

Chester Village Long Term Care

RESIDENTS' COUNCIL MEETING MINUTES

Date: Friday, June 26th 2026

Time: 10:30 AM

Location: Village Hall

Resident's Councils Representatives:

Heather McCormack (Resident Council Representative)

Thomas Gilmore (Second Representative)

Resident Council Assistant:

Bethesda Galindez (Activation Manager)

Approved Guest(s):

Activation Aide(s) to support meeting and Linda Qi.

Residents in Attendance: Heather M., Thomas G., Khadija H., Daniel A., Elaine A., Michael B., Lin C., Marlene C., Man-Yee K., Dorothy R., and Mei Yu Z..

CALL TO ORDER: WELCOME, ADOPTION OF AGENDA

Call to Order: 10:30 AM

By: Bethesda G.

OARC Opening Guidelines

Read By: Bethesda G.

Review of Previously Approved & Business Arising from Previous Minutes

The May 28th, 2026 Residents' Council meeting focused on reviewing Residents' Bill of Rights #22–24, covering designated contacts for hospitalizations, support for independence, and restrictions on restraints. Subcommittee updates noted no Jade Home Area meeting in May, while the Food Committee discussed ongoing BBQ season, the need to replace forks, and concerns about hard romaine lettuce. Residents expressed appreciation for the recent Meet & Greet with management and Volunteer Coordinator Andrea M., and requested that the Assistant Director of Care and Staff Educator attend the next session. Activation updates highlighted a busy June with programming for Pride Month, National Indigenous Month, Senior's Month, and viewing of the FIFA World Cup 2026 throughout the Home. No resident concerns were raised, and the meeting adjourned at 11:45 AM.

Approved by: Heather M.

Chester Village Long Term Care

REGULAR BUSINESS

Agenda and/or Business Arising

- Resident Bills of Rights Review
- Meet & Greet with Linda Q.
- Home Update and Discussion

Residents' Bill of Rights Review

Previously reviewed Residents' Bill of Rights #19-21

Read by: Bethesda G.

22. Designated contact person

“Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.”

23. Independence

“Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.”

24. Restraints

“Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.”

Subcommittee Reports

I. Jade Home Area:

No meeting was held for the Jade Home Area in June 2026.

II. Food Committee:

a. Residents discussed Fall/Winter Menu 2026-2027

Chester Village Long Term Care

Home Updates and Discussion

Meet & Greet

Linda Q. was introduced as the new Staff Educator, having joined Chester Village in April 2026. In her role, she oversees staff orientation, education, and ongoing training initiatives. Residents were encouraged to approach Linda with questions, concerns, or requests for education on health-related topics. She can be reached at extension 232, and reception can also assist residents in contacting the appropriate staff member.

Complaint and Concern Process

Linda Q. reviewed the Home's complaint and concern escalation process. Residents were reminded to first bring concerns to the nurse or Charge RN on their unit. If concerns are not resolved, they can be escalated to the RN Manager, Administrator, or another member of the management team. Concerns resolved within 24 hours are documented in the resident file and record, while concerns requiring more than 24 hours to resolve follow a formal Customer Service Form and follow-up process. All formal complaints are tracked, categorized, reviewed, and analyzed quarterly through Quality Improvement meetings. Residents were also reminded of their right to contact the Ministry if they feel concerns have not been adequately addressed. Suggestion boxes remain available throughout the home for residents and families to provide feedback.

Chester Village Long Term Care

Activation

Upcoming recreational opportunities include a Kew Beach outing planned for July, and Resident Calendar planning sessions will start again in August. Residents can also look forward to a variety of upcoming events and activities, including the Canada Day Celebration, a Pride Walk in the garden (weather permitting), Christmas in July on July 25th, birthday celebrations, a drumming program, and a FIFA Final viewing party on July 19th. Residents were also invited to help prepare strawberries on July 6 in advance of the Strawberry Social on July 7, where fresh strawberries and whipped cream would be served. The strawberries were sourced locally from Ontario farms and farmers' markets. Residents shared positive feedback about the event and expressed their enjoyment of fresh seasonal fruit, particularly locally sourced berries.

Additionally, a new social engagement robot was introduced as a soft launch to support resident engagement and recreation. Current features include weather updates, singing and birthday greetings, and interactive communications. Two robots will eventually be available, including an English-language robot and a Chinese-language robot. A Robot Naming Contest and potential launch celebration coming, and residents were invited to provide ideas and suggestions regarding robot programming. Preparations are also underway for Chesterbana in August 2026, which will feature a Fruit Bowl theme. Each home area has been assigned a fruit and will create themed decorations and floats as part of the celebration.

Environmental

Following a previous Resident Council request, exterior window cleaning is scheduled to begin the following Monday and is expected to take approximately 1-2 weeks to complete. Resident room windows will continue to be cleaned by housekeeping as part of regular room cleaning.

Resident Discussion(s):

At this time, the residents did not have any concerns.

Chester Village Long Term Care

ADJOURNMENT

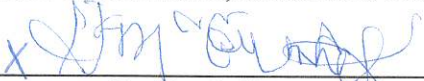
- **Time:** 11:30AM
- **Adjourned by:** Bethesda G.
- **Seconded by:** Heather M.

NEXT MEETING

- **Date:** July 16th, 2026
- **Time:** 2:15pm
- **Location:** Village Hall
- **Invited Guests:** Open Floor.

MINUTES APPROVED BY

Heather McCormark, Resident's Council First Representative



Resident's Signature

Date: July 16th 2026

Morgan Geast, Administrator



Administrator's Signature

Date: July 20th 2026

Do you have any concerns?

- 1** Please speak with your Nurse but kindly avoid medication administration times unless the matter is urgent.



- 2** If unable to speak with nurse on duty, contact Charge RN at ext. ____.



- 3** If Nurse on duty or Charge RN is unable to answer your concerns to your satisfaction, contact Day/Evening RN manager at ext.258.

- 4** Speak to the Administrator, Morgan Geast at ext.235 if your matter is not care related or if it is confidential.



Chester Village

Your Voice Matters – We're Here to Listen.

Subject: Upcoming Window Cleaning Notification

Dear Residents, Families and Friends of Chester Village,

We would like to inform you that window cleaning services will begin on Monday, June 29, and are expected to take approximately 1–2 weeks to complete. During this time, workers will be present outside the building only, on both the garden and street sides. Interior window cleaning will be completed separately over the next few weeks as part of our regular maintenance.

For safety and efficiency, all windows must remain closed in areas where cleaning is taking place.

We appreciate your understanding as we complete this maintenance to keep our environment clean and comfortable for everyone.

If you have any questions, please feel free to reach out.

Morgan Geast
Administrator
Chester Village
3555 Danforth Ave, Toronto, ON
416-466-2173
Morgan@chestervillage.ca