

Chester Village Family Council
May 29, 2024

Our meeting got off to a bit of a shaky start...I had trouble getting into Zoom and Askari thought our meeting started at 6:30, not 6:00 and, as a result, Derek and a few others were there with no one to open the meeting. But within a few minutes we got things started.

Derek introduced himself, saying how happy and proud he was to be working at Chester Village. He's had experience in two other homes, one in Markham and the other in Scarborough.

Although Derek was very impressed seeing Chester Village the first time, he has ideas to improve that first impression and has already been busy at it. He's had an arborist work at trimming trees, especially trimming the lower limbs so that the camera sight lines get a clear view, especially in the parking area. The outside entrance and walkway are pressure washed every week and putting two wooden owls in strategic places has helped lessen the mess left by the birds. Derek had a large part in Gardening Day along with residents and Staff...luckily for everyone, he has a bit of a green thumb.

One of Derek's main focuses is on the mechanical side. As Chester Village is about 20 years old, some equipment needs replacing...and that has happened already with the purchase of a cooling tower belt.

In his first two months, Derek has checked every floor and has encouraged his crew to be more involved and seen by residents, to listen to concerns and to be proactive.

He meets with the cleaning staff once a week and chats with random residents on each floor. Each resident room is given 20 minutes cleaning time and two rooms per floor are given the black light treatment once a week...IPAC does this as well. If there are areas of concern, cleaning staff return and are shown the results.

Derek appreciates his strong working relationship with Cynthia and does what he can in his department to relieve her of any stress so that she doesn't have the need to micro manage. Cynthia has listened to all Derek's concerns and hasn't said no to any requests for tools, equipment or supplies. He says he balances cost with quality of equipment and supplies and also on things that can be washed for reuse such as reusable dusters.

Derek told us that inside windows in residents' rooms are cleaned daily, where windows are unobstructed. Outside windows are another matter...ladders, extension poles for squeegees, pressure washers etc. are needed and Derek will have his crew working on this soon as outside window cleaning companies are much too expensive. He knows the importance of giving our residents a view from clean windows. He also has cleaning of the balconies on his agenda.

A new floor machine has been approved which will give a new look to floors after cleaning. Ten of the worst floors in residents' rooms will be replaced and on Jade and Ruby, floors will be replaced from the nursing station on down through the hallways. Work in residents' rooms will be done before the hallways. Derek keeps a check on hallways for any obstruction or trip-hazards.

Outside contractors are needed from time to time and Derek has met with them. He feels it's imperative to have good working relationships.

Questions

1) How will the noise be dealt with when flooring is installed?

Residents will be in the lounge during installation and the crew will be asked to keep noise to a minimum.

2) How do family members address any problems?

Speak to a PSW or head nurse and the maintenance team will be alerted.

You can even contact Derek yourselves at derek@chestervillage.ca

Comment

A family member who hadn't been to Chester Village lately said she was very impressed with Derek's leading by example as he had said he wouldn't ask his crew to do anything he wouldn't do himself and that he thanked his crew for following his lead. She was also impressed with his setting standards from the beginning of his taking on the position.

Askari added that he was impressed with Derek's character and commitment and thanked him on behalf of the Family Council for meeting with us and giving us a chance to get to know him.

The list of special events for the month of June is as follows:

- June 3rd Hands on Exotic...2:00 pm
- 5th Seniors Month Rockin Social...2:00 pm
- 6th Church Service...10:30 am
- 7th Pub Night with Zac Erickson...6:15 pm
(new entertainer to Chester Village)
- 12th Dance With Me...2:00 pm
- 13th Trip to the Mall
- 16th Father's Day Socials...2:00 (all home areas)
- 18th Absolutely Choir...6:15 pm
- 20th Strawberry Socials (all home areas)
- 21st Dinner Club...5:00 pm (Chinese)
- 25th Ulster Accordion Band...2:00 pm
- 26th Pride Walk Through the Garden
- 27th Trip to Rosetta Gardens
- 28th Birthday Parties...2:00 pm (all home areas)

Please note the Smudging Ceremony and Drum Circle is postponed until July.

Questions for Lynne

1) Should there be approval of minutes?

Response: The Executive will ask for a motion and a vote to adopt the minutes of the previous minutes at the beginning of each meeting.

2) Is there a meeting in June?

Response: The June meeting will take place on June 26th...time to be confirmed. The Guest Speaker will be our CEO (Cynthia Marinelli) who will provide us with a Long-Term-Care Ministry Funding presentation.