

Client Relations Committee Terms of Reference

Approved by Client Relations Committee: September 27, 2016

Approved by Council: November 24, 2016

1. Authority

The Client Relations Committee is a statutory committee as set out in the Health Professions Procedural Code (the Code), which is Schedule 2 of the *Regulated Health Professions Act, 1991* (RHPA).

2. Mandate

The role of the Client Relations Committee is to oversee the “client relations program”, which is a program to enhance relations between members and clients. The client relations program must include measures for preventing and dealing with sexual abuse of clients by members, including:

- (a) Educational requirements for members.
- (b) Guidelines for the conduct of members with their clients.
- (c) Training for the College’s staff.
- (d) The provision of information to the public.

The Client Relations Committee shall advise the Council with respect to the client relations program.

The Client Relations Committee shall administer a fund for therapy and counselling for persons who, while patients, were sexually abused by members, in accordance with the Code.

3. Composition

The Client Relations Committee shall be composed of:

- a. at least one (1) CRPO member who is a member of Council;
- b. at least two (2) public members; and
- c. one (1) or more members who are not members of Council if Council so wishes.

4. Term

The term of office of a Committee member shall commence immediately after the appointment and shall continue for approximately one (1) year.

5. Frequency and Location of Meetings

Committee meetings shall, wherever possible, be held at a place and on a date set in advance and shall occur at regular intervals and at such frequency as necessary for the Committee to conduct its business.

6. Quorum

The quorum is three (3) Committee members unless otherwise provided in the Code or the by-laws, or unless the Committee is composed of only three (3) members, in which case, the quorum for such a Committee shall be two (2) members.

Despite anything in the by-laws, a committee is properly constituted despite any vacancy so long as

there are sufficient members to form a quorum of the Committee.

7. Selection of the Chair

The Chair, or Chairs, of the Committee shall be appointed by Council.

8. Alternate Chair

In the event that the Chair of the Committee is unable or unwilling to preside at the meeting, the Chair shall designate an acting Chair from among the Committee members to preside at the meeting and if the Chair is unable to delegate his or her chairing duties, the Committee shall then select an acting Chair to preside at the meeting from among its members.

9. Roles and Responsibilities of Committee Members

Every Committee member shall, in the performance of his or her duties:

- a. familiarize himself or herself with the *Psychotherapy Act, 2007 (the Act)*, the RHPA, the by-laws and any policies of the College;
- b. familiarize himself or herself with any other records, documents and guidelines that may be necessary for the performance of his or her duties;
- c. comply with the provisions of the Act, the RHPA, the by-laws, any policies of the College and rules that are adopted by Council, from time to time;
- d. regularly attend meetings on time and participate constructively in discussions;
- e. ensure that confidential matters coming to his or her attention as a member of a Committee or working group are not disclosed by him or her, except as required for the performance of his or her duties or as permitted by the RHPA;
- f. conduct himself or herself in an appropriate manner with College staff, other members of Council or members of the Committees, members and members of the public;
- g. comply with the College's Code of Conduct, which is attached as Schedule 3 of the By-laws and forms part of the by-laws;
- h. avoid, or where that is not possible, declare all conflicts of interest in the manner set out in the by-laws;
- i. step down from his or her position as a Committee member and/or working group (ad hoc committee) member in the event that allegations regarding his or her conduct, competence or capacity are referred to the Discipline Committee or Fitness to Practise Committee until such time as the matter has been finally disposed of; and
- j. perform the duties associated with his or her position conscientiously and with due care and diligence in a manner that serves and protects the public interest.

10. Voting

Wherever possible, decision-making at the committee level shall be conducted using a consensus model. When necessary, formal voting will be used.

Unless specifically provided for otherwise under the Code or the by-laws, every motion that properly comes before the Committee shall be decided by a simple majority of the votes cast at the meeting by the Committee members present.

If the Committee Chair is a member of the Committee, he or she may vote.

In the event of a tie vote, the motion is defeated.

11. Staff Resources

The Registrar acts in an *ex-officio* role as a Committee resource and in a non-voting capacity. Other staff members provide support to the Committee.

12. Committee Records

The Chair of the Committee shall ensure that accurate minutes of all Committee meetings and proceedings are recorded, approved and maintained at the College office.

13. Conflict of Interest

All Committee members have a duty to carry out their responsibilities in a manner that serves and protects the interest of the public. As such, they must not engage in any activities or in decision-making concerning any matters where they have a direct or indirect personal or financial interest. All Committee members have a duty to uphold and further the intent of the *Psychotherapy Act, 2007* to regulate the profession of psychotherapy in Ontario, and not to represent the views of advocacy or special interest groups.

Comprehensive information regarding conflict of interest obligations is included in the by-laws.

14. Public Communications

All media contact shall be channeled and coordinated through the Registrar's office. Any Committee member or any member of a working group (ad hoc committee) being asked by media representatives to provide interviews, respond to enquiries or to comment on issues concerning the regulation of the profession or the operation of the College shall not provide any such communication and shall instead refer them to the Registrar's office.

15. Parliamentary Authority

Schedule 2 of the By-laws outlines the Rules of Order of Council. The Committee should attempt to work by consensus where possible.