**Family Advisory Council Member Expectations**

As a member of the Family Advisory Council (FAC), we expect you to know this information and follow these ground rule

s.

**Membership expectations**

* Please keep current with email correspondence.
* Contact the FAC chair if you are unable to attend a meeting.
* After an absence without notification, the FAC chair will follow up, after two your membership status will be reviewed.

**Meeting times and locations**

* Meetings are on the first Tuesday of every month (except September and November, when the meeting is held on the second Tuesday). There are no meetings in July or August.
* We rotate campuses. Meetings held during odd-numbered months are in St. Paul, and meetings in even-numbered months are in Minneapolis.
* The December meeting includes a year-end celebration.
* During each meeting, dinner/social time is 5:30 p.m. to 6:00 p.m.  The meeting is from 6:00 p.m. to 8:00 p.m.

**Meeting Logistics**

* An agenda and any materials that require review prior to an upcoming meeting will be sent via email (or hard copy, if you prefer).
* Meeting protocol begins with announcements and committee updates.
* Parking vouchers, an attendance sheet and a tally for all volunteer hours for the prior month will be circulated.
* If there is a project that is soliciting family participation, a signup sheet will be circulated that will allow members to express an interest in participating.
* The meeting minutes will be sent via email after the meeting.
* Communication between meetings will be sent via email or phone call.

**Meeting etiquette**

* Turn cell phones off/to vibrate.  Step out if you need to take a phone call.
* Wear an ID badge whenever you are on council business.
* Raise hand to share comments, avoid interrupting others and keep comments/suggestions brief.  Avoid repetition.
* Stay focused on the topic and avoid personal agendas.  We represent all families.
* Avoid medical jargon and acronyms without offering an explanation.  You are encouraged to ask when clarification is needed.
* Advocate for the concepts of patient- and family-centered care.
* If you give negative feedback, it will be more productive if you can give a positive suggestion or a partial solution.
* Honor confidentiality.  Avoid using names of staff, patients and families.  Use departments and titles instead of names when possible.