

MISSION STATEMENT OF THE TEEN ADVISORY COUNCIL

The Children's Hospital of Wisconsin Teen Advisory Council's mission is to act as an advocate for inpatient and outpatient teens to ensure their unique needs are met and their voices are heard.

PURPOSE

- Give teen patients, teen siblings of patients and teen volunteers a forum to voice their thoughts, ideas and concerns regarding Children's Hospital of Wisconsin's programming, policies, environment and overall care pertaining to the teen population
- Provide an opportunity for members to develop and practice self-advocacy skills
- Work towards enhancing the hospital environment for teens undergoing treatment

MEMBERSHIP ONBOARDING PROCESS

- Submit online interest form
- Schedule and participate in interview with TAC coordinators
- Submit Employee Health & Wellness consent forms (for minors)
- Submit TAC parental consent form (for minors)
- Complete and submit online application for volunteer services
- Attend the Volunteer Services orientation

ROLES AND RESPONSIBILITIES

TAC COORDINATOR/CO-COORDINATORS

The TAC coordinators are to act as the liaison between TAC and the hospital to ensure policies are being followed and appropriate leadership / departments are involved in the planning of TAC events and projects.

Qualifications

- Must be a Children's Hospital of Wisconsin staff member
- Must be committed and able to have at least one coordinator present at all meetings and special events
- Must be invested in and comfortable working with the teen population

Responsibilities

- Defining TAC's role in the organization and in relation to TAC's goals and objectives
- Obtaining organizational and financial support for TAC and council projects
- Connecting with appropriate leadership and departments for approval and support of TAC events and projects (e.g. Family Services, Child Life, Marketing and Communication, Foundation, etc)
- Monitoring and communicating the budget for TAC and the group's respective events/projects
- Recruiting and aiding prospective members through the application process
- Recruiting, orienting, and supervising TAC chair/co-chairs and representatives

- Assisting co-chairs minimally with the facilitation of meetings
- Communicating event and meeting details, changes, and cancellations in a timely manner
- Abiding by responsibilities outlined for general membership (refer to “Representatives” section)

TAC CHAIR/CO-CHAIRS

The TAC chair/co-chairs act as the liaison(s) between the TAC coordinators and the TAC representatives. The primary responsibilities of the TAC chair/co-chairs are planning and facilitating monthly meetings as well as managing the council.

Qualifications

- Must be at least 16 years old
- Must have been a TAC member for at least 1 full year before contending for chair/co-chair position
- Must have been in good standing as a TAC member for at least 1 full year before contending for a chair/co-chair position (refer to responsibilities listed under the “Representatives” section)

Responsibilities

- Recruiting and assisting with orienting new council members
- Creating and emailing meeting agenda(s) to coordinator/co-coordinators within 48 hours prior to a meeting
- Recording and emailing meeting minutes to coordinator/co-coordinators (with exception of first & last meetings) within 48 hours after a meeting
- Leading and facilitating all TAC meetings with minimal assistance from coordinator/co-coordinators
- Managing the council and maintaining the engagement of members during meetings and activities
- Abiding by responsibilities outlined for general membership (refer to “Representatives” section)

TAC REPRESENTATIVES

TAC representatives act as the liaisons between the council and teen patients to ensure issues, ideas and concerns are considered during the provision of care for hospitalized teens.

Qualifications

- Must be between the ages of 16 and 21 years
 In order to protect the health, safety, and confidentiality of the patients, family, and staff you will interact with while serving as an active member of TAC, all members must comply with all Volunteer Services Requirements (Contact Persons: Megan Hughes, Volunteer Services Manager; Elizabeth Analla, Volunteer Services Coordinator) including, but not limited to:
 - Completion of Volunteer Services online application
 - Completion of the Volunteer Services orientation
 - Completion of a two-step TB test
 - Annual HIPAA training
 - Annual Safety Review
 - Annual flu vaccination

Responsibilities

- Attending all meetings
 - three (3) absences are permitted for the entire season
 - absences must be communicated to coordinator/co-coordinators and chair/co-chairs via email, text or GroupMe within 24 hours of upcoming meeting *with the exception of emergent situations*
- Attending a minimum of 50% of the TAC planned events (e.g. annual prom, parties, other volunteer opportunities)
- Arriving on time (two (2) late arrivals is equivalent to one unexcused absence)
- Badging in and out of every meeting to ensure accurate monitoring of participation in council throughout the year
- Being attentive at meetings/events

- Sharing insightful input and maintaining high level of engagement
- Willing to work volunteer hours (every second Thursday of the month from 6:00p.m. to 8:00p.m.)
- Completing any individually assigned tasks in timely manner (e.g. researching, planning, recaps)
- Reading and responding diligently to correspondence (email, text, GroupMe message) from the TAC coordinator/co-coordinators, chair/co-chairs and other council members in a timely manner (no more than two (2) days)

Note: If a TAC member does not meet the aforementioned responsibilities regularly, the TAC chair/co-chairs will contact the member and give the TAC member a warning. If the TAC member continues to have difficulty meeting these responsibilities, the TAC coordinator/co-coordinators will contact the TAC member and place them on probation or may ask for his/her resignation.

To be an active member of the Teen Advisory Council is a privilege and these responsibilities must be upheld to remain on the council.

MEETING GROUND RULES

Meetings occur every second Thursday of the month (September through June) from 6:00p.m. to 8:00p.m. in the Children's Hospital of Wisconsin Teen Lounge located on the 12th floor in the off-stage arena.

- 5:45p.m. to 6:00p.m. – Arrival to meeting
- 6:00p.m. to 7:00p.m. – Social time with inpatient/outpatient teens (with the exception of the first and last meetings and other scheduled events)
- 7:00p.m. to 8:00p.m. – Formal meeting (inpatient/outpatient teens are welcome to stay and participate in the meeting)

To set the tone for meetings and to ensure all participants are comfortable, the Teen Advisory Council meeting ground rules are as follows:

- Sign-in on attendance sheet (members and guests)
- Begin and end all meetings on time
- Participate in meeting as all opinions are valuable
- Maintain confidentiality within and outside of the meeting
- Avoid side conversations
- Avoid non-emergent interruptions (i.e., texting, social media)
- Remain fully engaged in the meeting
- Support decisions outside the meeting
- Complete all assignments on time and prior to meetings
- Maintain an open-mind

CODE OF ETHICS

1. Members will keep the TAC mission at the forefront of all activities.
2. Members will behave in a way that reflects positively on the Children's Hospital and Health System during all council activities (i.e., meetings, volunteering, events).
3. Members will show respect for other members, hospital staff, patients and family members through attentive listening when someone else is speaking, asking questions when clarification is needed and refraining from negative comments when responding to other's ideas.
4. Members will show respect for hospital/Teen Lounge materials and hospital/Teen Lounge property by leaving the meeting and event spaces neat and orderly.
5. Members will strive to use of their time efficiently during meetings and while working on projects by staying on task.
6. Members will respect the privacy of other members, patients, family members and staff.
7. Members will recognize the value and importance in communication and carrying out the TAC mission collectively so as if a member is consistently disruptive, the TAC coordinator/co-coordinators will revoke that member's membership.

CONTRACT AGREEMENT

By signing this document, all Teen Advisory Council (TAC) members agree to follow the aforementioned guidelines (i.e., meeting ground rules, code of ethics) and responsibilities pertaining to their roles:

TAC Coordinator/Co-coordinators:

Date:

- 1. _____
- 2. _____

TAC Chair/Co-chairs:

Date:

- 1. _____
- 2. _____

TAC Representatives:

Date:

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____
- 11. _____
- 12. _____
- 13. _____
- 14. _____
- 15. _____
- 16. _____