

General Information	The Provincial Patient and Family Advisory Council (PFAC) consists of Patient and Family Advisors (PFAs) who have experience navigating Alberta's healthcare system. PFAC PFAs share their lived experiences to enhance the quality, safety and effectiveness of health services from the patient, family and caregiver perspectives.
Role Description	PFAs are individuals with recent experience as a patient or caregiver. They collaborate with healthcare providers, leaders and staff to enhance patient care and services. Drawing from their firsthand experience, PFAs offer recommendations to improve the quality and safety of health programs in an effort to optimize patient experience and Patient & Family Centred Care (PFCC). The role of a PFA is both advisory and advocacy in nature, meaning they seek to inform a process and ensure a particular outcome.
Role Requirements	PFAC PFAs must: • Have lived experience navigating the healthcare system as a patient, family member, or caregiver. • Be comfortable sharing lived experiences and personal perspectives in a group setting. • Be willing to work with a diverse group of people (e.g., geographic locale, age, gender, sexual orientation, culture, ethnicity, education, employment or abilities) that reflect Alberta's population. • Have the interest and ability to participate in virtual meetings (e.g., access to a computer, tablet, headset and private space).
Role Responsibilities	• Complete volunteer screening, onboarding and orientation. • Commit to an initial 3-year term and attend at least 60% of the monthly meetings that run from September to June annually. • Maintain confidentiality in all forms of communications (verbal, paper and electronic) and in public spaces, including social media. • Track and log PFAC related volunteer hours.
Member Conduct:	As registered volunteers of Alberta Health Services and representatives of Acute Care Alberta, PFAs must adhere to all applicable organizational policies, procedures, bylaws, ethics, codes, council governance decisions (e.g., Terms of Reference) and compliance standards (provided in the PFAC and Volunteer resources orientations). Failure to meet these requirements may result in removal from the council.

PFA Qualities	• Political Activity: As a publicly funded and politically neutral body, the PFAC does not support or endorse any political party or candidate. While PFAs may engage in political activities personally, they are expected to maintain a non-partisan stance in their PFAC roles. All political activity must align with relevant policies, including the Political Activity Policy (1148), the Code of Conduct and the Conflict of Interest Bylaw. • Conflict of Interest: PFAC advisors are expected to act in public interest and avoid any real, apparent, or potential conflicts of interest. Any conflicts must be disclosed as soon as possible and managed in accordance with the Conflict of Interest Bylaw. In some cases, unresolved conflicts may require a member to step down from the council. • Confidentiality: PFAC advisors may receive confidential or sensitive information and are required to protect it. Information must not be shared outside of council work. All PFAs must sign a Confidentiality Agreement in accordance with the Alberta Evidence Act and the Health Information Act. PFAC PFAs: • Communicate effectively in a group setting. • Maintain empathy and compassion for self and others. • Foster a supportive environment through active listening. • Be solution focused and maintain a growth mindset. • Respect differing opinions and perspectives.
-----------------------------	--