

Chester Village Resident Council Minutes **Thursday June 28th 2018 at 2:00 pm in the Chapel**

Attendees

Anne McGrath, Edward Lamb, Christina Coe, Sophie Antonopoulos, Elizabeth Bell, Khadija Hussain, Margaret Kent. Man Yee, Mary Hannon, Joyce

Morgan Geast (Activation Manager)

Welcome

Members were welcomed and thanked for attending. The April minutes were read and reviewed. They were accepted by Ted Lamb and Elizabeth Bell.

Business Arising from Previous Minutes

- Concern that the cheese and crackers is still not being offered as an evening snack one time weekly. Morgan to follow up with Magdalena.

Food Committee Report

- Morgan read over the Food Committee minutes from June.
- Home area BBQs have started this month and residents expressed satisfaction with the food and experience.
- Residents expressed that they find the scrambled eggs are regularly watery and cold.
- Resident find the Lunch and Dinner meals to be excellent and served on time and in a timely manner.

Concerns Report

- None at this time

Quality Report

The following Resident Rights were read and discussed;

1. **EVERY RESIDENT HAS THE RIGHT** to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
2. **EVERY RESIDENT HAS THE RIGHT** to be protected from abuse.
3. **EVERY RESIDENT HAS THE RIGHT** not to be neglected by the licensee or staff.

Recreation Report

- Events for July were highlighted; saxophonist, trip to the island, Strawberry social, travelling magician, Christmas in July and Birthday Party.

Other Business

- Sorin, new Environmental Manager, was unable to attend Resident Council, but will be attending the July meeting. Residents are encouraged to come out and meet with the new Manager.
- Morgan read over the Bulletin from the Ministry of Health and Long-Term Care, regarding "*Important News Regarding Long-Term Care Home Accommodations Charges*". No questions or concerns at this time
- Residents expressed that they are very happy with the care and notice the staff to be working hard to support the residents as best they can.

The meeting adjourned at 2:55 pm. The next meeting will be Thursday July 26th at 2:00 pm.

A MC

C Chappetta, CEO

Anne McGrath, Residents' Council Member

CHESTER VILLAGE

RESIDENTS' COUNCIL ACTION FORM

Date of Concern: Thursday June 28 th 2018		Department of Concern: Environmental	
Concern Taken By: Morgan Geast, staff liaison			
Resident Review and Approval: <i>[Signature]</i>		Signature:	Date:
Explanation of Concern:			
How often do the floors get waxed, and would this leave the floors slippery?			
Response from department head (must be completed within 7 days)			
<i>Floors cannot be waxed - are buffed daily and therefore should not be slippery.</i>			
Department Head Signature: <i>[Signature]</i>		Date: <i>June 29 / 2018</i>	
*Forward to CEO by:			
CEO's Comments:			
<i>As above</i>			
Concern Resolved:		Yes	No
CEO's Signature: <i>[Signature]</i>		Date: <i>June 29 / 2018</i>	
Copies to:		CEO	Resident's Council Executive Date:

CHESTER VILLAGE

RESIDENTS' COUNCIL ACTION FORM

Date of Concern: Thursday June 28 th 2018		Department of Concern: Environmental	
Concern Taken By: Morgan Geast, staff liaison			
Resident Review and Approval: <i>Ellie</i>		Signature:	Date:
Explanation of Concern:			
While enjoying the courtyard landscaping residents are finding the windows to be dirty. When is the next scheduled window cleaning for the dining rooms and lounge areas?			
Response from department head (must be completed within 7 days)			
<i>Window cleaning scheduled for end of July 17-18-19</i>			
Department Head Signature: <i>ATM</i>		Date: <i>June 29/2018</i>	
*Forward to CEO by:			
CEO's Comments:			
<i>As above</i>			
Concern Resolved: Yes		No	
CEO's Signature: <i>A. Chappetta</i>		Date: <i>June 29/2018</i>	
Copies to: CEO		Resident's Council Executive Date:	