

MEMBER ENGAGEMENT AND RECOGNITION COMMITTEE TERMS OF REFERENCE

Approved: May 2024

Approved by: Executive Director

The Alberta College of Family Physicians (ACFP) Member Engagement and Recognition Committee is an operational committee which will assist in developing operational tactics in the areas of communications; member engagement; public, partner, and government relations; and the provision of member services.

PURPOSE

The Committee will provide advice and support to the ACFP's member engagement, communications, and stakeholder relations efforts ensuring that the members' perspectives are represented and that all members feel part of a prestigious professional community. The Committee will work with the staff team and spokespersons to ensure that messages and initiatives align with the diverse perspectives of family physicians in the province. The Committee will ensure that all members are recognized for their contributions to family medicine and primary health care through a variety of communications, awards, and recognition programs.

OVERALL RESPONSIBILITIES

The Member Engagement and Recognition Committee will:

1. Provide guidance to the ACFP staff team and related operational committees on member engagement programs and services offered by the ACFP.
2. Provide guidance in the design and delivery of the ACFP's member needs assessment to determine membership satisfaction, help inform strategic direction, and to promote the value of the organization to members.
3. Review the awards and recognition program annually and bring forward recommendations to improve the overall selection processes for the following year.
4. Review and recommend nominations received for awards (provincially and nationally) and seek additional information from nominator(s) as required.
5. Mine for potential candidates and facilitate applications for national recognition.
6. Advise, develop, and promote programs and strategies that retain current members, attract new or former members, and celebrate the membership.
7. Investigate and suggest innovative opportunities, services, and/or resources that meet diverse members' needs.
8. Read, understand, and adhere to the ACFP Volunteer Code of Conduct and the Roles and Expectations of Committee Members found in the Volunteer Information Manual.

MEMBERSHIP

Membership will strive to include regional representation and consider varying practice profiles to ensure that the needs of the ACFP's membership across the province are met. The committee members



must be ACFP members in good standing. When assembling the Member Engagement and Recognition Committee, it is recommended that the ACFP consider the CFPC's diversity recommendation:

“The CFPC strongly encourages CPD providers to include diversity as a factor in the selection of scientific planning committee members and of speakers, moderators, facilitators, and/or authors to represent the target audience, this includes considering balanced representation for gender, race, ethnicity, and sexual orientation/identity.”

The Member Engagement and Recognition Committee will consist of a minimum of five (5) and a maximum of nine (9) members who will serve a three-year term with an opportunity for renewal for a second three-year term. The renewal for the second term is not subject to the ACFP's Nominations process. Whether the renewable term will be offered to a committee member is determined by the Chair, Executive Director, and Staff Liaison assigned to the Committee.

MEMBERSHIP WILL INCLUDE:

- Chair and
- Ideally, at least one regional representative from the following geographical health zones: North, South, Central, Calgary, and Edmonton

Additional members invited to attend Member Engagement Committee meetings will be:

The Chairs (or designates) of the First Five Years in Family Practice (FFYFP) Committee and other sub-committees. In addition to the membership, it should be noted that the Executive Director of the ACFP is a member of all ACFP Committees without voting privileges.

Committee Chair:

Committee Chairs are selected by the existing committee members. If a Chair cannot be chosen or elected by the Committee, nominations will be sought through the regular nomination process. Operational Committee Chairs and Members are presented to the ACFP Membership for their information at the AMM and posted on the ACFP website. To give all operational committee members an opportunity to lead, Committee Chair terms will be for a maximum of three consecutive years based on the May 1 to April 30 term cycle. A Committee Member's term supersedes their term as a Committee Chair. For example, if a member is serving in their second three-year term and they have only one year left, then their term as Chair ends when their committee member term ends in one year. If a Committee Member is starting a new three-year term, for example, and they become Chair, they can choose to serve a maximum of three years, renewing annually their commitment as Chair through the Committee Staff Liaison. If a Chair decides to step down at any time, they simply advise the Committee Staff Liaison and Executive Director of their intent, and together they work with the current committee members to recruit for their replacement.

Internal Linkages:

The operational committee which falls under the Member Engagement and Recognition Committee is the First Five Years in Family Practice (FFYFP) Committee. The FFYFP Committee, supports family physicians in their first five years of practice and family medicine residents' transition into practice. The FFYFP Committee acts as a resource to the ACFP for those in the early stages of their career. Feedback from the ACFP's CPD and Member needs assessments will be provided to the FFYFP Chair to guide programming.

The actions of each member shall serve the best interests of the Committee, the ACFP Board, and the wider membership. It is expected that each member:

- Know and support the organization’s vision, mission, and belief statement
- Know the Committee’s scope of work and Terms of Reference and assist in developing future goals and strategic direction for the Committee as required
- Positively promote the work of the Committee and the ACFP through interactions with the ACFP membership and external colleagues and stakeholders
- Adhere to the ACFP Code of Conduct and Conflict of Interest Policy and declare to the Committee if at any time you think you might have a potential conflict
- At the point of onboarding, ask as many questions as necessary of the Committee Staff Liaison and Chair to bring yourself up to date with the work of the Committee and the ACFP as quickly as possible
- Help to make members, especially new people, feel welcome
- Assist in recruiting new members
- Complete your three-year term of office

MEETINGS AND COMMUNICATIONS

Guidelines to facilitate decision-making and communication:

- Attend meetings (in person or virtual) as scheduled. If unable to attend, advise the Committee Staff Liaison as soon as possible, ideally in advance of the meeting
- If unable to attend, provide your feedback to the Committee Staff Liaison or Chair on any matters to be discussed at the meeting
- Prepare for meetings by reviewing the meeting agenda and applicable documents, including draft meeting minutes
- Contribute to the meeting discussions and participate in decisions made; encourage others to do the same
- Be kind and considerate of other members’ ideas even if you do not share the same opinion
- Engage in and be responsive to email communication, ACFP Networks community activity, dialogue, and committee actions required between formal meetings; respond to requests within 48 hours or as otherwise directed by the sender
- Perform agreed-upon tasks as decided in committee meetings in a timely fashion
- Report progress of tasks as requested
- Complete meeting or program evaluations and/or ACFP surveys as required

REPORTING RELATIONSHIP

As an operational committee, the Member Engagement and Recognition Committee is accountable to the Executive Director. The Committee will make recommendations to the ACFP Staff for the implementation of existing programs and initiatives, as well as to the ACFP Board through the Executive Director for extension or development of new programs or initiatives with budget or resource implications.

ADMINISTRATION SUPPORT

Administrative and operational support for meetings and ongoing communications will be provided by the ACFP. A senior staff liaison will be assigned to the committee who will be responsible for formulating agendas; collecting and presenting information regarding the areas of discussion; passing on discussion,



recommendations, and input from the committee to appropriate parties; and will facilitate the work of the Committee between meetings.

Staff members should include key personnel who are directly involved in the delivery of member engagement activities. More specific duties include:

- Gather and collate input from the Committee to progress the operational deliverables outlined by the Executive Director
- Assess, plan, and report on Committee work for submission to the Chair
- Provide feedback, and advice to Chair or Committee members on deliverables
- Assist in providing evaluative feedback of Committee members to the Chair
- Promote the ACFP's Awards and Recognition program through the ACFP's and CFPC's communications channels
- Manage the nominations process
- Collect, collate, and deliver the nomination packages to committee for review
- Work with committee and develop awards selection schedule
- Manage media and communications campaign in accordance with the CFPC's schedule (i.e., ensuring announcement align with recipient embargoes)
- Coordinate, manage, and expedite the ACFP awards
- Coordinate and manage the Awards Presentation at the ACFP's Family Medicine Summit

MEETINGS

Meetings will be called by the Chair and facilitated by the Committee Staff Liaison. It is anticipated there will be four (4) virtual/online meetings per year, as well as ongoing communication via email between meetings.

More time may be involved to work on evaluations and to provide a short list of candidates for national considerations.