing a written high level

update/briefing note following its meetings and in advance of the following Board meeting. When a Board meeting closely follows a Committee meeting, the Committee Chair will provide a verbal report to the Board

- b) The Committee will review and approve minutes after each meeting, which will then be stored so as to be accessible to all Board members.

7. Access and Support

The CEO will assign appropriate senior staff to support the committee as required.

8. External Advisors

The Committee may engage independent advisors at the expense of CLBC when it deems necessary, subject to the approval of the Board Chair.

9. Responsibility for Policy Review

The Committee has responsibility to review at least annually, and more frequently if necessary (e.g., based on legislative or regulatory changes, or a development in governance best practices) the policies assigned to it in the section of the Board Governance Manual entitled List of Significant Organizational Policies, to ensure both completeness of the policies currently in place to ensure compliance with best practices; and to ensure mechanisms are in place to monitor policy compliance.

10. Committee Self-Review

The Committee has responsibility to:

- a) on an annual basis, review the Terms of Reference for the Committee and make recommendations as required to the Governance and HR Committee for further recommendation to, and approval by, the Board; and
- b) confirm to the Board on an annual basis, the Committee's fulfillment of its mandate and work plan for the preceding year.

11. Committee Calendar

The timetable for the Committee's activities is reflected in the Committee's calendar set out below.