



Employee Advisory Council (EAC) Charter

River Hills Community Health Center (RHCHC) recognizes that employee insight, experience, and perspective are essential to maintaining a respectful, effective, and mission-driven workplace. To strengthen communication, foster transparency, and better understand workplace experiences across the organization, River Hills is establishing an Employee Advisory Council (EAC).

Purpose

The Employee Advisory Council supports voluntary and open dialogue, strengthens organizational communication, and provides a structured feedback loop between employees and leadership across all five communities served by River Hills Community Health Center.

The Employee Advisory Council Will:

- Provide a consistent forum to gather and share employee observations, ideas, and feedback
- Support two-way communication between employees and leadership
- Create a respectful environment for candid discussion of workplace experiences
- Improve transparency through consistent follow-up and communication
- Identify opportunities to strengthen culture, engagement, and well-being

EAC Member Responsibilities:

- Share feedback and suggestions with the EAC and RHCHC leadership.
- Preview proposed organizational changes to suggest refinements for accelerated and smoother execution.
- Preview communications (message and medium) to suggest refinements/enhancements to optimize effectiveness.
- Utilize existing data resources – surveys, HRIS data, and other information - to discuss potential workplace cultural improvements.
- Identify site or regional best practices and make suggestions concerning same.
- Review and refine the structure and effectiveness of the EAC over time.
- Communicate value and progress of the EAC to our peers.

Communication Expectations

- EAC attendees will have a standing opportunity to communicate EAC information during team or department meetings
- EAC updates, themes, and progress will be shared regularly
- Communication will focus on themes and trends rather than individual cases

Composition

The EAC will include employee attendees from a range of departments, roles, and locations, reflecting the diversity of the five River Hills locations. Attendance is voluntary and will be open to everyone. Human Resources will facilitate and support this Council.

Operations

- Participation occurs on paid work time
- Members receive an orientation outlining purpose, scope, expectations, and limitations
- Meetings occur monthly, with additional meetings as needed
- Human Resources coordinates meetings, documentation, and follow-up

Guiding Principles

Respect • Transparency • Communication • Psychological Safety • Shared Responsibility