

Chester Village Long Term Care

RESIDENTS' COUNCIL MEETING MINUTES

Date: Thursday, August 27th 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 management personnel. Caden Kawenski-Laita (Food Service Manager)

Residents in Attendance:

Agnes A., Charles F., Derek H., Diane R., Earl P., Elaine A., Emmanuel D., Heather M., James A., John L., Kathleen W., Man-Yee K., Marlene C., Michael B., and Thomas G.

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

On July 16, 2026, Resident Council meeting, residents reviewed Residents' Bill of Rights #25-27, which focused on treatment and care decisions, confidentiality of personal health information, and the right to raise complaints and concerns without fear of reprisal. The Food Committee reported positive feedback on a new pork chop product, updates to salad ingredients, continued replacement of forks, and plans to increase watermelon offerings during the summer. Residents also met Layla G., Office Manager, who provided information about resident trust accounts, banking services, billing, and the home's complaint process. An infection control update noted that an outbreak remained confined to the 2nd Floor and that poor air quality from northern wildfires had resulted in restrictions on outdoor activities. Recreation updates included the extension of the Social Robot Pilot Program, upcoming outings to the Toronto Zoo and local shopping destinations, and plans for Chester Village's 20th anniversary celebrations. Residents suggested exploring a fall fair-themed activity and discussed supporting local food banks through a donation drive at the Christmas Bazaar. No major concerns were raised, and the meeting concluded at 3:15 PM.

Approved by: Heather M.

REGULAR BUSINESS

Agenda and/or Business Arising

- Resident Bills of Rights Review
- Food Council
- Food Menu Planning and Calendar Planning
- Resident Satisfaction Survey
- Home Update and Discussion
- Arising Business and/or Resident Discussion(s)

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Residents' Bill of Rights Review

Previously reviewed Residents' Bill of Rights #25-27

Read by: Bethesda G.

28. Participation in Residents' Council

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

29. Raising Concerns and Recommending Changes

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

The Residents' Bill of Rights review has been completed and will be reviewed again in 2027.

Subcommittee Reports

I. Jade Home Area:

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

II. Food Committee:

- a. The Food Council portion of the meeting for August 27th, 2026, reviewed several completed actions from the previous committee meeting in July 2026.
- b. Residents responded positively to the Chester Village special dinner for Chesterbana, which featured jerk chicken, rice and beans, creamy coleslaw, and fresh mango.
- c. Several menu improvements were also implemented, including replacing some sausage items with pork chops to help reduce sodium intake and switching from romaine lettuce to a lettuce leaf variety to improve salad quality. In response to resident feedback, watermelon is now served whenever diced melon appears on the menu during the summer months, and higher-quality forks are being introduced to replace damaged utensils, particularly on the second floor.

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- d. Looking ahead, there will be no large Food Committee meeting in September 2026. Instead, menu planning sessions will be held in each home area, giving residents the opportunity to suggest fall and winter menu items, discuss concerns, and provide direct feedback.
- e. Residents requested that corn on the cob be added to future menus, along with more meat in spaghetti sauce and the addition of meatballs with pasta as a regular menu option.
- f. Residents noted that some pasta and lasagna dishes contain too much tomato sauce and not enough meat or cheese.

Home Updates and Discussion

Meet & Greet

Caden Kawenski-Laita introduced herself to the Residents' Council as the Food Service Manager. She currently oversees two Food Service Supervisors and manages the dietary aides and cooks. In addition, she is responsible for menu planning, food ordering, and the overall food service operation at Chester Village, including meals, snacks, and nutritional services.

Resident Satisfaction Survey Review

- a. Bethesda reviewed the 2026 Resident Experience Survey with residents to gather feedback prior to finalizing the questionnaire. Overall, residents felt the survey was comprehensive and met their expectations.
- b. Within the Respect and Privacy section, residents raised concerns that staff often knock and enter resident rooms too quickly, without allowing sufficient time for a response. As a result, residents recommended adding a survey question that evaluates whether staff provide an appropriate pause between knocking and entering.
- c. No significant concerns were identified regarding Care Provision, including involvement in care decisions, respect for cultural beliefs, or access to specialized services such as dental, eye, foot care, and salon services.
- d. Residents also reviewed the Recreation and Spiritual Support section and were informed of the home's extensive spiritual care offerings. These include church services, Bible studies, memorial services, hymn sings, Catholic Mass and rosary services, the Prayer

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Friends volunteer program, and Chinese/Cantonese ministry services. The home continues to support a variety of cultural and spiritual observances, including Ramadan, Diwali, Hanukkah, and Kwanzaa.

- e. In the Food and Dining section, residents suggested strengthening survey questions related to portion consistency, food delivery timing, and food temperature.
- f. No concerns were raised regarding the Home Environment section, which covers cleanliness, temperature comfort, and laundry services.
- g. The Communication section continues to assess residents' understanding of complaint processes, receipt of health updates, staff communication skills, and whether residents feel heard by staff.

Activation

- a. Bethesda shared upcoming events planned for September 2026 like Grandparents Day with Vivianna, Labour Day with Emilio in the Garden, and our Annual Corn Roast. In addition, a complimentary end-of-summer BBQ is also planned for residents, families, visitors, volunteers, and staff. Residents' Council Week will feature additional activities for residents to enjoy. Residents were also reminded of the Scarborough Southwest election. A voting station will be available in the chapel, and residents were encouraged to exercise their right to vote.
- b. Our first hosted Long-Term Community Engagement Day will take place on Friday, September 18th. Doors will open at 1:30 PM, and the ceremony will begin at 2:15 PM. This event will feature a Social Tea theme and provide an opportunity to engage Residents with our valued community partners.
- c. Bethesda announced that an anonymous donation has funded six Concerts in Care performances for residents. One performance has already taken place, with five additional performances scheduled later this year.
- d. As mentioned, meetings in the Home Areas will be held with Caden, Food Service Manager, and Bethesda, Activation Manager, to discuss both menu and activity calendar planning. These collaborative discussions will take place in each home area to gather resident feedback and ensure menus and programming reflect residents' preferences and interests.

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- e. Chester Village is also preparing to celebrate the 20th year anniversary of the current building. A fun fact shared during the meeting was that two current residents also lived in the original Chester Village building on Broadview Avenue, making this milestone especially meaningful for the community.
- f. A resident provided positive feedback regarding the recreation and entertainment programming at Chester Village. He specifically praised the entertainment offerings, the Chesterbana, and the variety of recreational opportunities available.

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Business Arising and/or Resident Discussion(s):

Delayed Meal Services:

Residents have requested clarification regarding the current meal service schedule, including the designated start and end times for meal and beverage service. Members of the Residents' Council (RC) expressed delays in beverage and meal service, particularly during dinner. Several residents reported that service often begins later than the expected 5:00 p.m. start time.

Reply Attached to Minutes.

Residents' Bill of Rights References (#1, #17):

Members of the Residents' Council (RC) shared experiences that staff do not always allow sufficient time for residents to respond and participate in interactions at their own pace, including entering resident rooms immediately after knocking and allowing residents sufficient time to give or receive items independently.

Reply Attached to Minutes.

Meal service organization and food temperature:

Members of the Residents' Council (RC) have shared experiences that residents sitting further from the servery often receive their meals last and sometimes arrive cold. In addition, residents receiving tray service in their rooms have reported that meals frequently arrive cold and that assistance are often limited after the meal has been delivered. RC is seeking clarification regarding meal temperature management, the tray service process and support.

Reply Attached to Minutes.

Portion Sizes

Members of the Residents' Council (RC) are seeking clarification on the snack or dessert service process and any measures that can be taken to promote consistency in portioning and food preparation as they are not always provided consistently, noting, as an example, that some bowls may be filled with fruit while others contain only a few pieces. Residents have requested fruit and other snacks that require dicing be prepared in a consistent size to support a uniform texture and eating experience.

Reply Attached to Minutes.

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ADJOURNMENT

- **Time:** 3:00PM
- **Adjourned by:** Bethesda G.
- **Seconded by:** Heather M.

NEXT MEETING

- **Date:** September 14th 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: September 8th 2026

Morgan Geast, Administrator



Administrator's Signature

Date: September 9th 2026

Resident Satisfaction Survey 2026

From Morgan Geast <morgan@chestervillage.ca>
Date Mon 2026-08-24 15:17
To Bethesda Galindez <Bethesda@chestervillage.ca>
Cc Cynthia Marinelli <cynthia@chestervillage.ca>

 1 attachment (216 KB)

Chester Village Resident Experience Survey 2026 - Draft.pdf;

Hi Bethesda,

Please see attached Resident Satisfaction Survey 2026 Draft and share the email below at your next Residents' Council Meeting.

Dear Resident Council Members~

It is that time of year again when we will soon begin distributing our annual satisfaction survey. The *Fixing Long-Term Care Act, 2021* requires that Chester Village give the Residents' Council, an opportunity to offer any advice in the development or the carrying out of the survey.

This year, we will be once again completing the survey through an online service called "survey monkey" and eliminate the paper process of mailing the survey out. We will have students available to assist any residents as needed.

We always welcome your feedback on the questions themselves. Please note that the core questions in the survey cannot be changed as we are part of a larger group benchmarking and the questions must remain the same with the same scale in order to compare ourselves with our peers. *However, we are able to add an additional 5 questions specific to the home.* Please let me know if there are any additions you would like to see added to the survey.

Attached is a copy for your convenience and would appreciate a review at your next Resident Council meeting. Please forward your comments and suggestions no later than September 18th 2026.

Thank you for your continued feedback and support.

Morgan Geast

Administrator
Chester Village, 3555 Danforth Ave, Toronto, ON
416-466-2173
morgan@chestervillage.ca



Chester Village
CARE WITH DIGNITY

Resident Experience Survey 2026
We Want to Hear from You!

Note re Rating Scale:

Use "don't know" if you do not know the answer to the question. Use "not applicable" if your loved one does not use that service or the content of the question does not apply to your loved one.

Sample rating meanings:

Never= not at all **Sometimes**=occasionally **Usually**=routinely **Always**=every time

Respect and Privacy	Never	Sometimes	Usually	Always	Don't Know	Not Applicable
1. Staff treat me with respect (i.e., say hello and address me by my preferred name).						
2. Staff respect my privacy (i.e., staff knock before entering my room, close the door when providing care).						
3. I can express my concerns without fear of consequences.						
Suggestions for Improvement in Respect and Privacy						

Care Provision	Never	Sometimes	Usually	Always	Don't Know	Not Applicable
4. I receive daily care meets my needs.						
5. I am given opportunities to make decisions about my care.						
6. Staff respect my culture, beliefs and way of life (e.g., holidays, food and daily routine).						
7. I am able to access other specialists to support my wellbeing (e.g. dental services, foot care services)						
Suggestions for Improvement in Care Provision						
Recreation	Never	Sometimes	Usually	Always	Don't Know	Not Applicable
8. I like the activities provided.						
9. There are activities support my religious/ spiritual beliefs.						
10. I have access to enjoyable things to do on the weekends (e.g. visiting with family and friend, reading, church services).						

Suggestions for improvement in Recreation						
Food and Dining	Never	Sometimes	Usually	Always	Don't Know	Not Applicable
11. The overall quality of food and drinks I receive is good.						
12. There is a wide variety of food and drinks offered to me.						
14. Mealtime is well organized (i.e., meals happen on time, dining room runs smoothly)						
Suggestions for improvement in Food and Dining						
Home Environment	Never	Sometimes	Usually	Always	Don't Know	Not Applicable
15. The home is clean.						
16. The temperature in the home is comfortable.						
17. The laundry services are good (i.e., timely return of laundry, items returned in good condition etc.)						

Suggestions for Improvement in the Home Environment						
Communication	Never	Sometimes	Usually	Always	Don't Know	Not Applicable
18. I am aware of who to contact for initiating a concern/complaint.						
19. I receive updates about my health from the health care team (i.e., physician, Nurse Practitioner, staff).						
20. The health care team explains things to me in a way that I can understand.						
21. Staff listen to me. (i.e., let me finish My thoughts without interrupting, follow through on my requests)						
Suggestions for Improvement in Communication						

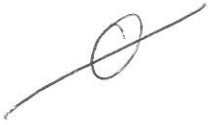
Overall Rating	Poor	Fair	Good	Very Good	Excellent	Don't Know
22. How would you rate our home overall.						
Recommendation	Definitely No	Probably No	Probably Yes	Definitely Yes	Don't Know	
23. I would recommend Chester Village to a family member or friend needing long term care.						

What are a few things you like about living at Chester Village?

- a) _____
- b) _____
- c) _____

Thank you for completing our survey!

RESIDENTS' COUNCIL ACTION FORM

Date of Concern: August 27 th , 2026	
Department of Concern: Administrator and/or designate	
Concern Taken By: Bethesda Galindez (Resident Council Assistant)	
Resident Review and Approval: 6 Residents Voted to Action	
Date: August 27 th , 2026	
Explanation of Comments/Concerns/Inquiries/Requests:	
Residents' Bill of Rights Reference (#1, #17): Members of the Residents' Council (RC) shared experiences that staff do not always allow sufficient time for residents to respond and participate in interactions at their own pace, including entering resident rooms immediately after knocking and allowing residents sufficient time to give or receive items independently.	
Response from Department Head (must be completed within 7 days):	
	
Department Head Signature:	Date:
Forward to Administrator by: Friday, September 4 th 2026	
Administrator's Comments: Thank you for bring this forward. Staff will be reminding staff at upcoming staff department meetings about the importance of allowing residents enough time to respond to knocks and/or questions. This topic will also be included in Coach's Corner discussions and we will explore opportunities to reinforce these expectations through staff training and inservice sessions.	
Concern Resolved:	☐ Yes ☐ No and/or Needs additional Follow Up
Administrator's Signature:	Date:
Copies to: ☐ Administrator ☐ Resident's Council Member(s) ☐ Department Head(s)	

RESIDENTS' COUNCIL ACTION FORM

Date of Concern: August 27th, 2026

Department of Concern: All Departments

Concern Taken By: Bethesda Galindez (Resident Council Assistant)

Resident Review and Approval: 8 Residents Voted to Action

Date: August 27th, 2026

Explanation of Comments/Concerns/Inquiries/Requests:

Comments and Compliments:

Residents' Council wanted to share positive feedback regarding recent improvements in food quality. Residents also expressed appreciation for the children's visits, entertainment programs, and Chesterbana activities. In addition, residents noted satisfaction with the overall cleanliness of the home.

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

No response needed.

Department Head Signature:

Date:

Forward to Administrator by: Friday, September 4th 2026

No response needed.

Concern Resolved: Yes No N/A

Administrator's Signature:

C. Marunelli

Date:

September 4, 2026

Copies to: Administrator

Resident's Council Member(s)

Department Head(s)

[Handwritten signatures]

RESIDENTS' COUNCIL ACTION FORM

Date of Concern: August 27 th , 2026	
Department of Concern: Nursing * <i>Dietary</i>	
Concern Taken By: Bethesda Galindez (Resident Council Assistant)	
Resident Review and Approval: 6 Residents Voted to Action	
Date: August 27 th , 2026	
Explanation of Comments/Concerns/Inquiries/Requests:	
Delayed Meal Services: Residents have requested clarification regarding the current meal service schedule, including the designated start and end times for meal and beverage service. Members of the Residents' Council (RC) expressed delays in beverage and meal service, particularly during dinner. Several residents reported that service often begins later than the expected 5:00 p.m. start time.	
Response from Department Head (must be completed within 7 days):	
Meal Service Schedule: Breakfast start 8:30 am Lunch start 12 noon Dinner start 5pm There is no official "end" time. The end of service will be when all residents have been offered the meal in full, along with dessert and beverages. PSW * Dietary staff will be approached for discussion as to reasons for meal service being late so that it can be addressed by mgmt.	
Department Head Signature: <i>[Signature]</i>	Date: <i>Sept 4, 2026</i>
Forward to Administrator by: Friday, September 4 th 2026	
Administrator's Comments: <i>Overall, we feel meal times are adhered to quite well. There may be occasional reasons why it may be late (ie. emergencies or staff late due to replacement, etc.)</i> <i>I strongly encourage residents who feel this happens regularly to bring specifics forward (home area/date/time) so it can be reviewed further.</i>	
Concern Resolved: ☐ Yes ☐ No and/or Needs additional Follow Up	
Administrator's Signature: <i>[Signature]</i>	Date: <i>Sept 4, 2026</i>
Copies to: ☐ Administrator ☐ Resident's Council Member(s) ☐ Department Head(s)	

RESIDENTS' COUNCIL ACTION FORM

Date of Concern: August 27 th , 2026			
Department of Concern: Nursing and Dietary			
Concern Taken By: Bethesda Galindez (Resident Council Assistant)			
Resident Review and Approval: 5 Residents Voted to Action			
Date: August 27 th , 2026			
Explanation of Comments/Concerns/Inquiries/Requests:			
Meal service organization and food temperature: Members of the Residents' Council (RC) have shared experiences that residents sitting further from the servery often receive their meals last and sometimes arrive cold. In addition, residents receiving tray service in their rooms have reported that meals frequently arrive cold and that assistance are often limited after the meal has been delivered. RC is seeking clarification regarding meal temperature management, the tray service process and support.			
Response from Department Head (must be completed within 7 days):			
We will ask the RSW lead and staff to remind about the table rotation when serving meals. This will also be included in the departmental meeting.			
Department Head Signature: <i>Jenise</i>		Date: <i>Sept 3, 2026</i>	
Forward to Administrator by: <i>Friday, September 4th 2026</i>			
Administrator's Comments: <i>Residents should know that we follow a "table rotation" schedule for meal service so that the same tables are not always served first or last. If they feel it is not being followed, it is best to raise the concern to the unit nurse or nurse manager so it can be addressed properly at time. Cynthia Marinelli, CEO</i>			
Concern Resolved: ☒ Yes		☐ No and/or Needs additional Follow Up	
Administrator's Signature: <i>C. Marinelli</i>		Date: <i>September 4, 2026</i>	
Copies to:	Administrator	Resident's Council Member(s)	Department Head(s)