

## CLIENT ADVISORY COMMITTEE MTG.

April 16<sup>th</sup>, 2009

**Present:** Mike B, Mike , Don C, Melanie, Kathleen (Guest), Doug, Eleanor, Terry & Glenda.

1. "Landlord and Tenant Relations policy" presented by Kathleen Sheridan, Property Operations (ex 2415) Question and Answer followed the presentation. All committee members felt the policy was fair. Policy approved by committee.

2. Discussion about the next step for Peer Support. We have to wait for the FCMHS Strategic Plan to come out.

On hold: Training for Committee members.

3. Peer Support: Would like to see former clients to provide peer support to those in Hotel Dieu and P.C. Joanne Mayo will come to next meeting to talk about peer support.

4. Glenda came to talk about the FCMHS Staff Retreat June 19<sup>th</sup>, 2009. The two Mikes are on the planning committee.

5. Names for board members. This was on the agenda but we did not know what issue we were looking at. We did discuss asking the Board of Directors to designate a board position to the CAC chair. Terry will look into this.

6. Discussion about if there is a Health or Safety issue identified by a client. All agreed that most clients would know to inform a staff person.

7. Client Information Source: Melanie has been meeting with Ron (FCMHS – Info Technology Manager) regarding the client website. Client Advisory Committee minutes will be posted as well as any other client related news/links/stories etc.

6. Complaint Policy discussed and approved.

7. Discussion about the lack of advocacy within the agency. Still needs to be investigated and addressed.

Next meeting May 21<sup>st</sup>, 2009 at 1:00 p.m. at Princess. Lunch is provided for free.

Meeting adjourned.