



MOSAIC
Client Advisory Committee
Meeting: October 20, 2009

Minutes

Present: Paulami Das, Patricia Barwell, Azad Abul, John Dube

Regrets: Wendy Ciao, Suman Prabhu, Vijay Rattu

1. Minutes approved of September 21, 2009 as circulated.
2. Agenda review:
Item added: Clarify how the Advisory committee can contribute to MOSAIC and what can we expect for ourselves as we participate on the committee.

Agenda approved as amended.

Discussion occurred around ensuring that the Committee play a real role in contributing to MOSAIC. It is important for the Advisory Committee to develop and become a real and purposeful resource to MOSAIC.

3. Copies of the Client Rights and Responsibilities were distributed in various languages. For some members of the committee, they were encouraged to review the translation of the Rights and Responsibilities in their mother language to ensure a good translation. Members were encouraged to take copies home for reference. If there are any error(s) perceived in the translation(s), please inform John as soon as possible.

One of the members of the Committee noted that on the MOSAIC website, the version on the website has the last statement for Client Rights and Responsibilities was missing. However, it was also noted that the pdf version of the documents had all seven points. John will contact the person responsible and update the website.

4. Terms of Reference

The Terms of Reference were drafted. (see attached). It was agreed that feedback and more discussion was needed before formally approving the document at the November 24th, 2009 meeting.

A question arose concerning how the committee will select and recruit members for the committee. As well, it was ask how the current members were selected. The current members of the committee were selected by staff. The selection criteria included

individuals who demonstrated skills, knowledge and initiative that would benefit the committee.

Selecting a chairperson for the Advisory Committee has been tabled for the November Meeting.

How to select additional members for the committee has been tabled for discussion for January 2010 meeting.

5. Web Page

Discussion occurred around the issue of how relevant a Client section is on the MOSAIC website. Given that many newcomers cannot speak English and/or do not have computers, how many really access the website. What is the utilization rate of using the website by immigrants, refugees and newcomers? What is the plan concerning translating the website to other languages? The home page is currently translated into multiple languages, but all other sections of the web site are available in English only.

John will investigate and present information that addresses the questions for the November meeting.

6. Next Meeting

November 24th at 5:30 to 7pm Class Room 2 Upstairs on the 2nd Floor – please take the stairs - 1720 Grant Street