
Quality and Service Committee

1. Purpose

The purposes of the Quality and Service Committee are to:

- a) provide leadership to enhance the Board's knowledge and understanding of issues that are important to individuals and families who are served by CLBC;
- b) assist the Board in overseeing management's implementation of the Board's policy direction in the areas of access and service quality;
- c) obtain reasonable assurance that CLBC's community consultation and engagement processes are effective; and
- d) obtain reasonable assurance that CLBC is in compliance with all regulatory standards.

2. Composition and Quorum

The Quality and Service Committee is composed of at least three Directors. The Board, on the recommendation of the Board Chair, appoints the Committee Chair and members.

The Board Chair is an ex officio member of the Committee and is counted in establishing a quorum and votes.

A majority of the members of the Committee constitutes a quorum.

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 commit 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

The Committee will:

- a) recommend the audit reports reviewed by the Committee and any recommendations made to be forwarded to the Board for information.

4.1.2 Organizational Structure

The Committee will:

- b) review and provide advice to the Board on the adequacy of CLBC's

organizational structure to support CLBC's service delivery approach.

4.1.3 Risk Management

In addition to reviewing the identification, assessment and management of risks related to quality and service matters, the Committee will:

- a) ensure CLBC has systems, policies, processes in place to safeguard individual's safety;
- b) review CLBC's policies, systems and safeguards to manage risks to individual safety;
- c) receive reports on issues relating to individual safety.

The risk management responsibilities of the Committee in relation to the Board and other Committees are further articulated in the section of the Board Manual entitled Risk Management.

4.2 Community Connections

4.2.1 Community Feedback

The Committee will:

- a) receive and review the results and management's response to all surveys with respect to the provision of services;
- b) develop and present to the Board an annual plan for Board member engagement with stakeholders;
- c) receive and review an annual report from management on the adequacy of CLBC's community consultation and engagement strategies;
- d) 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);
- e) provide leadership to the Board of directors and CLBC staff to enhance community consultation and engagement 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.

4.2.2 Liaison with Provincial Advisory Committee

The Committee will:

- a) appoint not less than two (2) members of this Committee to attend the Provincial Advisory Committee meetings and act as a linkage to the Board;

- b) at least once per year, meet with the Chair of the Provincial Advisory Committee to obtain 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) liaise with the Provincial Advisory Committee on matters of mutual interest which are aligned with the Provincial Advisory Committee's and Quality and Service Committee's respective Terms of Reference.

4.3 Quality and Service

4.3.1 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; and
- c) receive and review periodic progress reports relative to key performance indicators.

4.3.2 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 and service quality ; and
- b) monitor that quality of service and access remain consistent with CLBC's strategic objectives and government policy.

4.3.3 Management Reporting

The Committee will:

- a) review and recommend to the Board management reports with respect to access and quality of services.

4.4 Legal and Regulatory Compliance

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

- a) ensure management 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.

4.5 Service Plan and Annual Report

4.5.1 Service Plan

The Committee will:

- a) review and recommend to the Board those parts of the draft annual service plan relating to the quality of and access to services and the safety of individuals served by CLBC.

4.5.2 Annual Report

The Committee will:

- a) review and approve the initial draft of the annual report excluding Management Discussion and Analysis.

4.6 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 procedure in place to monitor service quality and advise the Board.

4.7 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, 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

The Committee will report to the Board by distributing minutes of its meetings to the Board. When a Board meeting closely follows a Committee meeting, the Committee Chair will provide a verbal report to the Board and the minutes will be circulated at the next Board meeting.

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 Manual entitled List of Significant Organizational Policies.

10. Committee Calendar

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

Quality and Service Committee Calendar

GOVERNANCE	Jan	Mar	May**	Sep	Nov
1. Review and recommend for approval Committee Terms of Reference	X				
2. Review audit reports and any recommendations made	As Required				
SERVICE ACCESS AND QUALITY					
3. Review and recommend for approval development of key performance indicators and reporting requirements related to access and service quality (including complaints, service requests, critical incidents, etc.)	As Required				
4. Review information received from Management on key performance indicators	X	X	X	X	X
5. Review CLBC's policies, systems and safeguards to manage risks to individual safety	As Required				
6. Review Critical Incidents Policy(ies)				X	
7. Review policies, programs and business practices, and monitor for service access and quality consistency with strategic objectives and government policy (including agency accreditation, monitoring framework and quality framework, etc.)	As Required				
EXTERNAL RELATIONSHIPS					
8. Review responses to issues raised by PAC and recommend for approval	X	X	X	X	X
9. Review and recommend for approval PAC and Community Council Terms of Reference			X		
10. Review and recommend for approval agenda for annual PAC/Board meeting ◊			X		
11. Meet with the Chair of the PAC			X		
12. Liaise with the PAC on matters of mutual interest	As Required				
13. Review management's response to targeted surveys related to quality			X		
14. Review community consultation processes					X
COMPLIANCE					
15. Review and approve initial draft Service Plan (non-financial) †					X
16. Review and approve initial draft Annual Service Plan Report (excl. final section) †*			Early May teleconf		
17. Monitor legal and regulatory compliance with applicable laws, regulations and government directives, standards.			X		

◊ Special meeting of PAC/CC/CLBC Board held in June of every year.

* Additional meeting may be required outside normal Board schedule.

** It is understood that if necessary there will be Committees meetings in June

† Board delegated approval to Q&S Committee Nov 2010