

# RESIDENTS' COUNCIL MEETING MINUTES

## *Chester Village Long Term Care*

**Date:** Thursday, July 31<sup>st</sup> 2025

**Time:** 11:00AM EST

### **Residents in Attendance:**

Jane B., Darlene M. (Virtual), John L., Thomas G., Earl P., Diane R., Derek H., Mary C., Man-Yee K., Heather M., Charles F., and Khadija H.

### **Approved Guests:**

Bethesda G. (Activation Manager), and Claudia L. (Food Services Manager).

**Residents' Council Assistant:** Bethesda G.

## **CALL TO ORDER: WELCOME, ADOPTION OF AGENDA**

**Call to Order:** 10:30AM      **By:** Bethesda G.

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

### **Review of Previously Approved Minutes and Business Arising from Previous Minutes**

The Residents' Council meeting at Chester Village Long Term Care was held on June 18, 2025, from 10:30 to 11:30 AM. Chaired by Activation Manager Bethesda G., the meeting included 12 residents. The council reviewed and approved the minutes from the previous meeting held in May with no concerns raised at that time. Residents revisited key points from the Residents' Bill of Rights and received updates on infection control measures due to ongoing outbreaks. The Activation team shared highlights from recent events including Mother's Day, Seniors Month, Pride Month, and National Indigenous History Month. A major concern raised during the meeting was the home's environmental impact, specifically the frequent use of plastic medication cups and spoons. Attached was the reply of the Director of Care Anna L. Eight residents supported adopting more eco-friendly practices. The Food Committee Report, led by Claudia L., confirmed the Canada Day special menu, acknowledged a resident request for asparagus, and reported on the first garden barbecue held the same day as the meeting. Staff training on "Pleasurable Dining" was completed in June, with residents providing valuable feedback on dining room noise and comfort. The Activation team also hosted a garden performance by Indigenous artist Aqua, a Pride Walk, birthday celebrations, and a Welcome Tea for new residents. The council discussed the Ministry Visit from April 2025, with Heather B. appointed as the resident liaison for follow-up. The next meeting is scheduled for July 31, 2025, at 10:30 AM in the chapel.

**Approved by:** Thomas G.

## **REGULAR BUSINESS**

### **Resident Council Concern(s)**

#### **Issue/Concern**

##### **Gown Quality:**

Residents have shared concerns regarding the current supply of blue gowns. One resident, who regularly wears gowns, has observed that an increasing number of them have shorter or worn-out ties, making them difficult to secure. They have requested a review of the gowns currently available to determine whether replacements or additional gowns may be needed.

*Attached Reply*

##### **Pull-Ups and Brief Supplies:**

Residents have expressed concerns about the availability of pull-ups and briefs. Several residents shared that staff had recently informed them of a low supply. This issue may require further clarification and follow-up. Residents are requesting more information regarding the current inventory of pull-ups and briefs, the distribution process, and how staff are accessing them to ensure they are not experiencing shortages during their shifts.

*Attached Reply*

### **Residents' Bill of Rights Review**

#### **18. Privacy during treatment**

"Every resident has the right to be afforded privacy in treatment and in caring for their personal needs."

**In other words: You have the right to privacy when you're getting or talking about personal care or medical treatment.**

#### **19a. Plan of Care**

"Every resident has the right to participate fully in the development, implementation, review and revision of their plan of care."

**In other words: You have the right to be fully involved in your plan of care. This includes when the plan is being made, carried out, or changed.**

#### **19b. Consent to Treatment**

"Every resident has the right to give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent."

**In other words: When a doctor, nurse, or other health professional suggests a new treatment, they must tell you:**

- what it's for,
- the risks, benefits, and side effects,
- if there are any other options.

### **19c. Health Records**

“Every resident has the right to have their personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.”

**In other words: The law says your health and medical records must be kept private and confidential.**

### **20. Support from caregivers**

“Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.”

**In other words: You have the right to get extra care and support from caregivers you choose.**

## **Committee Reports**

### **Food Committee**

**Spokesperson: Claudia L.**

**Approval of Minutes:** The minutes from the March Food Committee meeting were read and approved.

### **Concern Updates and Arising Business**

#### ***Updates:***

A Civic Holiday-themed menu was introduced alongside a Chesterbana-themed menu featuring jerk chicken. Residents expressed satisfaction with these offerings.

#### ***Request:***

Residents expressed interest in more distinctly Canadian meals and suggested options such as peameal bacon, poutine, maple syrup with pancakes, salmon, and trout.

#### ***Response:***

Claudia noted that these suggestions could be incorporated into a special menu for an upcoming occasion.

#### ***Request:***

Residents raised concern about staff applying excessive butter or margarine to toast and requested that staff be more mindful of the quantity used.

#### ***Response:***

Claudia agreed to relay the feedback to the dietary aides. She also reminded residents that butter can be requested on the side if preferred.

**Request:**

Most residents requested the removal of liver and onions from the menu, citing that it is often poorly cooked and lacks flavor.

**Response:**

Claudia confirmed she would review the Fall/Winter menu and consider removing the liver and onions dish based on resident feedback.

**Next Food Committee Meeting:** Thursday, August 7<sup>th</sup> at 2:00PM

## **Home Updates and Discussion**

**Program Area: QIP**

**Upcoming:** Resident and Family Satisfaction survey will be coming out soon and Residents are able to review them and give feedback.

**Program Area: Activation**

**Upcoming:** Chesterbana is on the way with activation staff getting ready for the floats!  
Theme: 'Made in Canada'. Wheels on Danforth is on August 16<sup>th</sup> 2025 and will be supporting residents to go out and see the community event.

**Program Area: Food and Nutrition**

**Updates:** As of this date, we are currently looking for a new Food service supervisor. Our last supervisor's last day was last week, Thursday, July 24<sup>th</sup>, 2025.

## ADJOURNMENT

- **Time:** 11:30 AM EST
- **Adjourned by:** Bethesda G.
- **Seconded by:** Charles F.

## NEXT MEETING

- **Date:** Friday, August 28<sup>th</sup>, 2025
- **Time:** 2:00PM EST
- **Location:** Chapel

## Minutes approved by:

Date: August 11<sup>th</sup>, 2025

Resident Name: John Lister

Resident Signature:



Date: CEO

Administrator's Name: Cynthia Marinelli

Administrator's Signature: C Marinelli  
CEO

**RESIDENTS' COUNCIL ACTION FORM**

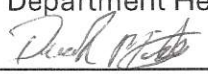
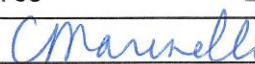
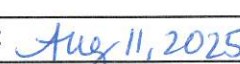
<b>Date of Concern:</b> July 30 <sup>th</sup> , 2025	<b>Department of Concern:</b> Nursing
<b>Concern Taken By:</b> Bethesda Galindez <b>Resident Review and Approval:</b> <b>Signature:</b> <b>Date:</b> July 30 <sup>th</sup> 2025	
<b>Explanation of Concern:</b>	
<b>Pull-Ups and Brief Supplies:</b> Residents have expressed concerns about the availability of pull-ups and briefs. Several residents shared that staff had recently informed them of a low supply. This issue may require further clarification and follow-up. Residents are requesting more information regarding the current inventory of pull-ups and briefs, the distribution process, and how staff are accessing them to ensure they are not experiencing shortages during their shifts.	
<b>Response from Department Head (must be completed within 7 days):</b>	
<ul style="list-style-type: none"> <li>• Will investigate the current status and availability of the supplies in question (pull up and brief).</li> <li>• DOC Admin + HR will attend the resident council meeting in Sept. to share the standard procedures for managing inventory, ordering and distributing in con. supplies.</li> <li>• Will confirm and communicate the established process for staff to access supplies during their shifts to prevent shortages.</li> </ul>	
<b>Department Head Signature:</b>	<b>Date:</b> August 7 2025
<b>Forward to Administrator by:</b> <b>Administrator's Comments:</b>	
<b>Concern Resolved:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Administrator's Signature:</b>	<b>Date:</b> Aug 11, 2025
<b>Copies to:</b> <input type="checkbox"/> Administrator <input type="checkbox"/> Resident's Council Executive Member <b>Date:</b>	

Approved to invite to September's meeting.



CHESTER VILLAGE

**RESIDENTS' COUNCIL ACTION FORM**

<b>Date of Concern:</b> July 30 <sup>th</sup> , 2025		<b>Department of Concern:</b> Environmental	
Concern Taken By: Bethesda Galindez Resident Review and Approval: Signature: Date: July 30 <sup>th</sup> 2025			
<b>Explanation of Concern:</b>			
<b>Gown Quality:</b> Residents have shared concerns regarding the current supply of blue gowns. One resident, who regularly wears gowns, has observed that an increasing number of them have shorter or worn-out ties, making them difficult to secure. They have requested a review of the gowns currently available to determine whether replacements or additional gowns may be needed.			
<b>Response from Department Head (must be completed within 7 days):</b>			
Currently we have 58 new gowns in storage in laundry. Gowns missing ties or have damage are thrown out and replaced by new ones. I am able to order more from Winsham fabric if needed.			
Department Head Signature:		Date: August 7 <sup>th</sup> 2025	
			
Forward to Administrator by:			
Administrator's Comments:			
Concern Resolved: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
Administrator's Signature:		Date:	
			
Copies to: <input type="checkbox"/> Administrator <input type="checkbox"/> Resident's Council Executive Member Date:			

Request to invite to August meeting.