Patient Relations Committee
Terms of Reference

Mandate
The Committee develops, implements, and maintains a comprehensive Patient Relations program. This program is not only limited to preventing sexual harassment, but also on enhancing the relations between registrants and health care consumers.

Membership
The committee consists of 5 members:
• 1 appointed board member
• 1 elected board member
• 3 registrants

Term of Office
• Committee members will serve a term of no more than 3 years and eligible for reappointment for a maximum of 1 term.
• May be removed by a majority vote of the board on recommendation of the Committee Chair following an annual evaluation.
• A committee member may resign at any time by delivering a notice in writing to the Registrar.
• The Board must appoint a Committee Chair and a Committee Vice-Chair from among the members of the committee.

Scope of Committee Work
• Develops and reviews the College’s comprehensive Patient Relations program and identifies gaps for further improvements.
• Oversees the implementation of the program, including its public awareness component.
• Recommends program enhancements to the Board.
• Performs other duties as directed by the Board.
• Prepares quarterly reports to the Board.

Governance
• Committee independently makes decision within its mandate.
• Submits Committee motions that require Board approval e.g. significant changes to the Patient Relations Program and decisions that have budgetary implications
• Majority is considered a quorum and decision-making is by majority rule.
• Meetings follow the revised Roberts Rules of Order.
Time Commitment
- Quarterly meetings mostly via teleconferences; additional meetings may be added if necessary.
- One to two hours of orientation at the start of the term conducted by teleconference.
- Members may participate on panels related to developing national competencies.
- Other duties assigned by the Board.

Staff Support and other Resources
- Registrar and designated staff
- Committee members may propose training needs e.g. identifying knowledge gaps that they wish to address.

Resource Materials
Statutes
Patient Relations orientation materials
Patient Relations program
Committee minutes

Statutes
BC Health Professions Act
Opticians Regulation
COBC Bylaws
Standards of Practice