

Chester Village Long Term Care

RESIDENTS' COUNCIL MEETING MINUTES

Date: Thursday, July 16th 2026

Time: 2:15PM

Location: Village Hall

Resident's Councils Representatives:

Heather McCormack (Resident Council Representative)

Thomas Gilmore (Second Representative)

Resident Council Assistant:

Bethesda Galindez (Activation Manager)

Approved Guest(s):

Activation Aide(s) to support meeting and a management personnel. Layla G., Office Manager

Residents in Attendance: Charles F. (Virtual), Diane R.(Virtual), Darlene M., Elaine A., Heather M., Leonardo D., Lin Fah C., Man-Yee K., Marlene C., Michael B., Thomas G., William D.

CALL TO ORDER: WELCOME, ADOPTION OF AGENDA

Call to Order: 2:15PM

By: Bethesda G.

OARC Opening Guidelines

Read By: Bethesda G.

Chester Village Long Term Care

Review of Previously Approved & Business Arising from Previous Minutes

At the June 26, 2026, Resident Council meeting, residents reviewed Residents' Bill of Rights #22-24, focusing on the right to designate a contact person for transfers or hospitalizations, the right to receive care that promotes independence, and the right to be free from restraints except as permitted by legislation. The Food Committee reported on discussions regarding the Fall/Winter 2026-2027 menu, while no Jade Home Area meeting was held during the month. Residents were introduced to Linda, the new Staff Educator, who reviewed her role in staff education and orientation, as well as the home's complaint and concern process. Updates were also provided on upcoming recreational activities, including the Kew Beach outing, Strawberry Social, seasonal celebrations, and plans for Chesterbana 2026. Residents shared positive feedback about fresh seasonal fruit offerings and were introduced to a new social engagement robot designed to support recreation and resident engagement. Environmental updates included scheduled exterior window cleaning in response to a previous Resident Council request. Overall, residents expressed appreciation for the programming updates and did not raise any concerns during the meeting.

Approved by: Heather M.

REGULAR BUSINESS

Agenda and/or Business Arising

- Resident Bills of Rights Review
- Meet & Greet with Layla G., Office Manager
- Home Update and Discussion

Chester Village Long Term Care

Residents' Bill of Rights Review

Previously reviewed Residents' Bill of Rights #22-24

Read by: Bethesda G.

25. Treatment and Care

"Every resident has the right to be informed of their medical condition and any proposed treatment, to give or refuse consent to treatment, and to participate fully in decision-making regarding their care."

26. Personal Health Information

"Every resident has the right to have their personal health information kept confidential in accordance with the law and to have access to their personal records."

27. Complaints and Concerns

"Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to staff, government officials, Residents' Council, Family Council, or any other person, without fear of interference, coercion, discrimination, or reprisal."

Subcommittee Reports

I. Jade Home Area:

No meeting was held for the Jade Home Area in July 2026.

II. Food Committee:

- a. Forks continue to be replaced with the new brand.
- b. A new lettuce leaf product has replaced romaine lettuce due to concerns about excessive white stalks being noted in multiple residents' salads.
- c. A new pork chop product was ordered and has been well received by residents.
- d. Residents had no concerns during the July meeting.
- e. The Chesterbana menu was discussed and confirmed for August.
- f. Residents requested that watermelon be served more frequently during the summer months. Watermelon offerings will be increased in the rotation when "fresh melon" appears on the menu.

Chester Village Long Term Care

Home Updates and Discussion

Meet & Greet

Layla introduced herself as Chester Village's Office Manager and provided an overview of her responsibilities. Her role includes managing resident trust accounts, monthly accommodation billing, trust statements, and payments to vendors such as the hair salon, foot care providers, and the Tuck Shop. She also oversees payroll, provides IT support, supervises reception services, assists with Human Resources functions, and manages the resident portal. Layla has worked at Chester Village for approximately eight years and encouraged residents to visit her office with any questions or concerns.

Layla explained that residents can access banking services through her office between 2:00 p.m. and 4:00 p.m. daily on weekdays. During these hours, residents may withdraw funds from their trust accounts for shopping trips, personal expenses, and activities. Trust accounts operate similarly to a debit account, meaning residents can only spend the funds that have been deposited into the account. There are no overdrafts, negative balances, or monthly service fees associated with trust accounts. Funds from these accounts can be used to pay for services such as hair appointments, foot care, Dinner Club outings, Tuck Shop purchases, and shopping excursions. Residents may request printed copies of their account statements at any time.

Residents were also reminded of the complaint process. Concerns should generally be raised with the Charge Nurse first, although residents may also bring concerns directly to Layla. Complaints are documented and forwarded to the Director of Care when appropriate. Residents can expect a response within ten days, and information about the Ministry Action Line is provided should additional support or follow-up be required. Layla emphasized that residents should feel comfortable seeking assistance and asking questions whenever needed.

Chester Village Long Term Care

Infection Control Update

The active outbreak remains confined to the 2nd Floor, where affected residents continue to be isolated and families have been notified. Residents may leave isolation and move between floors only once symptoms have fully resolved and appropriate precautions are in place. To support infection prevention efforts, programs on the 2nd Floor have been modified or cancelled. In addition, poor air quality caused by northern wildfires has resulted in the cancellation of garden visits, recommendations for residents to remain indoors, and encouragement to wear masks when outside. Staff will continue to monitor the situation closely and provide updates as needed.

Activation

The Activation Manager provided several updates, including the continuation of the Social Robot Pilot Program for an additional two months. One robot is currently located in Jade and another in Topaz; however, technical issues have delayed residents' ability to use the robots. Residents will have the opportunity to name the robots through a voting process.

Recent and upcoming bus trips include visits to Kew Beach, Rosetta McClain Gardens (which was rescheduled due to rain), and a planned trip to the Toronto Zoo in September or October. Zoo admission is expected to cost approximately \$20 per person, while transportation will be covered by Chester Village. Residents also expressed a preference for a trip to the mall in September 2026, as they would like the opportunity to purchase personal items. This request was noted, and arrangements will be made to accommodate it.

Lastly, Residents were also informed about Wheels on the Danforth and that Chester Village will celebrate its 20th Year anniversary this fall, with more details about the celebration to be announced.

Resident Discussion(s):

A resident inquired about a fall fair idea like the Royal Winter Fair. Bethesda will explore available events and consider incorporating a fall fair-themed activity into future recreation programming.

The Council also explored ways to support local food banks through fundraising and food collection initiatives. Members agreed that hosting a Resident Council booth and food drive during the Christmas Bazaar would likely be more successful at collecting donations.

Chester Village Long Term Care

ADJOURNMENT

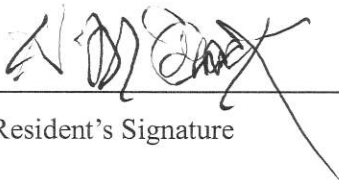
- **Time:** 3:15PM
- **Adjourned by:** Bethesda G.
- **Seconded by:** Heather M.

NEXT MEETING

- **Date:** Thursday, August 27th, 2026
- **Time:** 2:15pm
- **Location:** Village Hall
- **Invited Guests:** Open Floor.

MINUTES APPROVED BY

Heather McCormark, Resident's Council First Representative

X 

Resident's Signature

Date: August 27th 2026

Morgan Geast, Administrator



Administrator's Signature

Date: August 27th 2026