

Client Relations Committee – Terms of Reference

MANDATE

The Client Relations Committee is mandated to ensure protection of the public interest by developing the policies and procedures of the College to prevent sexual abuse of clients and to define appropriate professional relations between the members of the College and their clients.

POWERS

The Client Relations Committee must include measures for preventing and dealing with sexual abuse of clients and has the power to make recommendations to Council regarding the mandate of the Client Relations Program.

RESPONSIBILITIES

The responsibilities of the Client Relations Committee shall be:

- 1) update and revise the Sexual Abuse Prevention Program material as appropriate;
- 2) to set guidelines for the conduct of members with their clients;
- 3) ensure education in sexual abuse prevention is available to College members by developing, designing or recommending training resources to College staff
- 4) provide information to the public on the prevention of sexual abuse;

ADMINISTRATIVE DUTIES

The Client Relations Committee shall:

- 1) meet at least one (1) time per year to ensure the proper functioning of the Committee;
- 2) maintain minutes of its meetings in which all decisions and actions taken shall be recorded;
- 3) report its actions to Council at each Council meeting or more frequently if needed;
- 4) annually submit a report of its activities to the Council of the College.

MEMBERSHIP

The Council shall appoint members of the Client Relations Committee and may replace or remove members from time to time. The Committee shall be comprised of at least three (3) members of the Council of the College of Midwives of Ontario, at least one (1) of whom is an elected professional member and at least one (1) of whom is a publicly appointed member. The Council may, at its discretion, appoint members who are not members of the Council to the Committee. The Chair of the Council shall be designated as *ex-officio* member of the Committee.

CHAIR OF THE COMMITTEE

The Council shall appoint the chair of the Client Relations Committee.

QUORUM

A simple majority of members of the Client Relations Committee - that includes at least one member of the Client Relations Committee who is an elected professional member and one member of the Client Relations Committee who is a publicly appointed member - shall constitute a quorum for decision-making.

DECISION MAKING

The Client Relations Committee will endeavour to arrive at decisions by consensus and all members may contribute to the consensus-making process. Where a decision cannot be reached by consensus, the decision shall be made by a majority of the votes cast by all members present. The Chair of the Council, as *ex-officio*, does not have voting privileges.

CONFIDENTIALITY

Every person employed, retained or appointed for the purpose of the administration of the Regulated Health Professions Act and every member of a Council or committee of the College shall preserve confidentiality with respect to all information that comes to his or her knowledge in the course of his or her duties and shall not communicate any information to any other person.