

Department of Social and Health Services

Home and Community Services

Service Experience Team

Bylaws

PURPOSE

The purpose of the Service Experience Team (SET) is to discuss, educate, and provide feedback to the department representing individuals who are receiving Home and Community Services. Participation helps to promote choice, quality of life, health, independence, safety, and active engagement in programs developed and operated by HCS. The Service Experience Team members are a voice for people receiving Long Term Support Services across the state.

DEFINITIONS

The following definitions apply to terms used in these bylaws and the tasks of the Service Experience Team.

Service Experience Team Responsibilities

The Service Experience Team will:

- Provide feedback and input into ongoing HCS programs and services;
- Review and provide input regarding cutting edge programs;
- Help identify opportunities to improve the quality of services and the client experience, and address gaps in care; and
- Promote community involvement in the support of the HCS mission and vision.

COMMITTEE MEMBERSHIP

A list of current members and the interests they represent is attached to these bylaws. Member contact information is considered private and will not be disclosed to any third party unless permission has been provided to do so.

Number of members

The Advisory Committee will include at least 10 members.

Appointment process

Members shall be appointed by the Service Experience Program Manager with a 6-month trial period to see if SET is a good fit for member and HCS.

Membership criteria

Advisory Committee members must meet the following criteria.

- Be able to participate in regular meetings

- Be receiving Home and Community Services either in home or a residential setting. Persons who served on the Service Experience Team prior to implementation of these bylaws are exempt from membership criteria.
- Able to adhere to the SET ground rules as defined by the members.

Terms of office

Participation on the SET does not expire.

Advisory Committee voted position terms shall be no longer than 2 years unless there is not another member to fill the position. Voted positions include (Include when roles are established)

Should a member need to resign from SET, they may do so by informing the Service Experience Team Program manager in writing. At this time, the Service Experience Team Program manager may fill the vacancy by way of appointing member and position

Changes to SET membership status

HCS SET program manager may end the membership of a committee member under the following conditions.

- Continuing conflict of interest
- Is not able to participate in an effective manner
- Non-adherence to ground rules
- Lack of participation

The SET Program manager will make every effort to accommodate the member if they are not able to participate fully or do not adhere to the ground rules made up by the SET members.

Process

1. The SET program manager will speak to the member regarding concerns
2. The SET program manager will write a formal letter notifying the member of their probationary exclusion for three (3) meetings for the first offense and six (6) meetings for the second.
3. If the SET member is not able to reintegrate into the group by following the group ground rules the member will be permanently terminated from SET.

Compensation

Members of SET will be compensated based on participation with a \$20 gift card for each member who participates with 1+ hour engagement per month up to 6 engagements per year.

COMMITTEE OPERATIONS AND PROCEDURES

Meeting frequency and location

The Advisory Committee will meet every other month (January, March, May, July, September and November) for a period of 1.5 hours. These meetings will be hosted by Home and Community Services (HCS) vis Microsoft Teams unless otherwise announced.

Meeting agenda

Advisory Committee meeting agendas will be provided to group members approximately seven (7) days prior to the meeting. Background materials may be included with the agenda for pre-reading and meeting preparation.

Notice of meetings

Meeting date, agenda and notes will be posted and available on the [Service Experience Team webpage](#)

Meeting records

Meeting discussions and outcomes will be documented by HCS and made publicly available via the Service Experience Team webpage following the meeting.

Written copies of meeting materials will be available to the public for no less than six (6) years as stated in the State Government General Records Retention Schedule V6.1, Section 1.7.

ROLES AND RESPONSIBILITIES

The Advisory Committee is advisory to HCS. To ensure the success of the group, the following roles have been identified:

Communications liaison

Assist program manager and comms team with readability and context

- Helping to ensure inclusion of SET team feedback in communication materials
- Some of the tasks may include reviewing materials prior to posting or publishing on websites
- Provide updates to SET on communications work along with the SET program manager at SET meeting.

Member Engagement Coordinator

Responsible for coordinating a space for members to communication outside of the Service Experience Team activities.

- Developing a space for SET members to communicate and collaborate
- Take the lead on ensuring access and assisting members with engagement
- Manage the ongoing communication and report out to the SET team Program Manager

Governance

The Advisory Committee has no formal delegated powers of authority to represent HCS or commit to the expenditure of any funds. The Advisory Committee will submit recommendations to the SET Program Manager who is responsible for establishing regular meetings with leadership to review information or recommendations.

Member ground rules

Members of the Advisory Committee are asked to:

- Listen and appreciate a diversity of views and opinions

- Actively participate in the group
- Maintain self-esteem of all participants
- Listen while others are speaking
- Provide equal opportunity for others to speak on a topic
- Be positive and constructive
- Attend all meetings in a timely manner
- Support and respect each other
- Be responsible for your own self-care by taking breaks if needed
- Limit side conversations and don't talk over others
- Know that disagreements and different ideas are ok.
- Notify SET Program Manager if unable to attend a meeting

Member responsibilities

- Attend all meetings when/if possible
- Prepared to provide feedback
- Follow the ground rules when attending
- Come prepared to achieve meeting objectives described in the published agenda
- Focus on the agreed scope of the group operation

HCS Staff Roles and Responsibilities

- Attend all meetings
- Come prepared for conversation
- Distribute all materials and agenda in a timely manner
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Meeting attendance

For meetings to take place in an effective way, a minimum of four (4) of members must be present.

Meeting attendance should be prioritized and if cannot be present it is recommended that the member notify the SET program manager.

Conflict of interest

Any apparent, potential or perceived conflict of interest in matters that may be considered by the Advisory Committee should be declared to the SET Program Manager to ensure the group's future accountability, transparency and success. The SET Conflict of Interest statement will be provided to each member on an annual basis and a signature will be required annually stating that the member has read and agrees to comply with its terms and conditions during services on SET.

Bylaws

The Advisory Committee will maintain written by-laws that include, but are not limited to, name and purpose, committee membership criteria, appointment process, terms of office for the committee members, general procedures of the committee, member duties, meeting schedule, public noticing requirements and engagement processes

Amendment

Amendment to these bylaws must be adopted by the Service Experience Team by way of unanimous vote.

Home and Community Services

**The Service Experience Team Committee Members
September 2022**

Name	Interest	Appointment Date