

**TERMS OF REFERENCE**  
**RESIDENT & FAMILY ADVISORY GROUP**

**PURPOSE:**

1. To ensure that person-centred care is at the core of programs and services provided at Mount St. Mary Hospital (MSMH).
2. To promote and ensure enhanced quality of life for residents living at MSMH.
3. To provide a venue for residents, family members and members of the MSMH Team to identify initiatives, plan services, implement strategies and evaluate resident life at MSMH.
4. To share achievements and challenges of the MSMH community.
5. To promote effective communication within the MSMH community.

**ACCOUNTABLE TO:**

Individual members are accountable to each other for completing agreed upon tasks and for working together in the interests of all residents, families and the MSMH community.

**FUNCTIONS:**

1. To come together and respectfully communicate the needs and desires of residents living at MSMH.
2. To identify the actions required to achieve initiatives that will enhance the quality of life for residents.
3. To implement and evaluate the actions.
4. To communicate MSMH initiatives and planning.
5. To establish ad hoc working groups as required.
6. To communicate resource utilization.
7. To ensure that an environment to promote effective communication is established and maintained.
8. To support the accreditation process.

**MEMBERSHIP:**

- Residents & Family Members
- Chief Executive Officer - Facilitator
- Director of Resident Care

**Augmented when required or requested including:**

- Team Members
- Guest Advisors
- Medical Staff Chair

**FREQUENCY OF MEETINGS & LOCATION:**

Date: Quarterly, the third Tuesdays of August, November, February and May.  
Time: 10:00 am – 11:30 am at MSMH

**MEETING NOTES:**

- Advisory Group Members
- Board of Directors
- Medical Advisory Committee
- Resident Care Team
- Integrated Quality Management Team
- Update provided in quarterly Resident & Family Newsletters
- MSMH Website

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**APPROVED: August 2022**

**REVIEWED/REVISED:** November 2011, November 2017, November 2019,  
August 2022



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Chief Executive Officer