



## **Service User and Family Advisory Council (SUFAC) Terms of Reference**

**Purpose:** The Service User and Family Advisory Council (SUFAC) partners with Cota to provide advice on how best to ensure that Cota has the necessary policies, procedures and/or mechanisms in place for ongoing and meaningful service user and family input into matters such as, but not limited to:

- Cota's Strategic Plans
- The design and implementation of new services
- The quality and effectiveness of Cota's services
- Possible changes to existing services in response to issues, trends or quality improvement objectives
- Health equity and/or known systemic barriers to access
- Service User rights and responsibilities
- Gathering and evaluating service user satisfaction
- Employee education/training needs
- Cota service guidelines

SUFAC members may also be asked to provide their direct input/feedback on any of the topics noted above or other Cota projects or undertakings.

### **Membership:**

- Cota will strive to maintain SUFAC Membership at 12 members, as follows:
  - 5 - Service Users
  - 5 - Family Members
  - 1 - Director, Performance & Quality Improvement (or designate)
  - 1 - Representative from Cota's Board of Directors acting as a liaison to the Quality & Safety standing committee of the Board
- Of the SUFAC Service User members, at least 3 should be active service users (presently in receipt of at least one Cota's services)
- Of the SUFAC Family Members, at least 3 should be related to an active Cota service user
- Cota is deeply committed to promoting diversity, advancing equity and fostering a culture of inclusion. We are respectful of each individual's dignity, unique experience, potential and protected rights in line with the grounds laid out by the Ontario Human

Rights Code. Wherever possible membership should reflect the diverse perspectives, lived experiences, unique backgrounds and characteristics that are reflective of the individuals and communities that we serve.

- Service Users and Family Member terms of membership shall be up to three (3) years with an option for one renewal term. Where possible, Membership terms will be staggered
- Cota will do its best to support SUFAC member participation as may be necessary (e.g., through in-person or virtual attendance, arrangements for reimbursement for Travel/TTC fares, etc.)

**Co-Chairs:**

- Director, Performance & Quality Improvement (or designate)
- One Service User or Family Member

**Frequency and Duration of Meetings:**

- Meetings will be held September, November, January, March, May and June or at the call of the Co-Chairs and shall be a maximum of 2 hours per meeting