

# **Chester Village Resident Council Minutes**

## **February 16<sup>th</sup> 2023 2pm**

### **Attendees**

Bessie, Jay, Anne, Manyee, Khatidja, Jeanette, Freda, Laurel, Jeanette, Diane, Tami, William,

Morgan Geast (Activation Manager) Magdalena (Food Services Manager)

### **Welcome**

Members were welcomed and thanked for attending. The January minutes were read and reviewed. They were accepted by Bessie and Jay

### **Business Arising from Previous Minutes**

None at this time

### **Food Committee Report**

- Food Committee meeting minutes from February were read and reviewed.
- Monthly specials for February and March were reviewed; which includes, liver, Jamaican beef patties, and meals to celebrate Valentine's and Family Day, and Shrove Tuesday.
- Residents were reminded that if they have any specific dietary needs/concerns they can set up a meet up with the Dietician or Magdalena.
- Next Food Committee meeting will be held Thursday March 2<sup>nd</sup> at 11:00 am in the Chapel.

### **Concerns Report**

- Residents expressed concerns about noise level in dining rooms and hallways. Staff speaking too loud and music being disruptive at meals. Please see attached concern form

### **Quality Report**

- The following Resident Rights were read, and different forms of neglect were discussed.
  4. Every resident has the right to freedom from abuse.
  5. Every resident has the right to freedom from neglect by the licensee and staff.

### **Recreation Report**

- Events for February and March were highlighted; Women's day, Dinner clubs, trips to the mall, St. Patrick's Day and different entertainers.
- Programs will continue to be cohorted to the floors. All residents can come down for events in the Village hall, while keeping distancing and capacity limits in consideration.
- The Café is now open on Monday, to Friday from 10:00 am -2:00 pm.

**Other Business**

- As per requested the Lost and Found will be held Feb 17<sup>th</sup> and we will continue to schedule quarterly or as needed.

The meeting adjourned at 3:00 pm. The next meeting will be March 15<sup>th</sup> at 2:00 pm.



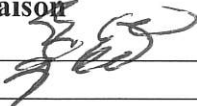

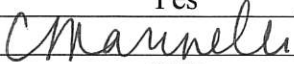
Residents' Council Member



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**CHESTER VILLAGE**

**RESIDENTS' COUNCIL ACTION FORM**

Date of Concern: February 16 <sup>th</sup> 2023	Department of Concern: Nursing
Concern Taken By: <b>Morgan Geast, staff liaison</b>	
Resident Review and Approval: Signature: 	Date: Feb 23, 2023
Explanation of Concern:	
Staff noise level in the hallways and dining room. Residents find there are some days that staff are communicating by yelling to one another from different areas within the home area. (Down the hallways and in Dining room)	
Response from department head (must be completed within 7 days)	
This concern will be addressed in the next Reg. Staff & P&W meeting. Charge Nurses & Nurse managers will monitor staff & noise level during their rounds & address issues as observed, educate & counsel staff.	
Department Head Signature: 	Date: Feb. 22, 2023
*Forward to CEO by:	
CEO's Comments:	
Agree with Gina's comments above. Revisit 1-2 months later to see if any improvement is noted. If not satisfied, then identify home area / staff / shift where it is most often happening.	
Concern Resolved: Yes	No <b>FOR FOLLOW UP</b>
CEO's Signature: 	Date: Feb 27/2023
Copies to: CEO	Resident's Council Executive Date: