

RESIDENTS' COUNCIL MEETING MINUTES

Chester Village Long Term Care

Date: Thursday, November 21st, 2025

Time: 2:00PM

Location: Village Hall

Residents in Attendance: Charles F., Khadija H., Heather M. (Virtual), and Diane R.

Approved Guests:

Bethesda G. (AM/RCA)

Regrets: Caden K. (Food Service Manager)

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 October 15, 2025, in the Chapel with seven residents in attendance, along with the Activation Manager and one approved family member. The meeting began at 2:00 PM with a review of Residents' Bill of Rights #27-29, which emphasize the right to receive written information about policies and complaint procedures, the right to participate in the council, and the right to raise concerns or recommend changes without fear of reprisal.

Home updates were shared from several departments. Dietary announced that the new Fall/Winter menu is expected to launch on October 20, 2025. Quality and Compliance reported that the annual Satisfaction Surveys for residents, families, and volunteers will begin next week, with RN students assisting residents in completing them. The Activation department shared upcoming programs, including Remembrance Day events, the Christmas Bazaar, and other year-end activities.

Several concerns and requests were discussed by the council and were addressed at the meeting. The Activation Manager will follow up with staff to determine and provide the needed supplies. The meeting adjourned at 3:30 PM.

Approved by: Charles F.

REGULAR BUSINESS

Residents' Bill of Rights Review

1. Respect and dignity: "Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability."

2. Lifestyle and choices: "Every resident has the right to have their lifestyle and choices respected."

3. Taking part in decision-making: "Every resident has the right to have their participation in decision-making respected."

Subcommittee Reports

Jade Home Area:

The subcommittee was helped on November 19th at 11:00am in Jade's Activity room. With an approved staff, Jing S., available to provide translation in Chinese, the following residents were present: Grace S., Kam K., Peter S., Xue Zheng Z., and Zhengxiang T. These residents raised several concerns (below) and requested that a subcommittee be re-established to help translate and communicate their concerns approximately every other month or quarterly.

Food Committee:

The menu was approved by the Food Committee in October 2025. One key change was the addition of more options: each meal now includes two vegetable choices and two dessert choices, providing residents with greater variety and flexibility.

Home Updates and Discussion

Program Area: Nursing and IPAC

Updates: Hiring and onboarding efforts for PSWs and RPNs continue across various departments to fill open positions. PSW students will remain in the building until December, while RN/RPN students will be on-site until the end of November.

Program Area: Activation

Lost and Found will be held on November 20th and 21st and communicated via posters and e-blasts to residents and families. The Christmas Bazaar is scheduled for November 29th and will be open to the community as part of our outreach efforts. The Annual Tree Trimming is planned for December 1. In addition, the December Activity Calendar is packed with holiday events to celebrate the season and end the year on a festive note.

Environmental Services

Updates: We currently have a vacant position for the Environmental Services Manager. Until this role is filled, any concerns will be directed to our Administrator and CEO.

Good News: With the approval of our Board of Directors, we have committed \$200,000 toward new drapery and bedspreads for all resident rooms. Work will begin on, November 22 and 23, and is expected to be completed during these dates. Bedspreads have not yet arrived but will be delivered soon. We will provide updates as soon as they are ready for installation.

Quality Improvement Plan (QIP)

Updates: The most recent meeting was held yesterday to review progress on the 2025 QIP. Previous minutes included a detailed review of the QIP. Jane B. serves as the resident representative on the Quality Committee.

Ministry of Long-Term Care Report

The latest report, released in October, was read aloud by the Activation Manager. It addressed an incident where a resident's plan of care was not followed. Residents asked for clarification on what a plan of care entails. The Activation Manager explained that it is a resident-centered care plan designed to support the individual's health and well-being, followed daily by staff.

Discussion/Inquiry/Concern

Staff on Personal Cellphones:

Residents reported staff taking personal phone calls in resident rooms. They request a reminder that private calls should not occur in these spaces.

Response attached.

Housekeeping Inquiry:

Residents have asked how frequently their rooms receive deep cleaning and whether this service can be provided more often.

Response attached.

Dietary and Food Inquiry:

Residents have indicated that current meal offerings may not adequately reflect familiar Chinese flavours. They have proposed the inclusion of flavour enhancers, such as soy sauce on their dining tables, and the potential incorporation of oyster sauce into recipes. While residents acknowledge existing budget constraints (approximately \$13 per day), they expressed that providing soy sauce at tables would be a valued improvement.

Response attached.

Behavioural Intervention Inquiry:

Jade residents have shared that they sometimes feel distressed when other residents wander, vocalize, or engage in repetitive tapping or clapping, which has led some to avoid the dining room. They are wondering what steps can be taken to minimize interruptions during meals while still respecting the needs and dignity of all residents.

Response attached.

ADJOURNMENT

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


NEXT MEETING

- **Date:** Monday, December 29th, 2025
- **Time:** 2:00PM EST
- **Location:** Village Hall

Minutes approved by:

Date: Dec 9th 2025

Resident Name: Heather Mc

Resident Signature: 

Date:

 Dec 9th 2025

Administrator Name: Morgan Geast

Administrator or CEO Signature:

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Toronto District
5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Public Report

Report Issue Date: October 6, 2025

Inspection Number: 2025-1453-0005

Inspection Type:
Critical Incident

Licensee: Broadview Foundation

Long Term Care Home and City: Chester Village, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 25, 26, 2025 and October 1-3, and 6, 2025.

The following intake(s) were inspected in this Critical Incident (CI) inspection: - Intake: #00155724/ CI #2970-000022-25, and intake: #00157405/ CI #2970-000023-25 were related to Fall Prevention and Management.

The following **Inspection Protocols** were used during this inspection:

Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee has failed to ensure that the care set out in the plan of care was provided to a resident as specified in the plan.



**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Toronto District
5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

A resident fell while attempting to ambulate using a mobility aid device and sustained an injury. The resident required staff supervision and monitoring when ambulating; however, no staff were monitoring them at the time of the incident.

Sources: Review of the video surveillance of the incident, interview with the Director of Care (DOC).

RESIDENTS' COUNCIL ACTION FORM

Date of Concern: November 19 th 2025	
Department of Concern: Dietary and Nutrition	
Concern Taken By: Bethesda Galindez	
Resident Review and Approval: <i>Approved</i>	
Signature: <i>[Signature]</i>	
Date: <i>Dec 9, 2025</i>	
Explanation of Concern:	
Residents have indicated that current meal offerings may not adequately reflect familiar Chinese flavours. They have proposed the inclusion of flavour enhancers, such as soy sauce on their dining tables, and the potential incorporation of oyster sauce into recipes. While residents acknowledge existing budget constraints (approximately \$13 per day), they expressed that providing soy sauce at tables would be a valued improvement.	
Response from Department Head (must be completed within 7 days):	
<p><i>FSM purchased small table top soy sauce that is refillable. Purchased on Nov 27/25. This is now a shared condiment for the home area to use.</i></p> <p><i>Our recipes currently incorporate many different sauces, including oyster sauce, hoisin sauce, red bean paste etc. Many ^{other} ingredients are purchased by FSM from Chinese supermarkets.</i></p>	
Department Head Signature: <i>[Signature]</i>	Date: <i>Nov 27/25</i>
Forward to Administrator by:	
Administrator's Comments:	
<i>Agree with Above.</i>	
Concern Resolved: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Administrator's Signature: <i>Morgan Co</i>	Date: <i>Nov. 28 2025</i>
Copies to: <input checked="" type="checkbox"/> Administrator <input checked="" type="checkbox"/> Resident's Council Executive Member Date: <i>Dec 9, 2025</i>	

RESIDENTS' COUNCIL ACTION FORM

Date of Concern: November 19 th 2025		Department of Concern: Nursing	
Concern Taken By: Bethesda Galindez			
Resident Review and Approval: <i>Approved</i>			
Signature: <i>[Signature]</i>			
Date: <i>December 9th 2025</i>			
Explanation of Concern:			
Staff on Personal Cellphones:			
Residents reported staff taking personal phone calls in resident rooms. They request a reminder that private calls should not occur in these spaces.			
Response from Department Head (must be completed within 7 days):			
<p><i>Concern shared with Inle Team as per email attached along with policy of personal cell phone usage on Nov. 19, 2025.</i></p> <p><i>Will also address the concern on the next coach corner meeting as well.</i></p>			
Department Head Signature: <i>[Signature]</i>		Date: <i>Nov. 19, 2025</i>	
Forward to Administrator by:			
Administrator's Comments:			
<p><i>In addition, nurse managers will conduct regular visual checks. Residents are also encouraged, to notify a nurse or manager when they notice a concern, so that it can be addressed immediately.</i></p>			
Concern Resolved:		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Administrator's Signature: <i>[Signature]</i>		Date: <i>Nov. 28 2025</i>	
Copies to: <input checked="" type="checkbox"/> Administrator		<input type="checkbox"/> Resident's Council Executive Member Date: <i>Dec 9 2025</i>	

RESIDENTS' COUNCIL ACTION FORM**Date of Concern:** November 19th 2025**Department of Concern:** Administrator/Environmental Services

Concern Taken By: Bethesda Galindez

Resident Review and Approval: *Approved*Signature: *December 9 2025*Date: *[Signature]***Explanation of Concern:**

Residents have asked how frequently their rooms receive deep cleaning and whether this service can be provided more often.

Response from Department Head (must be completed within 7 days):

Resident rooms are cleaned daily. Each room also receives a full deepclean every quarter and additional deep cleans can be requested at anytime. Monthly cleanliness audits are completed to ensure standards are met.

Department Head Signature: *NIA*Date: *NA*

Forward to Administrator by:

Administrator's Comments:

Concern Resolved: ☒ Yes ☐ NoAdministrator's Signature: *M. Grest* Date: *Dec 1st 2025*Copies to: ☒ Administrator ☒ Resident's Council Executive Member Date: *Dec 9 2025*

CHESTER VILLAGE

RESIDENTS' COUNCIL ACTION FORM

Date of Concern: November 19 th 2025	
Department of Concern: Nursing and Care	
Concern Taken By: Bethesda Galindez	
Resident Review and Approval: <i>Approved</i>	
Signature: <i>[Signature]</i>	
Date: <i>December 9 2025</i>	
Explanation of Concern:	
Jade residents have shared that they sometimes feel distressed when other residents wander, vocalize, or engage in repetitive tapping or clapping, which has led some to avoid the dining room. They are wondering what steps can be taken to minimize interruptions during meals while still respecting the needs and dignity of all residents.	
Response from Department Head (must be completed within 7 days):	
<p>We have asked our BSRT team to review the residents' current interventions and share these with the Jade staff. This will also be discussed during behavioral rounds.</p>	
Department Head Signature: <i>[Signature]</i>	Date: <i>DEC 8, 2025</i>
Forward to Administrator by:	
Administrator's Comments:	
<p>In addition, if the council would like the BSRT lead to attend a meeting in 2026, they would be able to discuss the Behaviour Program.</p>	
Concern Resolved: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Administrator's Signature: <i>[Signature]</i>	Date: <i>Dec 8th 2025</i>
Copies to: <input checked="" type="checkbox"/> Administrator	<input checked="" type="checkbox"/> Resident's Council Executive Member Date: