

**Client and Family Advisory Panel Member Role Description**

**Vision**

At Canadian Mental Health Association Lambton Kent we believe that it is important that clients and families are partners with their mental health providers and are engaged in all aspects of their care.

**Purpose**

The purpose of the client and family advisory panel is to improve client and family care experiences at Canadian Mental Health Associations Lambton Kent (CMHA-LK). The panel serves in an advisory capacity making recommendations on matters that impact the experience of clients and families at CMHA-LK. The panel brings together individuals:

* To provide feedback on and ideas for initiatives and programs that enhance, ensure, and embrace the model of client and family centered care.
* To be a collaborative and positive force for the enhancement of high quality client and family centered care at CMHA-LK
* To advance client and family engagement and client and family centered care principles and practices at CMHA- LK

**Responsibilities and opportunities**

* To advise CMHA-LK on meeting the needs of clients and families through teamwork and collaboration with staff
* To advance client and family engagement and client and family centered care in all services
* To provide a forum for clients and families to identify opportunities to improve the quality of care and to participate in quality improvement initiatives at CMHA-LK
* To promote opportunities for collaboration between clients, families and staff at CMHA-LK
* To provide input and feedback into education, policy and program development at CMHA-LK
* To review and provide feedback on items referred to the panel. This may include policies, procedures, communication etc.
* To provide a yearly briefing note outlining the activities of the Client and Family Advisory Panel at the end of the fiscal year

**Qualifications**

* A client or family member of a client at CMHA-LK currently or
* Individual or family member who has had lived experience with the mental health system
* Respects diversity and differing opinions
* Works collaboratively with staff and other members of the public
* Respects privacy and confidentiality
* Provides constructive advice
* Can represent families and clients as a well-informed participant
* See beyond their own personal experience
* Shares insights and information about their experiences in ways that others can learn from