



QUALITY ASSURANCE COMMITTEE
Terms of Reference

RESPONSIBLE TO:	Board of Directors	
MEMBERSHIP:	Chair:	Appointed by Board Chair
	Vice-Chair:	Appointed by Committee
	Members:	Appointed by Board Chair
	Board Chair:	Ex-officio
	Beacon CEO:	Ex-officio, non-voting
MEETINGS:	At least quarterly, or more often as determined by the committee	
QUORUM:	Three voting members	

Quality Assurance

The Quality Assurance Committee helps ensure that Beacon Community Services delivers programs and meets clients' needs in ways that are consistent with the organization's mission, vision and values. It ensures there is a quality assurance framework in place with a specific focus on stakeholder and client satisfaction as well as client safety.

Committee functions include:

1. Monitor the quality assurance review process for all programs and services – including the ability to monitor client satisfaction -- offered by Beacon Community Services;
2. Review quality related reports and prepare recommendations for the Board;
3. Recommend to the Board ways in which commitment to continuous quality improvement should be reflected in its strategic plan as well as appropriate processes for monitoring progress on elements of the strategic plan;
4. Recommend the method for participating in quality improvement processes and recommend program and service changes in response to Accreditation results; and
5. Monitor trends and statistics relating to critical incidents rated level 1-3, review level 4 and 5 critical incidents in a timely fashion, and make recommendations to the Board to put appropriate processes in place to help prevent incident recurrence.