

RESIDENTS' COUNCIL MEETING MINUTES

Chester Village Long Term Care

Date: Monday, December 29, 2025

Time: 2:00 PM

Location: Village Hall

Residents in Attendance

Thomas G., Narinder G., Heather M., Michael B., Daniel A., Lin C., Man-Yee K., Diane R., Charles F.

Approved Guests

Bethesda Galindez (Activation Manager / RCA) - Virtually

Caden K. (Food Service Manager)

Joyeeta B., Kedar D.

CALL TO ORDER: WELCOME, ADOPTION OF AGENDA

Call to Order: 2:00PM **By:** Bethesda

Opening Guidelines **Read By:** Bethesda

Review of Previously Approved Minutes and Business Arising from Previous Minutes

The Residents' Council previously met on November 21, 2025, with four residents and the Activation Manager in attendance. During the meeting, the Residents' Bill of Rights related to dignity, lifestyle choices, and participation in decision-making was reviewed.

Subcommittee updates included the Jade Home Area, where a translated meeting was held with Chinese-speaking residents who raised concerns and requested the re-establishment of a translation-supported subcommittee on a bi-monthly or quarterly basis. The Food Committee reported approval of the Fall/Winter menu, including the

addition of two vegetables and two dessert options per meal. Departmental updates were shared, with Nursing and IPAC reporting ongoing hiring efforts and student placements, and Activation highlighting upcoming events such as Lost and Found, the Christmas Bazaar, Tree Trimming, and a full December holiday calendar. Environmental Services noted a vacant manager position, with concerns temporarily directed to the Administrator and CEO. Good news was shared regarding Board approval of \$200,000 for new bedspreads and drapery for all resident rooms, with installation scheduled to begin in late November. The Quality Improvement Plan was briefly reviewed, and a resident representative continued participation on the Quality Committee. The Ministry of Long-Term Care inspection report was read aloud, with clarification provided regarding residents' plans of care. Residents also raised concerns related to staff use of personal cellphones in resident rooms, housekeeping deep-cleaning frequency, culturally appropriate dietary options for Chinese residents, and mealtime disruptions related to responsive behaviours. Responses were documented and attached. The meeting adjourned at 3:30 PM, and the minutes were approved by Heather M.

Approved by: Charles F.

REGULAR BUSINESS

Residents' Bill of Rights Review

Previously reviewed Bills #1-3

Read by: Kedar D.

Section 2: Right to freedom from abuse and neglect

4. Freedom from Abuse: "Every resident has the right to freedom from abuse."

In other words: No one is allowed to abuse you physically, financially, sexually, verbally, or emotionally.

5. Freedom from Neglect: "Every resident has the right to freedom from neglect by the licensee and staff."

In other words: The owner and staff at the home are not allowed to neglect you.

Section 3: Right to an optimal quality of life

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."

In other words: You have the right to meet and talk with people in private.

Subcommittee Reports

Jade Home Area:

No meeting was held for the Jade Home Area in December.

Food Committee:

Caden K., Food Service Manager, provided an update on food services. In the Food Committee meeting, residents expressed a preference for larger pieces of pineapple and fresh melon rather than diced fruit. Low-sodium soy sauce has been added as an optional flavouring for stir-fry meals. It was noted that mashed potatoes are now prepared using fresh Yukon Gold potatoes instead of instant products. Concerns regarding the lack of choice on meal trays were raised, and follow-up is currently in progress. The Spring/Summer menu is scheduled to be introduced next month. Residents also reported differences in the taste of water between resident rooms and the dining room; a taste test will be conducted. The ice machine remains unreliable, and a replacement is being proposed. Temporary measures are in place to keep items cold; however, the water being used is not currently drinkable. Proposed meeting times for the Food Council include Mondays or Thursdays at 2:15 PM, with final confirmation pending.

Home Updates and Discussion

Program Area: Administration

A new digital communication platform, *Engage+*, has recently been launched to enhance communication with families and support the transition to digital correspondence with Powers of Attorney and Substitute Decision Makers. The platform also supports billing and will expand to include additional features. With residents' consent, representatives from *Engage+* and the Administrator have requested to attend a Residents' Council meeting in January 2026 to provide an overview and respond to questions. Responses were received from Heather M., Diane R., and Charles F.

Program Area: Activation

The Activation Department shared highlights from December programming, which included Tree Trimming, Christmas parties, festive dinners, and gift-giving activities. Appreciation was extended to community partners and volunteers who contributed to these events and thank-you cards will be sent. In January, the department will hold a planning day to review and develop programming for 2026. Residents were invited to share ideas and suggestions, including interest in trial art therapy and music therapy programs. A suggestion was also raised regarding bird droppings on resident balconies to monitor in spring time.

Program Area: Environmental Services

The Environmental Services Manager position remains vacant at this time. Until the role is filled, any related concerns will be directed to the Administrator and CEO. Installation and distribution of new bedspreads and drapes continued throughout December.

Quality Improvement Plan (QIP)

Management and involved team members are currently completing their 2025 program evaluations as part of the Quality Improvement Plan process. This allows for reflection on achievements from 2025 and supports planning and goal-setting for 2026.

Residents' Council Goals

Residents unanimously agreed to establish leadership roles for the Residents' Council. Heather M. was selected as *the First Representative of the Residents' Council*, and Thomas G. was selected as *the Second Representative*. Residents expressed that they do not feel comfortable using the titles *President* and *Vice President* and preferred the titles **First Representative** and **Second Representative** instead. This decision was supported by all residents present at the meeting.

ADJOURNMENT

- **Time:** 2:56 PM EST
- **Adjourned by:** Bethesda G.
- **Seconded by:** Thomas G.

NEXT MEETING

- **Date:** Thursday, January 22, 2026
- **Time:** 2:00PM EST
- **Location:** Village Hall
- **Invited Guests:** Engage+ and Morgan G.

Minutes approved by:

Date: JANUARY 7, 2026

Resident Name:

HEATHER McCormack

Resident Signature:



Date: Morgan Geast January 7th 2026

Administrator Name:

Morgan Geast

Administrator Signature: