

RESIDENTS' COUNCIL MEETING MINUTES

Chester Village Long Term Care

Date: Thursday, January 22 2026

Time: 2:00 PM

Location: Village Hall

Residents in Attendance:

Agnes A., James A., Earl B., Michael B., Charles F., Katherine G., Narinder G., Thomas G., Khadija H., Man-Yee K., John L., Shu-Ting M., Sudir N., Earl P., Diane R., Auburn T., John W., Linda W.

Staff/Representatives:

- Heather McCormack (Resident Council Representative)
- Thomas Gilmore (Second Representative)

Approved Guests

Engage+ and Morgan G., Activation Aides, Jing S., and Bridgette B.

CALL TO ORDER: WELCOME, ADOPTION OF AGENDA

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

Opening Guidelines **Read By:** Bethesda

Review of Previously Approved Minutes and Business Arising from Previous Minutes

The meeting included a review of the Residents' Bill of Rights, focusing on freedom from abuse and neglect and the right to privacy and confidential communication. Subcommittee updates noted no December meeting for the Jade Home Area, while the Food Committee shared resident feedback on food preferences, menu changes, water quality concerns, and equipment issues, with follow-ups in progress and a new seasonal menu planned.

Home updates covered the launch of the Engage+ digital communication platform, highlights from December recreational programming, and ongoing environmental updates, including the installation of new bedspreads and drapes and a vacant Environmental Services Manager position. The Quality Improvement Plan process for 2025 evaluations was discussed, and residents unanimously selected Heather M. and Thomas G. as First and Second Representatives of the Residents' Council. The meeting adjourned at 2:56 PM, with the next meeting scheduled for January 22, 2026.

Approved by: Earl P.

REGULAR BUSINESS

Residents' Bill of Rights Review

Previously reviewed Bills #4-6

Read by: Bethesda G.

Section 3: Right to an optimal quality of life

7. Friendships and relationships

"Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home."

In other words: You have the right to make friends and to spend time with them. And you have the right to take part in activities at the home if you want to.

8. Share a room

"Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available."

9. Intimacy

“Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.”

In other words: You have the right to be alone with your spouse or partner, or a person you want to be intimate with.

In other words: You have the right to share a room with another resident, as long as you both agree and there’s space at the home.

Subcommittee Reports

Jade Home Area:

No meeting was held for the Jade Home Area in January. Meetings will be held quarterly or more as requested.

Food Committee:

Caden K., Food Service Manager, reported to Resident Council Assistant that the Food Committee shared announcements including plans to begin Spring/Summer menu planning. Soya sauce is now available on each unit as a condiment. Ongoing audits and replacement of forks continue, with a new brand of cutlery to be introduced once the current supply is used. A new meal survey has also been prepared and will be launched within the next week.

Home Updates and Discussion

Program Area: Administration

A new digital communication platform, Engage+, and its CEO joined us via Zoom to introduce the system to the Residents’ Council. Varsha Changai explained the benefits of the platform and answered several resident questions. Engage+ will provide a place where family members, friends, and Powers of Attorney can access certain information about their loved ones, with all necessary consents in place. Varsha, from Evoke Health, shared that the goal of implementing Engage+ is to enhance communication with families and ensure they remain informed and connected.

Program Area: Activation

The Activation Manager advised that February has a full schedule of programs and events to celebrate occasions such as Chinese New Year, Family Day, Valentine's Day, and Black History Month. We are trialing a new afternoon program start time of 2:15 PM–3:15 PM to reduce elevator congestion during staff shift changes. Residents responded positively and agreed to trial the new timing.

Family members and staff provided feedback regarding the New Year's Eve party, noting that the entertainer was not an ideal match for the group. We have informed the agency about the concerns, and we thank everyone for their feedback. Continued input is encouraged to help improve future program bookings and ensure entertainment aligns with resident preferences.

Program Area: Environmental Services

The Environmental Services Manager position remains open, but we are pleased to share that a candidate has been announced and will begin next Monday. Until the role is officially filled, any related concerns will continue to be directed to the Administrator and CEO.

Installation and distribution of new bedspreads and drapes continued throughout December. We ask that the new Environmental Services Manager be invited to one of our upcoming meetings for introductions. Residents agreed with this request.

ADJOURNMENT

- **Time:** 2:56 PM EST
- **Adjourned by:** Bethesda G.
- **Seconded by:** Thomas G.

NEXT MEETING

- **Date:** Thursday, January 22, 2026
- **Time:** 2:00PM EST
- **Location:** Village Hall
- **Invited Guests:** Future Environmental Services Manager

Minutes approved by:

Date: Feb 18 2026

Date: Feb 18 2026

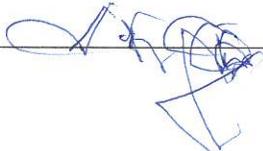
Resident Name:

Heather McCormack

Administrator Name:

Morgan Geast

Resident Signature:



Administrator Signature:

Morgan Geast