



TERMS OF REFERENCE

November 12, 2010

Purpose

The Patient Relations Committee (PRC) is a statutory committee under the Regulated Health Professions Act. It develops and maintains a patient relations program as set out in the *Health Professions Procedural Code of the Regulated Health Professions Act (RHPA)* and promotes relations with the public and College members.

Functions

1. Establish the desired results for the College of Dietitians of Ontario Patient Relations Program re relations with the public and college members.
2. Promote, enhance and evaluate these results of the relations between College and the public, its members, other health Colleges, and key stakeholders.
3. Develop the framework for the development of information programs for the public and dietitians which would include the role and function of the College and the profession of dietetics. This program would assist individuals to exercise their rights under the *Health Professions Procedural Code of the RHPA* concerning complaints, sexual abuse and the discipline process.
4. Develop the framework for the development of education programs for Registered Dietitians which would include sexual abuse prevention and areas dealing with respectful relationship with clients, such as maintaining appropriate boundaries, cultural sensitivity.
5. Define a College of Dietitians of Ontario program to deal with sexual abuse, including staff and committee training and liaison with the Inquiries, Complaints and Reports Committee for sexual abuse training.
6. Consider requests for funding for therapy and counseling.
7. Maintain and review college policies & procedures, and training protocol to ensure appropriate handling of sexual abuse matters at the college.
8. Respond to requests for information and evaluation from Health Professions Regulatory Advisory Council.
9. Formulate an annual work plan and budget for approval by Council.
10. Develop and recommend regulations as directed by Council.

Committee Membership

The Committee membership will consist of:

- i. at least three elected councillors;
- ii. at least two public councillors; and
- iii. at least two non-Council or appointed committee members.

Support Staff

The Committee will have the direct support of the *Communications Manager* and other College of Dietitians of Ontario staff as appointed by the *Registrar & ED*.

Meetings

Frequency: Meetings will be at the call of the chair.

Minutes: The *Communications Manager* will be responsible for taking the minutes at committee meetings. Minutes will be circulated to committee members for approval with the agenda at the next meeting.

Attendance: Members who are unable to attend meetings will forward regrets to the Chair prior to the meeting.

Committee Responsibilities

- Prepare for meetings.
- Attend all meetings if possible.
- Complete tasks as assigned.
- Chair to report to Council twice yearly in January and in June at the annual general meeting.
- Evaluate committee performance annually.

Decision Making Method

1. All issues will be openly discussed among committee members.
If consensus is not achieved, then a vote will take place with a rule of majority.
2. In reviewing materials and making decisions, the committee will acknowledge/respect the perspectives and needs of Registered Dietitians; however, the committee will act in the public interest, in keeping with the statutory mandate of the College.

Decision Making Authority

1. Council approves the PRC annual work plan and budget.
2. As a statutory committee, the PRC decides on requests for funding and therapy and counseling and advises council on the College's patient relations program for approval.
3. Advises Council on policy and protocols that implicate other college committees.

Evaluation

By Annual Report to Council including description of program, what changes that have been made at what time, numbers of abuse complaints/reports, application of funds for abused clients.