



MOSAIC  
**Client Advisory Committee**  
Meeting: September 21, 2009

### **Minutes**

Present: Azad Abul, Suman Prabhu, Patricia Barwell, Paulami Das, Eyob Naizghi,  
John Dubé

Regrets: Vijay Rattu

#### 1. Welcome and Introductions

Each member introduced him/her self and shared how they came to Canada and how long they have been living in Vancouver.

#### 2. Accreditation – what is it?

Accreditation is a system of standards of how services to clients are best provided. The standards are developed through research, feedback from service providers as well as clients. The non profit organization that MOSAIC will be using to assist with understanding and implementing a set of standards is the Commission on Accreditation of Rehabilitation Facilities.

#### 3. Role of the Committee – Terms of Reference

Due to time restraints, this agenda item was moved to next meetings agenda.

#### 4. Client Rights and Responsibilities

The committee reviewed the circulated document and a discussion was held. Who is the client? MOSAIC clients are individuals, families and communities who are immigrants, refugees and newcomers.

Each statement of the document was reviewed and a significant discussion was held concerning the statement “Feel Safe”. It was noted that for some, Feel Safe meant that individuals could feel safe in receiving good and accurate information from staff and this statement may not necessarily refer to physical or emotional safety. Was this okay, or was there a specific meaning intended with regards to the statement?

All the statements are brief and can be interpreted broadly. Was this intended? Yes. It is important for all clients to be able to read the document and apply it to their unique circumstances. In this manner, the statements can be and are encouraged to be broadly understood.

In addition, the Client Rights and Responsibilities will be translated into eight languages: Chinese (simplified), Chinese (traditional), Vietnamese, Spanish, Arabic, Punjabi, Korean and Farsi.

Versions will be brought back to the committee members to read at the next meeting.

The Committee agreed to support the Client Rights and Responsibilities document and with its posting and disseminating throughout MOSAIC.

## 5. Web Page

Due to time restraints, this agenda item was moved to next meetings agenda.

## 6. Other items

n/a

## 7. Next Meeting

October 20<sup>th</sup> at 5:30 to 7pm Community Room - 1720 Grant Street