



CHATS' GOVERNANCE PROCESSES

MEMBERSHIP PRACTICES AND RECRUITMENT OF MEMBERS

- CHATS Governance Committee recommends Board Member nominations to the Board of Directors. The Board of Directors endorses all new Board candidates and presents the list/slate of Board Member nominations for approval of the membership at the Annual General Meeting.
- Potential candidates may be identified for Board/Committee Member recruitment through solicitation (i.e., mail, advertising, website, direct networking, etc.) or through the unsolicited expression of interest (i.e., phone call, walk-in, mail-in, or other referral, etc.).

ORIENTATION/EDUCATION OF MEMBERSHIP

- The Governance Committee is delegated the responsibility of developing and managing an orientation plan for the Board which addresses Board knowledge and competencies such as effective governance, the healthcare environment, CHATS' strategic priorities and compliance with quality, risk and safety standards. An annual Board/Committee Education plan is developed based on the results of an annual Board/committee education survey.

BOARD COMMITTEES

- *Complete Terms of Reference are available for the Board of Directors and the following committees upon request.*

Governance Committee

Mandate: Ensures that the Board and Committee structure and processes provide effective governance. Reviews and makes recommendations to the Board on all matters related to the governance of the organization. This includes any issues related to compliance, accountability and board effectiveness. Ensures the organization remains innovative and responsive to changing service needs of the community, seniors, and caregivers.

Key responsibilities:

- Board/Committee recruitment, orientation, education plan, evaluation. Review of Board policies.

Finance & Audit Committee

Mandate: Assists the Board in fulfilling its oversight responsibilities by reviewing and making recommendations to the Board on all matters related to the financial affairs of the organization.

Key responsibilities:

- Reviews all financial reports/budgets and ensure all statutory requirements are adhered to and review the adequacy of financial controls/processes and make a recommendation for change where required. Review new business initiatives as required

Quality Committee

Mandate: Reviews and makes recommendations to the Board on all matters related to quality, safety and the excellence of care provided through CHATS. Reviews and provides recommendations to CHATS' Board of Directors with regard to achieving excellence with quality of care and client safety. The Committee ensures that effective processes are in place to review and monitor compliance with quality and safety standards. Promote a quality improvement philosophy and culture for CHATS

Fosters and supports an open and transparent culture of continuous learning, quality improvement, safety, innovation and excellence throughout CHATS.

Key responsibilities:

- Reviews and provides recommendations to CHATS' Board of Directors with regard to achieving excellence with quality of care and client safety, funder compliance, and accountability. The Committee ensures that effective processes are in place to review and monitor standards and compliance.

BOARD CHAIR

Mandate: Lead and manage the Board of Directors ensuring strategic leadership, corporate and community accountability for the achievement of CHATS' mission, vision and strategic priorities at a governance level.

Key Responsibilities:

Ensures that:

- The Board works effectively as a team.
- A Board Workplan is developed
- Meeting agendas are focused on Board responsibilities
- Meetings are efficiently managed, and decision-making is transparent
- Directors comply with Board policies and Corporate Bylaws

CHIEF EXECUTIVE OFFICER

Mandate: To provide strategic leadership to achieve CHATS vision and strategic direction through the development of a strong community presence, internal culture, and effective resource management that delivers value to stakeholders. The deliverables for this position are contained in the [CEO Authority Limitations Policy/Strategic Plan](#) and the Chief Executive Officer's development plan approved by the Board of Directors annually.

Key Responsibilities:

- Lead the development and implementation of organizational strategy and accountability.
- Build a strong team within the organization in support of [CHATS vision](#).
- Manage the organization's resources to deliver value to stakeholders.
- Advance the organization to a leadership role with community organizations serving seniors.



- Develop and manage the organization’s fundraising capabilities to ensure revenue goals are achieved.

ETHICS FRAMEWORK

- CHATS’ Ethics Framework includes Ethics Policy 1-200 including the CHATS’ Code of Ethics and principles for ethical decision making; development of an ethics policy; ethics training for Board/Committee members, staff, and volunteers; a Board Ad Hoc Ethics Committee; and access to a bio-ethicist.
- CHATS’ [ETHICS Policy](#) is available upon request.

COMMUNICATION PLAN /PUBLIC DISCLOSURE

- CHATS has an annual communication plan that supports the mission and strategic initiatives of the organization. Regular internal and external communication activities ensure that stakeholders are informed about programs and that education is provided about important quality, risk and client safety policies and procedures.
- CHATS discloses organizational performance information through its Annual Report which is available on our website www.chats.on.ca
- CHATS has a formal and open policy and procedure for disclosure of adverse events to staff, volunteers, partners, and clients and their families and has an established reporting system for such events
- Further information is available by contacting Saskia Sanchez-Ferrer, (ssanchez-ferrer@chats.on.ca) in writing.