
APPENDIX F

SERVICE SYSTEM EXCELLENCE IMPLEMENTATION TEAM: TERMS OF REFERENCE

A. ACCOUNTABILITY

The Service System Excellence Implementation Team is directly accountable to the Violence Against Women Service System Forum: Central West Region, MCSS.

As a working group, the Service System Excellence Implementation Team does not represent the members of the Violence Against Women Service System Forum of Central West Region or the Ministry of Community and Social Services. Any public statements are at the direction of the members of the Violence Against Women Service System Forum through the Co-chairs.

B. FUNCTIONS

The functions of the Service System Excellence Implementation Team are as follows:

- (i) Identify effective practices in the field of VAW services and supports and develop a resource document.
- (ii) Identify the key components of an outcome-based evaluation process and develop a resource document.

A detailed implementation workplan featuring the steps to be taken to achieve these functions is featured in Appendix G of this document.

C. IMPLEMENTATION TEAM CHAIR/CO-CHAIRS

The chair/co-chairs of the Service System Excellence Implementation Team will be appointed by the co-chairs of the Violence Against Women Service System Forum. The role of the Implementation Team chair/co-chairs is as follows:

- (i) Chair Implementation Team meetings in a fair and efficient manner, including starting and adjourning meetings on time;
- (ii) Provide an opportunity for all members of the Implementation Team to participate in meeting discussions;
- (iii) Ensure that tasks assigned to the Implementation Team are addressed within the timeframe specified in the workplan;
- (iv) Monitor the attendance of Implementation Team members and advise the co-chairs of the Violence Against Women Service System Forum of any attendance issues; and
- (v) Report to the Violence Against Women Service System Forum when requested on the outcomes achieved by the Service System Excellence Implementation Team.

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The term of the chair/co-chairs of the Service System Excellence Implementation Team will be from January to December 2009.

D. IMPLEMENTATION TEAM COMPOSITION

The Service System Excellence Implementation Team will be composed of a maximum of twelve (12) members, as follows:

- (i) Team Chair/Co-chairs:
 - Yvette Brown
 - Marion MacLean

- (ii) Team Members
 - Halton Region
 - Diane Beaulieu
 - Nancy Brown

 - Wellington
 - Marion MacLean

 - Waterloo
 - Michele Braniff
 - Mary Zilney
 - Carolyn Albrecht
 - Bobbye Goldenberg

 - Peel
 - Catherine Skillin
 - Sandra Rupnarain
 - Marilyn Field
 - Zarina Bhagani
 - Yvette Brown

- (iii) Team Resource
 - Nancy Draper

- (iv) Student Resource
 - Sanjeet Kaur
- Members of the Service System Excellence Implementation Team will be appointed for the period of January-December 2009.

E. IMPLEMENTATION TEAM MEETING SCHEDULE

The meetings of the Service System Excellence Implementation Team during January-December 2009 will coincide with the meetings of the Violence Against Women Service System Forum, as follows:

- Thursday, April 23, 2009
- Thursday, June 4, 2009
- Thursday, October 1, 2009
- Thursday, November 12, 2009

The Service System Excellence Implementation Team will meet for a two-hour timeframe during the scheduled meeting of the Violence Against Women Service System Forum.

F. IMPLEMENTATION TEAM MEMBER PARTICIPATION

The members of the Service System Excellence Implementation Team are expected to:

- (i) Attend and participate in all Service System Excellence Implementation Team meetings;

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- (ii) Be prepared for each Service System Excellence Implementation Team meeting by reviewing pre-circulated information in advance;
- (iii) Respect the confidentiality of Service System Excellence Implementation Team meeting information and discussions.

G. TIMEFRAME

The Service System Excellence Implementation Team has been established for the period of January to December 2009. The overall effectiveness and future direction of the Violence Against Women Service System Forum and Implementation Teams will be evaluated in November 2009.