

# RESIDENTS' COUNCIL MEETING MINUTES

## *Chester Village Long Term Care*

**Date:** Wednesday, October 15<sup>th</sup> 2025

**Time:** 2:00PM

**Location:** Chapel

**Residents in Attendance:** Aubin T., Charles F., Thomas G., Man-Yee K., Khadija H., Narinder G., and Heather M.

**Approved Guests:** Bethesda G. (AM/RCA) and Ruth (Family Member Approved)

**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 at Chester Village Long Term Care was held on September 18, 2025, at 2:00 PM in the Chapel, chaired by Bethesda G. Residents reviewed Rights #24–26 of the Residents' Bill of Rights, focusing on restraint limitations, palliative care, and family presence during end-of-life care. Updates included a new mask directive starting October 1 to prevent seasonal illness, ongoing flu and RSV vaccination planning, and an education session on incontinent product management by Anna Lei. Caden from Food Services gathered feedback for the Fall/Winter menu, which will be reviewed in October. Residents thanked Schedule Care staff for volunteering at the Fall Fair and proposed organizing a community food bank donation. Minutes will now be shared with the Quality Lead to help track resident concerns. Bethesda shared highlights from Residents' Council Week and upcoming events for Thanksgiving, Halloween, the Memorial Service, and a Welcome Tea. Resident concerns were raised regarding cup cleanliness, dull forks in the dining room, and high noise levels during entertainment. The meeting adjourned at 3:30 PM, with the next meeting scheduled for October 15, 2025, at 2:00 PM in the Chapel.

**Approved by:** Aubin T.

## **REGULAR BUSINESS**

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

#### **27. Written Policies:**

"Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints."

#### **28. Resident's Council:**

"Every resident has the right to participate in the Residents' Council."

#### **29. Raising Concerns:**

"Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else:

- i. the Residents' Council,
- ii. the Family Council,
- iii. the licensee (this includes directors, officers and others involved in the management of the home),
- iv. staff members,
- v. government officials,
- vi. any other person inside or outside the long-term care home."

## **Home Updates and Discussion**

#### **Program Area: Dietary and Nutrition**

**Update:** The new menu is estimated to launch on October 20th, 2025.

#### **Program Area: Quality and Compliance**

**Update:** The Satisfaction Survey for Residents, Families, and Volunteers will begin next week (October 20th, 2025). RN students will be assisting by conducting the surveys with residents.

#### **Program Area: Activation**

**Update:** Remembrance Day programming is upcoming to honour our residents, along with Christmas Bazaar and other scheduled programs planned for the remainder of the year.

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

### **Discussion #1:**

The council shared concerns that TVs are not always returned to their original channels following Pleasurable Dining. They noted that advertisements sometimes play between music videos and that TVs do not consistently switch back to cable afterward. It was also mentioned that some staff are unsure how to operate or reset the TVs.

### **Response/Action:**

The Activation Manager will review TV operation procedures with staff to ensure TVs are returned to the appropriate channels after Pleasurable Dining sessions.

### **Request #1:**

The council requested to consider having a special dinner for New Year's and to explore adding non-alcoholic wine in addition to the beer currently provided.

### **Response:**

The Activation Manager will look into suitable non-alcoholic wine options and will discuss the proposed special dinner with the Food Service Manager.

### **Discussion #2:**

The council discussed concerns about Activation staffing levels, noting that staff presence on the floors has seemed less frequent. Additionally, some residents expressed confusion about the phrase "we are short," which they have heard from staff.

### **Response:**

The Activation Manager shared that three staff members have resigned in the last two months and recruitment is ongoing. Other departments are also hiring, and some staff are currently on vacation, which has temporarily affected scheduling.

The Activation Manager clarified that, according to Ministry standards, each home area is staffed with three PSWs, and the phrase "short" should not be used when communicating with residents or families. The Director of Care and Staff Educator will reinforce this through staff education and reminders.

### **Discussion #3:**

The council raised concerns about Bingo on the floors, noting that there are not enough bingo cards or other resources—such as a big screen, bingo caller, or microphone—to run the program effectively.

### **Response/Action:**

The Activation Manager will follow up with staff to identify required supplies to ensure Bingo can run smoothly on the floors.

## ADJOURNMENT

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

## NEXT MEETING

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

### Minutes approved by:

Date: October 17 2025

Resident Name: CHARLES FURLONG

Resident Signature:



Date: October 22 2025

Administrator or CEO Name: Morgan Greast

Administrator or CEO Signature:





## Public Report

<b>Report Issue Date:</b> October 6, 2025
<b>Inspection Number:</b> 2025-1453-0005
<b>Inspection Type:</b> Critical Incident
<b>Licensee:</b> Broadview Foundation
<b>Long Term Care Home and City:</b> 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).