

Chester Village Family Council
Minutes: September 25th, 2019

Present: Lynne Smith (Chair); Deidre Balyk (Secretary); Lynda Cottenden; Beverley Desjardins; Glenna Clayton; Mike Plouffe; Lyndia Eberhardt-Butler

Regrets: Linda Redford; Lynda Nash; Linda Allen; Jennifer Saint

Guests: Lorraine Bernard (Chair) and Jan Brown (Secretary),
(Shepherd Lodge Family Council)

Lynne opened the meeting by welcoming our guests who are hoping to establish a forum of various Family Council executives to support each other and assist those who are having difficulty establishing positive relationships with their home's management.

Previous Business:

Lynne summarized the content of her meeting with Cynthia after our August meeting. The balance in our Fundraising account is currently \$5000.00 (not \$4000.00 as previously reported). The benches and potted plants to be installed at the ends of the hallways in Diamond have been ordered and will not be paid for from this account. Cynthia thanked us for our offer to donate potted plants, but feels there is enough greenery in all units at present.

The effectiveness of the door diversions in Diamond will be assessed three months after installation; initial reactions of both staff and residents have been very positive. Cynthia doesn't feel that these diversions are needed in other units and wishes to wait for a full assessment before making a final decision. Lynne asked her to provide us with suggestions for the use of the remaining funds...specifically something which would be beneficial to all units, not just Diamond. Morgan will provide us with a list.

Cynthia suggested that, for any future fundraising effort, we set up a Family Council bank account so that we are able to monitor the use of the funds raised ourselves.

Lynne then reviewed Cynthia's comments and answers from the minutes of the August meeting. There were no questions or comments.

Committee Reports:

(1) Staff Awards:

The winners for July/August/September will be chosen early in October.

(2) “Stay Connected” project:

Jennifer was unable to attend our meeting but reported that two calls were made on Sept. 8th and that there are now a few family members who will do calls on a regular monthly basis. The next date set for calls is Oct. 5th from 10-12 and family members can email Jennifer directly jisaint7@gmail.com to book a call. Flyers were sent out with the end of September billing notice.

3) Quality Care

Unfortunately, the September meeting was cancelled due to a lack of a quorum. Next meeting is scheduled for Oct. 28th.

New Business:

(1) Dr. Kushner (Golden Care Dental Services)

It was agreed at the last meeting to have Dr. Kushner attend our October meeting to speak to us about the services provided by Golden Care. Unfortunately, he is not available for the October meeting. Lynne is working with his staff to find a convenient date for his visit.

(2) “Previa” Presentation

Previa is the current provider of incontinence products at Chester. They have requested time to speak to us and will attend our October meeting for a brief presentation.

(3) A draft of this year’s “Family Satisfaction Survey” was circulated to members present. Lynne pointed out the new items which had been added to the survey this year and asked for anyone who had questions or suggestions about the draft to let her know before October 4th. There were no question or comments at the time of this meeting.

(4) Lynne circulated a list of special events planned for October which had been provided by Morgan.

(5) It was noted that the recent edition of “The Village Voice” included an item and photo describing the diversion doors which have now been installed in Diamond and thanking the Family Council and all who donated to our Fundraising Drive of last year for their support in providing these doors.

(6) Executive for 2019/2020

Though Linda Redford was unable to attend this month's meeting, she has agreed to take on the role of Secretary for the next year. *Acclaimed.*

Since there were no nominations for the position of Chairperson, Lynne has agreed to continue in this role. *Acclaimed.*

Congratulations on both postings on behalf of Chester Village.

Questions and Comments:

For Cynthia: It was suggested that the bench out front on the west side of the driveway be moved to the patio area at the front entrance. There is a slight slope on the east side of this patio right at the edge of the grass and it was felt that if the bench was backed up to this spot, it would prevent any tumbles onto the grass as well as providing additional seating out front. *Thank you for the suggestion. We will be relocating the bench in the next week or so. We were going to put it under the portico along the window but will look at the spot you suggested as well.*

When our fundraising funds have all been spent, would it be possible for a note from Management to be published (e.g. on the website, posted on unit boards, placed on the front desk) thanking Family Council members as well as all those who donated for their efforts and support of this drive? We feel that such a note would help lead to success with future fundraising drives. *We had planned to do that in December on the anniversary of the fundraising drive and were going to definitely highlight with a big poster at the Wine & Cheese event.*

Family members noted that there was no notice in the elevators for the September meeting and wondered if this contributed to our much lower attendance. *Morgan states that it was posted in the elevator when it was provided to her and we can only suspect that someone removed it. Unfortunately, we cannot always keep tabs on replacing any of these notices.*

Notes of Appreciation:

We expressed our sincere appreciation to Deidre for her three years of service as Secretary as well as her support and assistance with many of our projects and especially her leadership of the Fundraising Committee. She will definitely be missed at Family Council. *Please accept this as our thanks to Deidre for the great minutes she has provided to us over the years.*

Our guest visitors from Shepherd Lodge expressed their appreciation for the opportunity to attend our meeting and share ideas.

Thanks again for very comprehensive minutes. Chester Village gives thanks for the work and the efforts of the Family Council and their members for the projects you take on and for caring about the residents and their home.

Next Meeting: Wednesday, October 30th at 6:30pm.

Board Room