

Chester Village Resident Council Minutes

November 21, 2023 Village Hall

Attendees

Colin, Bessie, Rita, Margaret, Jeanette, Diane, Mandy, Thomas, Khadija, Christina, Betty, Saro.

Morgan Geast (Activation Manager)

Welcome

Members were welcomed and thanked for attending. The October minutes were read and reviewed.

Business Arising from Previous Minutes

No concerns at this time

Food Committee Report

- October Food committee minutes were reviewed and discussed.
- A new Food Services Manager has been hired and will be at the next food committee meeting.
- The Food committee meeting in December will discuss the Christmas holiday meal.
- Next Food Committee meeting will be held Monday December 11th 2:00 pm.

Concerns Report

- No concerns at this time

Quality Report

- The following Resident Rights were read,
 27. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
 28. Every resident has the right to participate in the Residents' Council.
 29. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else: i. the Residents' Council. ii. the Family Council. iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part IX, a member of the committee of management for the home under section 135 or of the board of management for the home under

section 128 or 132. iv. staff members. v. government officials. vi. any other person inside or outside the long-term care home.

- The Satisfaction Survey is currently being completed and is an opportunity for residents to share their perspective and giving feedback about life at Chester Village.

Recreation Report

- The many events for December were discussed and highlighted.
- It was determined that residents would like to have small focus groups on each home area to discuss programs and what is offered. These will be scheduled for January and February.

Other Business

- None at this time

The meeting adjourned at 3:30 pm. The next meeting will be December 18th at 2:00 pm.

Residents' Council Member