



**MOSAIC**  
**Client Advisory Committee**  
Meeting: February 22, 2010

**Minutes**

Present: Paulami Das, Zara Canda, Suman Prabhu, Iraj Khabazian, John Dube

Regrets: Azad Abul, Patricia Barwell, Wendy Ciao

**1. Welcome and Introductions**

Zara called the meeting to order

Iraj was welcomed as a new member to the committee and shared briefly about himself and some of the reasons for becoming a member.

**2. Agenda**

Addition: New Business (b) E-mail communications

Approved Agenda as amended

**3. Minutes approved** of January 25, 2010 as circulated.

**4. Business Arising from Previous Meeting**

**4.a Recruitment of new committee members**

John has met with two individuals who have expressed interest in the committee, one of whom is here today. The second individual, Vitoria Correia, has agreed to become a member starting in April. She is currently attending classes and working and hence has limited time. She is now part of the Client Advisory Committee e-mail addresses and hence will be part of the communications concerning minutes and meetings.

John will continue to work with staff concerning on-going recruitment. Committee members are encouraged to talk with individuals within their personal and/or work circles if someone they think would be an asset to the committee. The committee member can have a conversation with the individual and if there is interest, they can forward the individual's name to John and he will make contact.

John is now meeting with new committee members and this seems to be working well.

The Advisory Committee is currently at seven members. John will contact Azad and Wendy to confirm on going interest with the committee.

#### **4.b Web Page**

**i. Terms of Reference**

- to be posted on the website
- Eyob Naizghi, Executive Director will present to the Board of Directors

**ii. Monthly Website Utilization Report**

- to be presented to the Committee when the first report is made available. This is expected to occur for the next Committee meeting
- Information should include the number of hits and the number of inquires to the client section of the webpage.

**iii. Client Satisfaction Survey**

- Staff member who oversees modifications to the website has currently been on holidays and hence no changes have been scheduled to occur. John will meet with her during the first week she arrives and go over the issues as identified in the minutes of January 25, 2010 and today.

**iv. Making the Website Client Section more user friendly to clients**

Extensive conversation was held concerning the need to ensure clients feel welcomed and have easy access to the information on the website.

Translating the information to other languages has been identified as a major strategy in supporting clients. However, cost may be prohibitive and hence a priority list was developed.

The Committee discussed the need to keep in mind about the direction that information is flowing: giving information or receiving information.

<u>Priority</u>	<u>Area in Client Section</u>
1	Introductions to all the sub-sections
2	Client Satisfaction Survey
3	Your Story
4	Advisory Committee information

Currently the website only receives information in English. Is it possible to expand the website platform to accept other languages. For example, in the Sub-Section Your Story, only English can be typed in. If other languages were received, translation could occur on the MOSAIC side.

If a client does not have a key board to type in their language, it should be indicated where they can obtain the software to do so.

The Committee members are interested in receiving a report on the languages clients have identified as their primary/mother language. This will help with some decisions concerning increasing accessibility of clients to the website.

The Committee would like John to explore the possibility of requesting MOSAIC departments to survey the clients about website usage. In this way decisions can be made based in facts.

The Committee suggested that for a Client Complaint, an individual be identified as a contact person. This person is intended to increase support and assistance to clients who would like to file a complaint.

#### **4.c Terms of Reference**

The Committee requested that the Terms of Reference document be reformatted. Suggestions were made and noted.

#### **5. New Business**

5.a Planning: Defer to next meeting

#### **6. Meeting Adjourned – 6:55pm**

#### **Next Meeting**

March 22, 2010 at 5:30 to 7pm  
1720 Grant Street  
Community Room – Main Floor

#### **Schedule:**

March 22, 2010  
April 26, 2010  
May 31, 2010 - Monday 24, 2010 is a statutory holiday  
June 28, 2010  
July 26, 2010  
August 23, 2010  
September 27, 2010  
October 25, 2010  
November 22, 2010  
December