

**Maple Ridge Modular Housing
COMMUNITY ADVISORY COMMITTEE**

TERMS OF REFERENCE

Overview

As part of Coast Mental Health's commitment to ensuring the highest standard of service delivery within our housing program, a Community Advisory Committee (CAC) will be established. The Maple Ridge Modular CAC will comprise of a group of interested community stakeholders volunteering to work with Coast Mental Health and its partners to freely exchange information, discuss issues and concerns, and work collaboratively towards positive outcomes. It is an advisory group, not a decision-making body, which fulfills its purpose by being solution-focused and responsive to community concerns. The intention of the CAC is to ensure there is open communication between various stakeholders to improve quality assurance and greater community inclusion.

The Maple Ridge CAC is a group of interested stakeholders volunteering to work with Coast Mental Health and its partners to assure the success of the housing program. It is an advisory group, not a decision making body, which fulfills its purpose by being solution-focused and responsive to community concerns. Members agree to operate in accordance to the Terms of Reference.

Purpose

The purpose of the Maple Ridge CAC is to:

1. Provide support to Coast Mental Health and its partners in its commitment to providing an excellent supported housing program;
2. Monitor the impact of the project in the community and provide suggestions to improve the program;
3. Review Coast Mental Health's response to any complaints or concerns which may be received;
4. Act as a liaison between Coast Mental Health, its partners and the neighbourhood.

Membership

Membership on the Maple Ridge CAC is comprised of the following:

1. Coast Mental Health (3)
 - Coast Mental Health staff representative (2 + alternate)
 - Tenant representative (1+ alternate)

2. BC Housing representative
3. Fraser Health representative
4. Maple Ridge Fire Department
5. Maple Ridge RCMP representative
6. Indigenous Peoples representative
7. Community Representation (priority for the immediate neighbourhood):
 - Businesses (2 + alternate)
 - Neighbourhood Associations (1 + alternate for each interested association)
 - Neighbours (3 + alternates)

Each member or member group will be requested to have an alternate to ensure continuity and representation from all interested parts of the community.

All members and their alternates are expected to provide an e-mail connection to facilitate easy communication and distribution of materials, if this is impractical, direct mail-outs of materials will be arranged.

When appropriate, specialists may be invited to participate in meetings to address specific agenda items.

Time Commitment

- Regular meetings of the CAC will be held quarterly from 4 pm to 5 pm. The inaugural meeting of the CAC will be held at the Maple Ridge Modular site prior to occupancy. The location and time for subsequent meetings will be distributed at that time. Initial meetings of the CAC will begin in the fall of 2018. Once opened, Quarterly meeting dates will be set for 90 minutes for the following months: March, June, September and December. The time and date of a subsequent meeting may be adjusted through unanimous consent however it is expected that the use of alternates will enable the regular schedule to be maintained.
- Special meetings will be called as needed, with a minimum of one week's notice provided.
- From time to time, information may be circulated between meetings via e-mail.

Attendance

- To ensure full participation on an ongoing basis, attendance at all regular meetings is required by either the designate or the alternate. Should more than one meeting be missed by an organization, the designate will be contacted to determine whether that organization still wishes to continue its representation or to discuss whether a new representative and/or alternate is appropriate.
- Alternates are welcomed to attend all meetings they have an interest in and to receive all correspondence.
- If an organization no longer wishes to have representation on the committee, they are requested to advise the Director of Residential Services, Coast Mental Health, in writing.
- CAC members may on occasion wish to invite a guests to observe the CAC meeting; such requests must be submitted to the CAC facilitator prior to the meeting; approval will depend on space considerations. Any guests that do attend will be asked to observe and respect the decorum of the group – if not they will be asked to leave the meeting.

Meeting Structure

- Regular meetings will be kept to approximately two hours.
- The meeting will be facilitated by the Program Manager, Coast Mental Health, or by an individual designated by the Program Director. The production of minutes will be the responsibility of a Coast Mental Health staff member – this individual is not a representative on the committee and will solely record proceedings. These minutes will not be verbatim recordings but will attempt to capture the essence of comments and responses. Recording of the meetings (audio or visual) by members is not permitted.
- The meetings will be structured to encourage free and open discussion of relevant issues, within the constraints of planned agendas. The goal is not to seek consensus or majority opinion, but to discuss and note view and opinions and to work toward constructive outcomes.
- Meeting agendas will generally consist of the following (each item consisting of first an information presentation followed by open discussion):
 - Coast Mental Health & partner updates
 - Report and discuss successes
 - Reporting and discussion of any complaints and community impact received by Coast Mental Health (Step 1 of Issue Resolution process)

- Status report and review of any unresolved complaints (Step 6 of Issue Resolution process)
- A time-limited open section for community members to address the CAC with issues, comments, concerns.
- Other business

- Specific agenda items relating to the management plan may be submitted for consideration to the Director of Housing by committee members.

- Agenda and meeting materials will be distributed one week prior to the meeting date, whenever possible.

- Minutes of each meeting will be provided to all CAC designates and alternates within approximately two weeks following the meeting. It is the responsibility of the designate or alternate to distribute to the group they are representing.

Rules of Conduct

In order to ensure that the CAC is maintained as a forum for Coast Mental Health and its neighbours to freely exchange information, discuss issues and work towards constructive outcomes, designates and alternates must agree to:

- participate regularly or arrange alternate representation at scheduled CAC meetings;
- be respectful of the expression of diverse opinions which may be similar or different than those of other CAC members;
- respect that Coast Mental Health reserves the right to protect the privacy of individual tenants and staff – personal information will not be shared with the CAC. Some information, though not personal, may be sensitive, it is expected that the CAC members will respect the sensitive nature of this information.
- be prepared to work constructively and collaboratively with members of CAC and Coast Mental Health to address areas of mutual concern;
- bring any concerns regarding Coast Mental Health to the attention of the Director of Residential Services as soon as possible; the concerns may then be brought to the attention of the CAC;
- ensure that, if approached, all media inquiries with respect to Coast Mental Health or Community Advisory Committee are directed to Director of Communication, Coast Mental Health; a CAC committee members cannot act as spokesperson for Coast Mental Health or Community Advisory Committee unless agreed to by the CAC; this is not meant to fetter the ability of any CAC member to speak with the media as a private citizen however if this relates to concerns with regard to Maple Ridge Apartments, it is expected that such matters will be dealt with first via the CAC

It is understood that the CAC is a solution-focused, advisory group therefore it is incumbent that committee members will abide by respectful, professional behavioral standards and act in good faith.

In the event that a member is unwilling to abide by the Terms of Reference, Coast Mental Health reserves the right to rescind the membership of that person and request that a new designate be named by the represented organization.

Revision of the Terms of Reference

From time to time, it may be necessary to amend Maple Ridge CAC Terms of Reference. This will be agreed upon by BC Housing and Coast Mental Health with active involvement of CAC members to ensure that they understand the changes and continue to commit their membership under the changed conditions.

Committee Termination

The Maple Ridge CAC will be formed for a three-year term. At the end of this term, the Committee's utility will be reviewed. Should the Community-based Committee members agree that it should continue, consideration of continuance or cessation will be reviewed annually thereafter.