

# Terms of Reference



## Practice Advisory Service

### 1.0 Name

This committee will be called the Practice Advisory Service (PAS).

### 2.0 Mandate & Role

The Practice Advisory Service's mandate is to provide advice to members on matters of professional opinion, ethical conduct and professional principles.

The role of the PAS is to either provide confidential advice on how to resolve or deal with an issue brought forward by a member or advise that member to have an independent person mediate or resolve the issue. The PAS will not take sides on differences between parties or issue a judgment about the practice or conduct of members.

There is no connection between the PAS and the complaint resolution process.

### 3.0 Composition & Reporting

The PAS is a subcommittee of the PPC. Most of its members will be either current or past PPC members.

The PAS will be comprised of no more than 10 persons appointed by and serving at the discretion of council acting on the advice of the PPC. Amongst these 10 persons:

- one shall be a lay person who is either on the PPC or on council; and
- at least one shall be an RFT.

The PAS will report to the PPC through the PAS chair.

### 4.0 Terms of Office

The term of office for any one member shall be three years. No member may serve more than two consecutive terms. Ideally, two members of the committee should be replaced each year. The rules for terms of office contained herein, may therefore be deviated from if necessary to ensure an orderly turn-over of membership.

Preferably members will be able to serve out their entire terms. Members may, however, need to retire from the committee prematurely and may do so by giving at least 30 days notice to the chair.

## 5.0 Chair

The PAS shall elect one of its members to act as chair. The chair shall be the contact point between the PAS and the PPC.

The duty of the chair is to manage the caseload of issues before the PAS and ensure that inquiries directed to the PAS are answered within the timelines established by the PPC.

## 6.0 Staff Support

The chief executive officer (CEO) shall appoint appropriate staff support who shall attend meetings, provide advice, participate in discussions and undertake other tasks the committee request of them. Staff shall not have a vote in matters requiring a vote.

## 7.0 Procedures

The operating procedures for the PAS shall be those set from time to time by the PPC in consultation with the PAS.

## 8.0 Expenses

Expenses shall be kept to the minimum necessary to accomplish the task. To the extent feasible, meetings and or discussions on issues will be by conference call or e-mail communication whenever appropriate to do so and security and confidentiality can be protected.

Reasonable expenses incurred by PAS members shall, upon application, be reimbursed by the ABCFP. Significant expenses other than meeting and travel expenses (e.g. legal fees) must be authorized by either the CEO or registrar acting in their capacities as senior managers and staff of the ABCFP.

## Practice Advisory Service (PAS) Operating Procedures

1. Confirm the enquiry is from an ABCFP member.
2. Requests for advice will usually be made directly to a committee member. Unless capacity constraints dictate otherwise, the committee member approached will generally have the primary responsibility for that question and producing the response. When a question is referred to the committee by staff, the chair of the committee will assign a committee member as the primary responder.
3. All requests for advice must be assigned a tracking number by the registrar of the association. The registrar will keep a log of all case numbers, the dates of receipt and response and a copy of the final response. The registrar will not keep a record of the name of the member asking for advice.

4. The primary responder on the committee will contact the member to discuss matters of confidentiality and ask if it is appropriate to share the enquiry with the rest of the committee and communicate by e-mail. The name of the member and any other information, which could lead to discovery of the member's identity, will be kept from the rest of the committee.
5. The target time for response is one month from receipt and the chair will monitor the status of all responses to ensure this timeline is met.
6. PAS members should respond and provide input according to their knowledge level.
7. Each response will have the following included "The following is the Practice Advisory Service's advice concerning your enquiry. It is not meant to represent the position of the ABCFP. It is professional advice based upon the collective professional experience of the committee".