



MOSAIC Client Advisory COMMITTEE Terms of Reference

Membership:

The Committee is composed of immigrant, refugee and newcomer volunteers who:

- i. Preferably, but is not required, to be working with immigrants, refugees and newcomers;
- ii. are from different walks of life;
- iii. are not currently receiving services from MOSAIC, but,
- iv. have received services from MOSAIC or similar organization

The Executive Director and the Project Manager for Accreditation are ex-officio, with the Project Manager attending all meeting to provide administrative support.

Frequency of Meetings:

Monthly

Goal:

To make recommendations to the Senior Management Team on services, intended to improve services to clients. Therefore, the Committee will review processes, assist with survey questions to clients and analyze data related to client services and client satisfaction of said services.

Specific Responsibilities

1. Review and be familiar with CARF (Commission on Accreditation for Rehabilitation Facilities) Standard D – Input from Persons Served and other Stakeholders and Standard K – Rights of Persons Served.
2. Assist MOSAIC to meet best practice standards as identified by CARF Standards and specifically in CARF Standards D and K.
3. Review and provide feedback about client centered services.
4. Impact MOSAIC at an organizational level and not necessarily at a program level.
5. Review client complaints and grievances semi-annual summary reports that include non-identifying information and actions taken.
6. Review and oversee the MOSAIC Website Client Section.
7. Develop an annual work plan for tasks, evaluation and review success process.

Original Date: Approved January 25, 2010

Reviewed / Revised Date: May 31, 2010