

Waterloo-Wellington-Dufferin Regional Committee

Terms of Reference

Approved: January 2009

Purpose/Mandate/Functions

The Waterloo-Wellington Regional Crisis Committee exists to establish the vision and mission, and values of the crisis system, to establish how crisis system partners will work together and have mechanism in place to connect to other system components.

The Waterloo-Wellington Regional Crisis Committee is responsible for the following system-wide functions as they relate to mental health crisis services.

Crisis System Planning

- Develop an ideal vision of the crisis services which should be in place in the Region.
- Provide a structure and venue for mental health crisis system planning
- Serve as a forum for the discussion of the impacts of policy and service system changes
- Identify priorities for future investments (based on knowledge of needs, gaps) in the mental health crisis system.
- Develop a reporting mechanism and linkages with the Waterloo-Wellington Mental Health and Addictions Planning and Advisory Committee to address broad system planning and coordination.
- Provide a point of linkage with other relevant planning tables.
- Develop and obtain written agency endorsement through a Consensus Document which outlines core membership commitments to the WWRCC
- Establish sub-committees/working groups as needed to assist the committee in carrying out its mandate.

Enhancing Crisis System Coordination

- Provide a venue for community input into crisis system issues.
- Develop a system plan including goals, objectives, strategies and a yearly work plan for implementing the mandate of the committee.
- Serve as the coordination mechanism for the crisis system service providers on service system issues.
- Serve as the problem-solving mechanism for the crisis system service providers on service system issues.
- Support and monitor the development of protocols and memorandums of understanding between/amongst service providers in the crisis system.

Experience/Evidence-Based Best Practices, Education/Training and Public Relations

- Maintain a standing Public Relations/Education/Training Committee which reports to the WWRCC

- Identify and gather experience/evidence-based best practice information to inform and support crisis system service delivery.
- Support the implementation of experience/evidence-based best practices across the system through shared opportunities for training/education.

Service Resolution

- For the year 2008-09 to lead a process for the review of the service resolution mechanism in the broader system and to support the implementation of the findings of the review.

Monitoring and Evaluation

Develop a monitoring and evaluation plan for crisis system and select tasks for the annual work plan including some of the following:

- Develop and implement performance indicators for direct services and for the partnership.
- Identify the data/information required for planning and evaluation of crisis services
- Develop a common data gathering system for mental health crisis services.
- Evaluate the functioning of the RCC annually, including input from outside the committee.
- Evaluate crisis service performance against a communal vision of the ideal system. (develop a fidelity scale to evaluate the crisis service system vision).

Accountabilities

- Accountable to the citizens of Waterloo Region and Wellington/Dufferin Counties for the collective delivery of effective and efficient adult mental health crisis services;
- Accountable to the LHIN and MoHLTC for the coordination and ongoing coordination, improvement and development of the Waterloo-Wellington adult mental health crisis system;
- Core members are accountable to each other as outlined in the consensus document and the role description for corresponding members.

Membership

In order to deliver on the functions and accountabilities described in these Terms of Reference, the Waterloo-Wellington Regional Crisis Committee will consist of the following membership. There are two categories of membership:

- Core membership: organizations, sectors or perspectives that will be active participants in all activities of the Committee and includes organizations which provide direct crisis services, consumers and family representation. Organizations will send representatives who have the authority to make decisions at the appropriate level for the work of the Committee.
Once a Consensus Document is signed, those agencies signing on will be Core members.
- Corresponding membership: organizations, sectors or perspectives that need to be linked to the activities of the Committee on an ongoing basis to raise issues, provide input or be

consulted on issues and developments that may have an impact on their specific functions and accountabilities. Corresponding members are welcomed to contribute to the work of the Committee through correspondence or attendance.

Timeframe

The Waterloo-Wellington-Dufferin Regional Crisis Committee is a standing committee as long as required.

Meeting Frequency

The Waterloo-Wellington-Dufferin Regional Crisis Committee will meet a minimum of monthly, or as determined by the Chair.

Resources

Staffing resources will comprise of the Crisis System Coordinator and the Regional Crisis Support staff.

Other resources to support the Committee will be brought to Committee as required with requests to partner organizations for human resource, financial or in kind support.

Chair/Leadership

A chair and co-chair will be selected from the membership of the committee. They will serve a staggered 2 year term.

TO BE DEVELOPED

**Regional Crisis Communication
Committee**

Regional Crisis Training Committee



Regional Crisis System Staff

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Regional Support Worker

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Waterloo-Wellington Dufferin

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