

RESIDENTS' COUNCIL MEETING MINUTES

Chester Village Long Term Care

Date: Thursday, September 18th, 2025

Time: 2:00PM

Location: Chapel

Residents in Attendance: Augustus L., Charles F., Delores C., Earl P., Errol M., Heather M., Jeanette D., John L., Khadija H., Man-Yee K., Michael B., and Narinder G.

Approved Guests:

Bethesda G. (AM/RCA), Anna Lei (DOC), and Alma Cribbe, Jeannie (Family Member).

Council Residents' Assistant: Bethesda G.

CALL TO ORDER: WELCOME, ADOPTION OF AGENDA

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

Opening Guidelines Read **By:** Bethesda G.

Review of Previously Approved Minutes and Business Arising from Previous Minutes

The Residents' Council meeting was held on August 29, 2025, at 2:00 PM in the Chapel with nine residents in attendance, along with staff and a family member guest. The council reviewed Rights #21-23 of the Residents' Bill of Rights, focusing on family and caregiver involvement in care meetings, immediate notification of transfers or hospitalizations, and the right to restorative care that maximizes independence. Committee reports included a Food Committee update from the new Food Services Manager, Caden K., who reviewed the table rotation process at meals and confirmed upcoming menu planning sessions for September. Home updates were shared from various departments: Derek M. (EVS) reported on brickwork, HVAC repairs, and pager issues now resolved; Bethesda G. (Activation) highlighted upcoming Residents' Council Week activities, the OARC Bill of Rights contest (with residents voting in favor of Bill #1), welcomed new students and two Activation Aides, and announced the transition to wooden utensils for programs; and Caden also shared food and nutrition updates, including efforts to reduce food waste and the scheduling of fall/winter menu planning sessions. Residents approved the 2025 Satisfaction Survey with the addition of a new question regarding participation in multidisciplinary care conferences, and it was noted that the Director of Care or designate will attend the September meeting for clinical questions. The Ministry of Long-Term Care's June 26, 2025 inspection report was reviewed. The meeting adjourned at 3:30 PM, with the next meeting scheduled for September 18, 2025, at 2:00 PM.

Approved by: Heather M.

REGULAR BUSINESS

Residents' Bill of Rights Review

24. "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."
25. "Every resident has the right to be provided with care and services based on a palliative care philosophy."
26. "Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day."

Home Updates and Discussion

Program Area: Nursing and IPAC

Updates:

Alma advised that starting October 1, 2025, a mask directive will be in place to help prevent the spread of flu and other illnesses during the fall and winter season. She also mentioned that RSV vaccinations have resumed. If you received the RSV vaccine last year, it remains effective for two years, so you will not need it again this year. Flu shots are also on the way. Residents and their families are already being asked about their interest in receiving the vaccine so that we are prepared once the Ministry provides the flu vaccines.

Anna provided an education session to the residents, explaining incontinent products, how residents are assessed, how supplies are managed (e.g., Jade storage, nursing supplies, and pandemic supplies), and the process for ordering and maintaining inventory. She emphasized that residents may use briefs, pull-ups, liners, and/or pads. Anna also noted that weekly orders are completed regularly. Quarterly training is conducted with PSWs and clinical staff regarding incontinent product supplies. The Incontinence Champion and Skin and Wound Champion meet bimonthly to discuss concerns and feedback. Briefs are ordered on a weekly basis, typically on Thursdays or Fridays. Each shift receives a designated number of incontinent products, and a list is maintained in both the treatment room and the care cart room so that all staff are aware of residents' product needs.

Program Area: Dietary and Nutrition

Updates: Caden sends her regards. Bethesda informed the council that Caden visited each home area in September to gather input for the Fall/Winter Menu Planning. During these visits, Caden received valuable positive feedback from residents, which has been incorporated into the menu draft. She will return to meet with the council in October to present the updated menu for final review and approval before it is implemented.

Program Area: Community Involvement

Staff Schedule Care: Staff from Schedule Care volunteered at the Fall Fair on September 17th.

To show appreciation for their involvement with Residents' Council Week and their support of the residents at Chester Village, Bethesda and the council signed a thank-you card.

Proposal of Food Bank Donation: In response to residents' ongoing suggestions to support the community by donating food, it was proposed that the council organize a food bank donation initiative. This would be coordinated with the assistance of the Residents' Council Assistant.

Program Area: Quality and Compliance

Updates: *Concerns and Questions:* Minutes will be sent to the Quality Lead to ensure concerns from the Residents' Council are being tracked. Typically, a Resident Concern form is submitted to the Administrator and then reported back to Residents' Council. Sending the minutes to the Quality lead will help gather more data and support continuous improvement.
Residents in council approved.

Program Area: Activation

Upcoming: Bethesda reminded residents that it is Residents' Council Week, which has been celebrated through activities such as a raffle, entertainment, and participation in the OARC contest. In addition, these activities served as a way to promote Residents' Council within the home. She also shared that many programs are planned for October, including major holiday events for Thanksgiving and Halloween. The quarterly Memorial Service and a Welcome Tea for new residents will also take place.

Resident Council Concern(s)

Issue/Concern/Request

Forks:

Residents in the meeting raised concerns about the sharpness of the forks in the dining room, noting difficulties with ‘stabbing’ food. They inquired whether the forks should be replaced or if there is an alternative procedure to better accommodate residents’ needs.

Response attached to minutes.

Noise Level of Entertainers:

Approved guest, family member Jeanie raised a concern about the volume of entertainers, noting that both she and the resident that she cares for, find the music too loud and overwhelming in the Village Hall and home areas. She inquired whether there is a set limit for noise levels or if it is possible to request that the volume be lowered.

Response attached to minutes.

ADJOURNMENT

- **Time:** 3:30 PM EST
- **Adjourned by:** Bethesda G.
- **Seconded by:** Thomas G.

NEXT MEETING

- **Date:** Wednesday, October 15th 2025
- **Time:** 2:00PM EST
- **Location:** Chapel

Minutes approved by:

Date: October 10 2025

Resident Name: Heather M.

Resident Signature: _____

→ _____

Date:

Administrator or CEO Name:

Administrator or CEO Signature:

11/10/2025
Heather M.
Morgan Gast
MG

Residents' Council
Chester Village
September 18, 2025

To the **Staff Scheduling Care Team**,

On behalf of the Residents' Council, we would like to extend our heartfelt thanks for volunteering your time and energy at our Fall Fair on September 17, 2025.

Your support and kindness made the day truly special. We thoroughly enjoyed the fair, especially the games, which were fun and accessible for us to play. We greatly appreciated the opportunity to celebrate together with the help of dedicated staff like you. Your willingness to contribute your time and talents brought joy, laughter, and warmth to the event.

We are grateful for your commitment to making our community a vibrant and caring place to live.

With appreciation,
Residents' Council Members

Shirley
Shirley
Shirley

LT

Michael B.

John

Carol M.

Westchester 3/29 Monday
Go to

Kenneth





Residents' Council
Chester Village
September 18, 2025

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We are grateful for your commitment to making our community a vibrant and caring place to live.

With appreciation,
Residents' Council Members

CHESTER VILLAGE

RESIDENTS' COUNCIL ACTION FORM

Date of Concern: September 18 th 2025	Department of Concern: Activation
Concern Taken By: Bethesda Galindez	
Resident Review and Approval:	
Signature: <i>[Signature]</i>	
Date: <i>Oct. 09 2025</i>	
Explanation of Concern:	
Noise Level of Entertainers: Approved guest, family member, Jeanie raised a concern about the volume of entertainers, noting that both she and the resident that she cares for find the music too loud and overwhelming in the Village Hall and home areas. She inquired whether there is a set limit for noise levels or if it is possible to request that the volume be lowered.	
Response from Department Head (must be completed within 7 days): During the meeting, the RCA surveyed residents to see if they found the music too loud. Many of which the residents responded that they have not found it too loud. However, this concern remains valid for residents who may become overstimulated. Activation Manager, Bethesda, can remind entertainers to ask residents if the music volume is comfortable before starting, similar to a sound check. At this time, there is no set limit on volume, as many residents are hard of hearing and are comfortable with the current sound level.	
Department Head Signature: <i>[Signature]</i>	Date: September 18 th 2025
Forward to Administrator by: <i>Mailbox</i>	
Administrator's Comments: <i>In addition, the volume of live entertainment will be monitored over the next 2-3 months. If any entertainment is found to be too loud, adjustments will be made.</i>	
Concern Resolved: ☒ Yes ☐ No	
Administrator's Signature: <i>[Signature]</i>	Date: <i>Sept. 23 2025</i>
Copies to: ☐ Administrator ☐ Resident's Council Executive Member Date:	

CHESTER VILLAGE

RESIDENTS' COUNCIL ACTION FORM

Date of Concern: September 18 th 2025	Department of Concern: Dietary
Concern Taken By: Bethesda Galindez	
Resident Review and Approval:	
Signature: <i>[Signature]</i>	
Date: <i>09/16/2025</i>	
Explanation of Concern:	
Forks:	
Residents in the meeting raised concerns about the sharpness of the forks in the dining room, noting difficulties with 'stabbing' food. They inquired whether the forks should be replaced or if there is an alternative procedure to better accommodate residents' needs.	
Response from Department Head (must be completed within 7 days):	
Sept 18 it was reported to Food Services Manager that residents' have concerns about the sharpness of forks. Sept 19-Sept 25 investigation began and all forks were audited, and a total of 14 forks were replaced in the facility; forks removed from units were flat. Food service manager changed the fork product, previously being ordered and ordered new forks. FSM will continue to replace forks as they appear.	
Department Head Signature: <i>[Signature]</i>	Date: Sept 26 2025
Forward to Administrator by:	
Administrator's Comments:	
<i>Agree with statement above.</i>	
Concern Resolved: ☒ Yes ☐ No	
Administrator's Signature: <i>[Signature]</i>	Date: <i>Oct. 2025</i>
Copies to: ☐ Administrator ☐ Resident's Council Executive Member	Date: