

Client Advisory Committee Retreat

Friday, March 13th, 2009.

Present: Don C., Mike B., Mike S., Melanie D, Doug N., Terry C., Eleanor S., Glenda C & Nancy B(briefly)

Guests: Alan M

1. Alan Mathany spoke on the budget. He thanked Don C. for his service on the CAC as Chairperson. He spoke about our agenda and the future of the agency.
2. He stated that we will have up to \$3000.00 a year to work on our projects. We have to put forward a budget plan.
Peer Support Group: Names to be forward for board members.
3. Update re: Providence Care-MHS partnership for the Recovery Conference which will be held May 4-8. The cost to hold the conference will be about \$1200.00. Don, Mike and Melanie are participating in the planning.
4. Report from Mike B regarding the Valentines party. It was a huge success- close to 50 clients attended. A good time was had by all. Next year it may be held in the evening instead of daytime.
5. Bill of Rights. An overview was handed out and it was accepted as read.
Moved by Mike and 2nd by Eleanor.
6. CAC Web site is getting a fair amount of visits. Melanie suggested the idea of opening the website up to become a Client Information Source. In order to keep people interested in visiting the site, we need to have new info posted regularly. Everyone was in agreement that changing the website would be good idea. Melanie will work with Ron on this project. If anyone on the CAC has any info they feel should be shared with other clients please pass the info on to Melanie.
7. NAMI – Support Group. Eleanor will find out if they want us to come back to do a presentation.
8. Client Advisory Committee membership. It was agreed that a family member should be on the committee. Eleanor will ask if NAMI has anyone that would like to be a representative.
9. There will be a General Staff Meeting on Wed April 15th at 10:00. CAC has been invited to participate.
Mike S agreed to present on the CAC with Melanie's assistance.

10. The CAC workplan was reviewed and updated for the 2009-10 year. We should have an email address for any interested individual to be able to contact the CAC. Melanie will talk to Ron about this.
11. April 29th and 30th: Peer Support Conference at the Renaissance Event Venue. Karen Baldwin-Porter will be speaking. CAC members who did not attend the event in Hamilton are invited to attend this event. Please see Melanie to register.
12. Input from the Client Advisory Committee has been submitted to the Strategic Planning (Directors meeting). Our voices are being heard. We will be getting the workplan back when it has been approved.
13. The working group continues to plan the staff retreat for June. Two or three clients to tell their story. Theme” What Recovery Means to Me.”
14. Internal Tenant Review Policy was distributed for review at the next meeting. Members also concerned about the Client Complaint Policy. It was too complicated. Will be brought back for review at the next meeting.

Next meeting April 16th 1:00 pm at Princess