

RESIDENTS' COUNCIL MEETING MINUTES

Chester Village Long Term Care

Date: Thursday, March 20th 2025

Time: 2:00PM EST

Residents in Attendance:

The attendees were Agnes A., Charles F., Darlene M., Earl B., Earl P., James A., Jay G., Joanne C., John L., Khadija H., Man-Yee K., Margaret M., Thomas G., and Heather M.

Approved Guests:

Morgan G. (Administrator and Previous Activation Manager), Bethesda G. (New Activation Manager), Derek M. (Environmental Services Manager), and Claudia L. (Food Services Manager). Activation Student and Dietitian Student also approved to observe meeting.

Residents' Council Assistant: Morgan G. will be stepping down as Residents' Council Assistant. The Residents' Council has approved Bethesda Galindez as the new Residents' Council Assistant, effective April 2025. Letter attached.

CALL TO ORDER: WELCOME, ADOPTION OF AGENDA

Call to Order: 2:00PM **By:** Morgan G. **Opening Guidelines Read by:** Morgan G.

Review of Previously Approved Minutes and Business Arising from Previous Minutes

No concerns to note from previous meeting.

REGULAR BUSINESS

Arising Business

- The approval of Bethesda Galindez was presented to the group and approved.
- A request was made to provide snacks at future meetings, as attendees miss their 2:00 PM snack time while attending.
- The April meeting will include refreshments and will be held in the chapel for a more private and quiet setting.

Concern Response Review

Issue/Concern: Hand Sanitizers

- Residents requested to increase the amount of hand sanitizers in the dining rooms.

Please see attached response

Issue/Concern: Noise Level During Evening Shift Change

- Residents have noted that the noise level during evening shift change can be disruptive at times.

- Certain tasks, such as wheelchair cleaning, are particularly noticeable and can be heard from resident rooms, making it difficult for some residents to sleep.
- It is requested that staff try to minimize noise levels during these times to create a quieter and more restful environment for residents.

Please see attached response

Residents' Bill of Rights Review

6. Communicate and visit in private

“Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.”

7. “Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.”

8. Share a room

“Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.”

Committee Reports

- **Committee Report: Food Committee**
- **Spokesperson: Claudia L.**
- **Approval of Minutes**
 - The minutes from the March Food Committee meeting were read and approved.
- **Mashed Potatoes Update**
 - Claudia is pleased to report that since the change in mashed potato brands last week, she has received positive feedback regarding the improved taste and texture.
- **Easter Menu Approval**
 - The Easter menu was reviewed and approved.
 - Fish will be served on Good Friday.
 - A special Easter Sunday meal will be available for families at \$12 per ticket.
- **Snack Times Review**
 - The committee reviewed and discussed snack times:
 - **Morning (10:15 AM)** – Hot and cold fluids, plus any special-order snacks.
 - **Afternoon (2:15 PM)** – Hot and cold fluids with a small snack (cookie, muffin).
 - **Evening (7:15 PM)** – Hot and cold fluids with a snack (sandwich, cheese and crackers, or muffin).
- **Mealtime Review**

- Claudia reviewed the three daily mealtimes:
 - **Breakfast:** 8:30 AM (hot meal)
 - **Lunch:** 12:00 PM (hot meal)
 - **Dinner:** 5:00 PM (hot meal)
- **Resident Feedback**
 - Residents expressed satisfaction with the timing and selection of morning, afternoon, and evening snacks, as well as the overall mealtime schedule.

Home Areas Updates and Discussion

Program Area: Environmental Services by Derek M.

Quality Improvement Plan (QIP) Update – 2023/2024: As part of the 2023/2024 Quality Improvement Plan (QIP), Derek Middleton returned to connect with residents. He provided an update on the 2024 Quality Initiative and addressed questions from participants.

- **Key Highlights:** A new floor cleaning machine has been purchased to improve floor maintenance, and the regular window cleaning has been scheduled to enhance cleanliness and visibility.
- How often are the curtains in the residents' rooms cleaned? Curtains are cleaned as needed upon request.

Program Area: Activation Department

- **Key Highlights:** New Activation Manager as of February 24th, 2025. Some familiar entertainers will be returning at the end of March, bringing their performance back to brighten the residents' days. All entertainment for April 2025 has already been booked, ensuring a month full of engaging activities. Additionally, we are planning two bus outings to the mall next month, providing residents with opportunities to shop and explore. The Dinner Club continues to be a popular and successful program, with residents enjoying the social aspect and delicious meals it offers.

ANNUAL RESIDENTS' COUNCIL AGENDA ITEMS DISCUSSION

Dining and Snack Review

Menu Planning: Claudia will discuss the Spring/Summer menu at the next Food Committee meeting.

Meals and Snack Times: Reviewed and Approved in March Meeting.

Residents' Council Assistant

Bethesda Galindez, Activation Manager, has been approved as the new Residents' Council Assistant.

NEXT MEETING



- **Date:** Thursday, April 24th 2025

- **Time:** 2:00PM EST in the Chapel

ADJOURNMENT

- **Time:** 3:30 PM EST
- **Adjourned by:** Morgan G.
- **Seconded by:** John L.

Minutes approved by:

- **Date:** March 31st 2025
- **Resident Signature:** 
- **Date:** March 31st 2025
- **Administrator's Signature:** 

Bethesda Galindez

Activation Manager

Chester Village

March 20th, 2025

To: Residents' Council at Chester Village

Subject: Appointment as Residents' Council Assistant

Dear Residents' Council,

I am honoured to introduce myself as the new Activation Manager at Chester Village Long Term Care. As part of my role, I would like to offer my support by serving as the Residents' Council Assistant, effective April 2025.

I look forward to working alongside you to ensure that residents' voices are heard and that their needs and interests continue to be prioritized. Please let me know how I can best support the council in this role.

Thank you for your time and consideration. I look forward to our collaboration.

Sincerely,


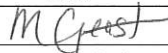
Bethesda Galindez

Activation Manager

Chester Village

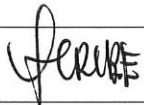
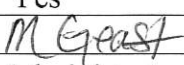
CHESTER VILLAGE

RESIDENTS' COUNCIL ACTION FORM

Date of Concern: Thursday March 20 th 2025		Department of Concern: Nursing	
Concern Taken By: Bethesda Galindez, staff liaison			
Resident Review and Approval:		Signature:	Date:
Explanation of Concern:			
<p>The noise level between 10:45 PM and 12:00 AM can sometimes be disruptive, particularly during activities such as shift change or wheelchair cleaning. These tasks can be heard in resident rooms, potentially disturbing those trying to sleep. We kindly request that staff make an effort to minimize noise during this time.</p>			
Response from department head (must be completed within 7 days)			
<p>Nurse manager will meet up with staff to implement the following actions.</p> <p>① Quiet shift reporting - move handovers to activation room with doors close.</p> <p>② wheelchair cleaning - perform in shower room with door close to reduce noise.</p> <p>③ Awareness reminder - staff to minimize conversation/equipment noise near residents' room during the sleeping time.</p> <p>Above actions also will discuss in registered and psn staff meeting in April</p>			
Department Head Signature:		Date:	
			March 31, 2025
*Forward to Administrator by:			
Administrator's Comments:			
Agree with Action Items.			
Concern Resolved:		Yes	No
Administrator's Signature:			Date: March 31 2025
Copies to:		Administrator	Resident's Council Executive Date:

CHESTER VILLAGE

RESIDENTS' COUNCIL ACTION FORM

Date of Concern: Thursday March 20 th 2025	Department of Concern: Nursing IPAC
Concern Taken By: Bethesda Galindez, staff liaison	
Resident Review and Approval: _____	Signature: _____ Date: _____
Explanation of Concern:	
Would Chester Village consider placing bottles of hand sanitizer on the tables in the dining rooms?	
Response from department head (must be completed within 7 days)	
Currently, there is 1 hand sanitizer on each serving counters and nursing stations. We can add more hand sanitizers to those areas.	
Department Head Signature: 	Date: March 26, 2025
*Forward to Administrator by:	
Administrator's Comments:	
At this time we feel the home areas have a sufficient amount of hand sanitizer dispensers. In addition to the locations mentioned above, they can also be found at all entrance/exit areas. Putting bottles on each table could pose a safety risk for some residents. We will continue to ensure they are available and staff follow the process of resident hand hygiene before and after meals.	
Concern Resolved: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Administrator's Signature: 	Date: March 27, 2025
Copies to: Administrator	Resident's Council Executive Date: _____