

## **PCFB Client and Volunteer Advisory Committee - Terms of Reference**

The PCFB is launching a Client and Volunteer Advisory Committee to advise the organization's Executive Director and Board of Board of Directors.

This following document outlines the inaugural Committee's Terms of Reference. Given that this is the first iteration of the committee, we recognize that these Terms of Reference will likely need to be updated and revised based on the learning of our first year of work. These Terms of Reference will be revisited at the end of the Committee's first year and adjusted based on feedback and comments we receive from the Committee as well as PCFB clients and volunteers.

### **Mandate**

The Parkdale Community Food Bank's Client and Volunteer Advisory Committee ("PVAC") is mandated to provide client and volunteer input and perspectives on matters that impact the operations and strategic priorities of the food bank.

### **Objectives**

- Provide feedback and advice on ideas for initiatives, policies and programs that enhance the mandate of PCFB.
- Serve as a resource for communication to and from PCFB's client and volunteer community on matters such as, but not limited to:
  - Key challenges
  - Changing population needs
  - Emerging opportunities
  - Implementation of PCFB's strategic plan.
- Provide input on issue-specific matters as identified by the Board and/or Executive Director from time to time regarding current and emerging issues facing the food bank.

### **Decision-making**

The CVAC's main role is to advise and provide input to the Executive Director and the Board. The Executive Director and the Board welcomes the CVAC's input, advice, and feedback, and will consider it when making its decisions. The CVAC does not have formal decision-making powers.

On occasion, the CVAC may be asked to come to a consensus and provide formal recommendations to the Board. Should the Board decide not to move forward with the CVAC's recommendations, the Board must provide a written rationale of its decision.

## **Membership and Terms**

The CVAC will be comprised of:

- The Executive Director of PCFB (Chair of CVAC)
- Two members of the board, one of which will be the Chair of the Board
- Maximum of 8 clients and/or volunteers
  - 4 seats are reserved for clients
  - 2 seats are reserved for volunteers (NB. The volunteer category includes volunteers who are also clients of the food bank.)
  - Remaining 2 seats can be filled by either clients or volunteers.

All members must be 18 years or older to serve on the CVAC.

Terms are annual. Clients and volunteers can serve for up to two annual terms every three years.

## **Selection Process for the 8 client and/or volunteer roles**

An open call for candidates will be shared with all volunteers and clients providing them with 30 days notice to apply to participate on the CVAC.

- The call will be shared via email to all current volunteers
- Posters will be placed in both client and volunteer areas of the food bank.
- Pamphlets will be provided to clients who visit the food bank.
- Paper and digital sign up options will be available.

Should the number of applicants exceed the number of spots available, successful candidates will be randomly selected.

All candidates will be notified of the results of the selection process within 48 hours.

## **Meeting Frequency**

The CVAC will meet at least four (4) times per year or at the call of the Chair or as requested by the Board. All meetings will be facilitated by a professional third party facilitator.

During the first meeting, the CVAC will work together to establish the Committee's principles and code of conduct.

A copy of the minutes shall be circulated to the CVAC following each meeting.

An annual calendar of meeting dates will be established and communicated with all members in advance.

## **Quorum**

Quorum is a majority of the members in attendance, provided that at least one member of the Board is present.

## **Support**

The CVAC will be supported by the Volunteer and Operations Coordinators at PCFB, who will support the CVAC Chair to prepare and share meeting materials with participants, coordinate and implement accessibility requests, attend meetings, and draft and circulate meeting minutes.

## **Location, Travel, and Expenses**

PCFB will provide logistical, reporting and general support for CVAC meetings, as well as between meetings for ad hoc engagement or targeted consultation.

The meetings will take place either in person at the PCFB or its offices. Face-to-face meetings are preferable; however, should it be required or advisable to conduct virtual meetings, PCFB will aim to moderate virtual meetings in a way that is consistent with face-to-face meetings.

Some work may be necessary between meetings. This will be determined and communicated at each meeting in the discussion of next steps. PCFB will work with all members of the CVAC to ensure it has access to the tools they need to participate and conduct the work.

Travel required to participate in face-to-face meetings will be covered in full by, and coordinated with the assistance of PCFB. Meals will also be provided at all meetings.

All client and volunteer participants will also receive a \$50 honorarium for their service.

## **Language and Accessibility**

Meetings and meeting materials will be conducted and circulated in English.

PCFB is committed to creating an inclusive, barrier-free selection process and committee. Accommodations are available at every stage of the process, including the submission of an application.

The PCFB will strive to remove barriers that may prohibit someone from applying to or participating in the CVAC.

## **Cause for dismissal**

If a member is absent for two consecutive meetings, the Chair shall discuss the reasons for the absences with the member in order to assess their commitment to continue.

The following behaviours may also result in the removal of a member from the CVAC:

- Breach of mutual respect
- Disrepute
- Breach of confidentiality
- Harassment of another member of the CVAC or any PCFB client or volunteer
- Bullying/Intimidation of another member of the CVAC or any PCFB client or volunteer
- Violent behaviour either at a meeting or at the food bank