



MOSAIC
Client Advisory Committee
Meeting: March 22, 2010

Minutes

Present: Paulami Das, Zara Canda, Iraj Khabazian, Antonio Villegas, John Dube

Regrets: Patricia Barwell, Wendy Ciao

1. Welcome and Introductions

Zara called the meeting to order

Antonio was welcomed as a new member to the committee and shared briefly about himself and some of the reasons for becoming a member. Other committee members shared some information about themselves as well.

2. Agenda

Approved Agenda as circulated

3. Minutes approved of February 22, 2010 as circulated.

4. Business Arising from Previous Meeting

a) Update on Membership

John has had a conversation with the Manager of Language Centres and has requested a search and support to have one/two graduated students to put their names forth for the Committee. He will be requesting the same to the Manger of Settlement Program.

Suman has submitted her resignation due to time constraints. John will send a thank you card in recognition of her work on the Committee.

b) Accreditation Manager Report (see attached):

i. Utilization data on the Client Sub-section

The Committee members requested clarification of the terminology. John will provide definitions for the next report. In addition, they would like a comparison with all of MOSAIC website usage.

John has requested from the Directors to strengthen the links between their department subsections and the Client Sub-section, particularly concerning the

Client Satisfaction Survey, Client Stories, Client Rights and Responsibilities and Client Complaints and Grievances.

ii. Six Month Client Grievance Summary Report
The Committee member requested that the dates of when a written grievance as received, the date of responses and the date of resolution be included in the report.

iii. Client Demographics – Primary Languages as reported by clients and the number of clients served.

The Committee members requested that age be included in the monthly demographical information graphs.

In addition, they are interested in receiving the six month summary reports concerning the Barriers to Access services.

iv. Survey to Clients concerning website usage

See report for detail information

v. Contact person for client complaints

See report for detail information

vi. Terms of Reference – change in formatting, posting on website and submission to the Board of Directors

One of the Committee Members shared about received poor services at MOSAIC recently. After some conversation, John stated he would follow up with the appropriate supervisor and report back.

The Committee discussed and requested for better clarification concerning the scope and limitations of the Employment Programs. They expressed concern that immigrants, refugees and newcomers with limited English. John will obtain information concerning the criteria of the Employment Programs and report back.

5. New Business

a) Planning Activities for this year.

Deferred

b) Mock Survey

John informed the Committee that a Mock Survey is scheduled for April 29 and 30th, 2010. The review will only be focused on Organizational CARF Standards and not Program CARF Standards. The surveyor may or may not wish to speak to this Committee. John will continue to provide updates as preparation occurs for the site review.

6. Meeting Adjourned – 6:55pm

Next Meeting

April 26, 2010 at 5:30 to 7pm
1720 Grant Street
Community Room – Main Floor

Schedule:

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