

Chester Village Family Council

Minutes: August 29th, 2018

Present: Lynne Smith (Chair); Tracy Torrance; Diane Surette; Glenna Clayton; Beverley Desjardins; Hannah Trumper; Shelley Allen; Lorraine Jean; Diane Klim; Lyndia Eberhardt-Butler

Old Business:

Lynne reviewed Cynthia's responses to the minutes of the June meeting. There were no questions or comments.

Committee Reports:

1. Quality Care:

There has been no meeting of this committee since our June meeting.

2. Staff Awards:

Lynne reported that the next group of 3 winners will be chosen at the end of September. A reminder for nomination submissions was mailed out with the August billing. She also asked members present to watch for the updated announcement board which will soon be attached to the nomination box in the lobby.

New Business:

(1) Fundraising:

Lynne reported that Cynthia has approved our request to do some fundraising for a "dementia care" specific project. We feel that this should be a very specific and tangible project which would be applicable to all dementia-care residents in Chester Village, and not restricted to those residents in Diamond. We also agreed that we need to establish a specific financial goal for the fund so that we can accurately measure and publicize our progress as we proceed. Tax receipts will be provided for any

contribution made to our goal and the funds will be kept separate from those in the general account.

To this end, we have asked Morgan to attend our September meeting in order to educate us about dementia-care activities already in place, and to give us some ideas of current needs. This information will be invaluable in deciding on our project. Once our goal has been decided, we will begin to work on this new venture. We hope to have it up and running in time for Chester's Christmas Bazaar which is scheduled for November 17th.

(2) Future Meetings

Lynne noted that the last Wednesday in October is the 31st (Hallowe'en) and it was agreed to change the date of that meeting to the 24th of October.

We had a lengthy discussion about the request from Medisystem to send a rep. to one of our meetings. Several members are unhappy with the pricing and policies of this pharmacy service and it was decided that we need to take some time to gather all of our concerns before we meet with this rep. Lyndia Eberhardt-Butler agreed to gather this information and present it to us at our September meeting with the goal of setting a date for meeting with the Medisystem rep.

We also discussed the request from Golden Care dental to send a rep to a meeting; it was felt by the members present that there was not enough interest in this topic to use up our limited meeting time.

(3) Executive Elections

Lynne presented an outline of the proposed process for our September elections. In the interest of due process and transparency, the current executive feel that formal nominations should be made before the election. To this end, posters and nomination forms were prepared. Posters have been placed in all units (on the bulletin boards) as well as on Chester's website and at Reception. Nomination forms are available at Reception and must be returned to the desk by September 15th. Members present were in agreement with this proposal.

Questions and Comments:

For Maintenance:

To help with visitor parking, we are requesting improved signage out front to indicate that **all** spaces (except for the 2 reserved for disabled parking) are designated for "Seniors Only". We also feel that a sign indicating

additional free parking in the rear could be installed as it is possible that visitors to new residents as well as service contractors (such as Rogers) are not aware of this. **At this time, we will not be putting more signs up, but will ask reception to be more diligent in making sure contractors who come in the front are aware they are not to park there but at the back. The Environmental Manager will also be observing the front parking area and make sure to notify all contractors as he sees them.**

We have also noticed that the “entrance only” and “exit only” aspects of the front drive are not being observed by many drivers. Are all signs in place and clearly visible? Would it be possible to paint one-way arrows on the pavement at both ends of the driveway to help direct traffic? **In the last two weeks, new direction signs that are much bigger than the old ones and with clearer direction have been installed at the front. We will not be painting arrows at this time.**

Some members expressed concern about the level of lighting available in the rear parking lot, especially in the far eastern and western corners. Many of us feel unsafe when arriving or leaving from this lot after dark. **Maintenance will check that all exterior lighting is functioning as it should be over the next while.**

For Cynthia:

Despite a recent request, several members are still concerned that there is very limited usable space in Emerald’s Activation room along with a lack of chairs to accommodate small groups of visitors who would like to meet and/or have a quiet conversation with a resident. **I will look into this with the other managers and talk to the staff on the home area to see what the issue is (timing, etc.) and what can be done about it.**

Notes of Appreciation:

Family Council members expressed appreciation for the recent Chesterbana celebration and also for the meal provided. 🙌

The therapy dog visits to residents have been well-received, especially in Diamond. 👍

We are also appreciative of all the special entertainment provided on the holiday Mondays of this summer. What a great way to help family members have a memorable visit with their loved ones! 😊

The bicyclists in our group have expressed their gratitude for the recently installed bike racks. 💡

We are very much looking forward to having the opportunity to do some targeted fund-raising for Chester and appreciate Management's support of this venture. 😊

The management of Chester Village is pleased to be working with the Family Council on the dementia-care project and we are appreciative of the opportunity we are given to speak to the members on different topics. We thank you for your interest in what we do and in making this a better place for the residents, always.

Next Meeting: Wednesday, Sept, 26th, at 6:30 pm in the Board Room.

On the Agenda: (i) Guest Speaker: Morgan Geast (Activation Manager)

(ii) Executive Elections