

## Client Relations Committee Terms of Reference

<b>Name and type</b>	<b>Client Relations Committee Statutory</b>
<b>Purpose</b>	The Client Relations Committee oversees the “client relations program,” which is a program to enhance relations between registrants and clients.
<b>Specific Areas of Responsibility</b>	<p>The client relations program must include measures for preventing and dealing with sexual abuse of clients by registrants, including:</p> <ul style="list-style-type: none"> <li>a. educational requirements for registrants.</li> <li>b. guidelines for the conduct of registrants with their clients.</li> <li>c. training for the College’s staff.</li> <li>d. the provision of information to the public.</li> </ul> <p>The Client Relations Committee will administer a fund for therapy and counselling for persons who, while clients, were sexually abused by registrants, in accordance with the Code.</p>
<b>Committee Composition</b>	<p>The Client Relations Committee must be composed of:</p> <ul style="list-style-type: none"> <li>• At least one (1) CRPO registrant who is a member of Council;</li> <li>• At least two (2) public members; and</li> <li>• One (1) or more registrants who are not members of Council if Council so wishes.</li> </ul>
<b>Panel Composition</b>	<p>Panels are selected by the Chair to perform statute-specific functions.</p> <p>Panels of the Client Relations Committee will be composed of at least three (3) members of CRPO Council:</p> <ul style="list-style-type: none"> <li>• At least one (1) CRPO registrant who is a member of Council;</li> <li>• At least one (1) public member.</li> </ul>
<b>Committee Competencies</b>	<p>Elected and public members of Council are required to meet the minimum Council Competencies and Attributes.</p> <p>Appointed committee members (i.e., non-council appointments) may be required to meet the minimum Council Competencies and Attributes.</p>

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<b>Decision-Making Process</b>	Wherever possible, decisions will be made by consensus. Where necessary, formal voting will be used.
<b>Delegated Authority</b>	The Client Relations Committee will advise Council with respect to the client relations program.
<b>Reporting</b>	The Committee will report to Council at some, though not necessarily all, scheduled meetings. Reports to Council are to be provided in writing with the explicit purpose of informing the work of Council and framed to identify public interest issues.
<b>Appointment of Chair</b>	The Chair, or Chairs, of the Committee will be appointed by Council.
<b>Quorum</b>	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 will 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
<b>Meetings</b>	Committee meetings will, wherever possible, be held at a place and on a date set in advance and will occur at regular intervals and at such frequency as necessary for the Committee to conduct its business. The Committee will meet at least once per year to ensure proper functioning of the Committee.
<b>Staff Support</b>	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.
<b>Communication with Council</b>	The Committee Chair will report to Council as needed, depending on the nature of the work undertaken by the Committee.
<b>Committee Records</b>	The Committee Chair will ensure that accurate minutes of all Committee meetings and proceedings are recorded, approved and maintained at the College office.
<b>Conflict of Interest</b>	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 <i>Psychotherapy Act, 2007</i> to regulate the profession of psychotherapy in Ontario, and not to represent the views of advocacy or special interest groups.

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<b>Inquiries</b>	Inquiries relating to the work of the Committee should be forwarded to the Registrar or staff member providing support to the Committee.
<b>Public Communications</b>	Media inquiries regarding activities of the Committee, regulation of the profession, or operation of the Council or College shall be forwarded to the Registrar. The Registrar and President act as spokespersons on behalf of the College.
<b>Parliamentary Authority</b>	Schedule 2 of the by-laws outlines the Rules of Order of Council.

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## Client Relations Committee Competencies

Elected and public members of Council must meet the minimum Council Competencies and Attributes.

Core Understanding	CRC-specific competencies	How the competency is gained
<p>Knowledge and understanding of sexual abuse and the impact of sexual abuse on clients.</p> <p>Knowledge and understanding of boundary issues.</p> <p>Knowledge and understanding of the principles of trauma-informed care.</p>	<p>Source of further guidance for others.</p> <p>Can challenge colleagues where appropriate.</p> <p>Effectively contributes to discussion in a sensitive and professional manner regarding the impact of sexual abuse on clients.</p>	<p>Completion of trauma-informed care training.</p> <p>Completion of training related to the societal, legal, and cultural aspects of sexual abuse.</p>