

Client Advisory Committee

March 18, 2010

Present: La Vern S. Brenda D. Mike B. Terry C., Glenda C., Nancy B.

Regrets: Melanie D

Pre meeting conversation about up coming "Spring Pancake Breakfast"

Invitations are out. Should be a great time. Lots of good comments from last event held at Rideau acres

Items discussed:

#1..... Book Next Meeting

The next meeting will be held on the third Thursday of the next month which would be April 15, 2010 at the same time 1:00 p.m. same place 385 Princess Street

#2.....Peer Support Mini Conference and Network

A proposal has been submitted to Management to financially support a Peer Support Mini Conference and Network. Discussion took place re finances left from CAC (not having a retreat). It was determined a retreat was important to celebrate past accomplishments and plan for the upcoming year. Glenda C. stated the Vocational Program could put up to \$1000.00 toward the conference and Mike B. stated Rob Y. had committed \$200.00

Mike B. will look into the group joining the Hamilton Conference group network

#3.....Peer Support Sub-committee.. Mike B

How will we integrate well trained consumers/ clients so they can use new skills.

Glenda will bring question to Managers meeting.

During the meeting a point was discovered: clients need to understand the policies of the organization.

#4.....Ready, Set, Go ... Glenda

Glenda will bring power point to explain the program to next meeting.

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#5.....Accessibility Committee Update..... Brenda D.

Brenda reported in regards to the new Accessibility Co. Membership made up of staff from each team, two clients herself and LaVern S. LaVern and Janet P. are co chairs. Next meeting April 9. The committee meets on the first Friday of the month.

#6.....Mission, Vision Statement

Meeting postponed until March 23... will have update at next meeting

#7.....Client Complaints Policy

All drafts handed out. To be reviewed next meeting