

St. Andrew's Centre

September 2020

From the Office of the Chief Operating Officer

September Greetings!!

It is difficult news that at the time of writing this message there are currently 11 different seniors' residences in Edmonton on outbreak measures. I continue to feel extremely grateful for all the effort that everyone who both works and resides at St. Andrew's Centre has taken to help keep our community safe and well. With the flu season around the corner I urge everyone to continue to protect themselves both in and outside of the Centre. With September brings the start of school for grandchildren and great grandchildren along with extracurricular activities and perhaps some parents may return to work after being away from job sites. When having or joining our beloved families and friends for visits, we must take extra diligence to ensure that cohorts are maintained, and everyone's health is well. I implore everyone within our Centre that if you feel unwell in even the tiniest of way, that is not related to a known previous diagnosed health condition, please self-isolate to protect the risk of exposure to others in our community. It will become difficult over the fall and winter season to decipher when one feels unwell if they have the common cold, flu or Covid 19. Tenants, staff and visitors all have the personal responsibility to remain vigilant regarding our personal health and wellness and to not potentially place others at risk if there are unknown factors with how we feel on a daily bases.

We have seen a lot of reports lately in the media and from our Chief Medical Officer of Health regarding the stigmatism surrounding people in the community who are diagnosed with COVID 19 and for those who are affected by these diagnosis's. It is unfortunate that labels are given to people who are stricken with this virus as many are innocent victims who have faced unknown exposure without meaning to place themselves in harm's way.

Unfortunately, I am sad to report that some of our residents have been impacted by similar occurrences in our facility as well. Although we have not had any positive COVID 19 cases that we are aware of in our Centre, we are learning of incidences of verbal assaults regarding "rule violations" and "perceived information" in resident to resident confrontations.

I am reminding everyone who lives, works, and visits our facility that the resolutions of violations are an operations issue. If you believe that there is a violation, please report to the main office or security for investigation and follow-up. While I can empathize with everyone having concerns regarding a perceived violation and the desire to act you need to **first ask yourself some important questions:**

- Do you have all the facts? Or are you making an assumption? Is it just your personal opinion?
- Is it necessary or dire for the health and safety of you, other residents, and the community at **THIS VERY MOMENT** that this matter is addressed by **you**?
- Are you approaching in a kind-hearted manner?

As always, the entire staff of St. Andrew's is working diligently to keep our community safe and well! We will regularly evaluate our communities' risk and support individual needs as

required. We are open to suggestions, feedback and concerns and invite you to speak to the main office or to write any of these items down and put in our suggestion boxes with your name or anonymously.

St. Andrew's Centre recently received a letter that was delivered to our MLA's office regarding some community concerns on behalf of the "Residents of St. Andrew's Centre". We will publish this anonymous letter in the exact format that we have received the letter in this month's newsletter and address its concerns in conjunction with the St. Andrew's Board. St. Andrew's Management and the Board operate as a transparent entity to uphold our mission, vision, and values. I am proud to say that all board members and staff maintain a valued and trusted relationship committed to servant leadership from the betterment of our community.

Wishing you all the very best. Enjoy the beauty of the Fall season and the magic it brings,

Wanda Beaudoin
Chief Operating Officer

Labor Day Holiday~ September 7th, 2020

Please note, our main office will be closed on September 7th, 2020, Labor Day Holiday. As always, security will be on site if you require assistance.

Grandparents Day~ Sunday Sept.13, 2020

Please join us in the atrium at 1:30pm on **Monday September 14, 2020** as the staff of St. Andrew's hand out ice cream treats to help celebrate Grandparents Day. All Residents are invited to attend. We ask that as you are waiting to receive your treat that you maintain physical distancing guidance and ensure that your hands are sanitized for everyone's safety. Mask are strongly encouraged as an added protection measure while you are visiting and/or waiting to get your treat.

Garden Café Seating

The Centre has added 3 additional tables in the Garden Café with 2 people seating. These tables are designated for tenants living in the same household who share a living space so that they may continue to dine together. We kindly ask all residents to respect this space and not to remove the chairs from this table. Please do not sit at these tables if you are a single diner. I thank you in advance for your cooperation regarding this matter.

Resident Health Screening

We continue to follow the direction of AHS, for the safety of our population, that residents physically leaving the facility must be screened upon returning. Please proceed to the main lobby screening station upon returning from all outings.

Thank you for your cooperation and understanding.

Suite Inspections

Wanda and Joe want to express their gratitude for the cooperation from all residents while conducting the annual suite inspections. All inspections are complete, and we are happy to report that no major issues have been found.

During suite inspections it has been noted that many tenants have garbage cans for general household waste without a lid for the can. The Centre strongly encourages all tenants to use covered garbage cans to control odor and to control the accumulation of fruit flies. Another area of note is to please remove empty pop cans, juice containers, liquor bottles, etc. in a timely fashion from suite storage areas to reduce the occurrence of pests. If you do not wish to return these items to a depot yourself, please place them into the appropriate containers located on the main floor of our building for disposal.

Another area of concern are balconies. Please remember that as per the rules and regulations of the Centre, tenants must not hang any items out of windows and balconies or over balcony rails. These items are considered a hazard and potentially violate the safety and welfare of others. We kindly ask that you remove hanging items such as flags, signs, etc. If you have flowerpots hanging on the outside of your railings these should be placed on the inside portion of your Balcony.

Garbage Concerns

Please be aware that it is the **tenant's responsibility** to ensure that garbage is disposed of in a timely manner from their suite. If you require assistance with garbage removal, please contact Tess in hospitality services at 587-525-8714 and she will discuss applicable fees. The Centre will assist tenants on isolation with garbage removal during their 14-day isolation period when the main office is called, and a request issued. We kindly ask that garbage is securely sealed prior to pick up for the health and safety of our staff.

Library Re-Opening- September 2nd, 2020

We have successfully completed a risk review and have developed a process to re-open the library for use of our residents.

With the assistance of dedicated resident volunteers, the library will be accessible Wednesdays and Fridays from the hours of 1pm-3pm. Dates and times will be re-evaluated as needed.

Guidelines for use of the library will be as follows:

- Only 2 users plus 1 volunteer are allowed in the library at a time due to the size restriction.
- Users of the library will be required to wear a mask and sanitize their hands upon entrance and exit of the library.
- Users of the library must feel well at time of visit to the library.
- Avoid touching items unnecessarily.
- When returning library books users must deposit the books into the holding bin area (these books will be sanitized prior to be returning to the shelf after sitting untouched for a period of 48hours).

Indoor Visits

As per the memos issued to residents on July 17th and July 22nd, 2020 St. Andrew's has implemented the new SAFE ACCESS VISITATION directive of the CMOH and AHS.

All residents of St. Andrew's Centre may choose to have two (2) designated family/support visitors. Residents or their legal decision makers must call the main office to have the names of these persons added to a verification list that is used to help regulate access into the building. Visitors must be 18 years of age or older. Currently the location of all these visitations must occur in the resident's personal suite. **NO VISITS** will be allowed in common areas however guests may enter the Garden Café to purchase takeout meals/ items following the current protocol in the Centre for safe food purchases.

All visitors must enter through the main entrance lobby door and proceed to the health assessment desk. Visitors will be verified as designated/support persons, receive information packages regarding Safe Visiting Practices, Risk Exposure to COVID 19 and instructions for the safe use of personal protective equipment. Visitors will complete a comprehensive health screening, including a temperature check each time they enter the building and be instructed on proper hand sanitizing and mask protocol. Visitors refusing to follow the guidelines will not be granted access into the building. Please be aware that it is not the responsibility of St. Andrew's Centre to supply visitors with masks. Residents on isolation may still receive their designated visitors, in their suites only, wearing the appropriate PPE.

We ask that all residents and their guests use additional safety precautions for safe touching and when wearing a mask interferes with the indoor visit. A mask can be removed when a visitor is inside the resident suite if physical distancing can be maintained. Masks must be worn while the guests are always in transit to and from the suites.

All residents are strongly encouraged to do cleaning of high touch areas in their suites (e.g. door handles, light switches, etc) after a visit has occurred as an added safety measure.

We understand that it has been challenging for many residents to "pick" only two support people when you have many loved ones who wish to visit you. We encourage you to continue with outdoor visits for additional individuals you wish to visit.

The Centre will continue the responsibility of cleaning high touch areas in the facility at least three times per day.

Outdoor Visits

Outdoor visits are encouraged for residents who are not required to self-isolate and wish to spend time with loved ones not able to enter the building. Please be aware of the following protocol for outdoor visits (some perimeters have changed):

- Outdoor visits have a limit of 5 people at one time (this includes the resident)
- Visitors are no longer required to wear a mask **IF PHYSICAL DISTANCE CAN BE MAINTAINED AT ALL TIMES** However, we strongly encourage mask wearing at all times
- Visitors must remain outdoors (unless individual is a designated/support person)
- There is no age limit on visitors (minors are allowed)

- Designated outdoor visiting area is the East Front Garden Patio area of St. Andrew's Centre. Other areas may be used IF PRE-APPROVED by Centre Management
- One pet is welcome- outdoors only- if they are on a leash and under the control of their human

The Centre is currently working on a plan for a designated shared indoor visiting space when weather conditions make outdoor visits inappropriate. Details will be announced once finalized.

Off Site/ Overnight OFF-SITE Stays/ Extended Visits Away

It is not the recommendation of the CMOH that residents in congregate living leave the site for reasons other than essential services.

Should you choose to leave the site for recreational visits under 24 hours it is your personal responsibility to follow the guidelines listed below:

- Practice good hand hygiene, physically distance if possible and wear a mask to protect yourself
- Contain your visit to a cohort of 15 people or less
- Travel to destination using safe transport
- Complete the health screening upon return to the Centre (if you fail the screening you will be required to self- isolate for 14 days)

Should you leave the site for more than 24 hours under any circumstances (recreational, hospital visit, etc) you will be required to self-isolate for 14 days following your return. This applies even if you have been tested and received a negative result for COVID 19!!

If AHS confirm a case of COVID 19 in our Centre, Administration will immediately report this information to tenants, staff and loved ones via memo and our website.

On behalf of Father Andrew, St. Andrew's Parish and St. Andrew's Centre

St. Andrew's Parish will continue to serve mass from Monday to Friday in the parish at 9am for the residents of St. Andrew's Centre during the month of September. This special time is so that the Parish can partner with the Centre to help support and protect our Community during the relaunch of services in the Province. We strongly encourage our population to attend mass at these dedicated times and avoid attending evening and Sunday mass with the general parishioners to allow all celebrants the opportunity to attend mass.

Respectful Attire

A friendly reminder that if you are leaving your suite for any reason to please dress appropriately. Management has received several written and verbal complaints in the last few weeks regarding residents walking in hallways, common areas, etc in undergarments or revealing attire. I appreciate your cooperation regarding this matter.

New Security Cameras

Back in February 2020 St. Andrew's Centre contracted a security camera company to install additional cameras and upgrade our current system as an additional safety feature in our Centre. **This project is now fully completed and active.**

You may notice the cameras in place. There are cameras on every tower floor and in the annex to capture views from all angles, in the atrium, laundry room, sunroom, basement, parkades and in some outside locations. This will assist us with security in the building but help us track places or items that are vandalized, items that go missing, etc.

We hope that residents feel that this is an added value while residing at St. Andrew's Centre.

Roof Repairs

Last August long weekend 2019 the Atrium roof suffered hail damage because of a bad storm. Due to the aspect and depth of the work it was not possible to complete the repairs prior to the snow falling. The time has now come for the work to be started. You may have noticed in July that scaffolding was erected, and workers were on the roof throughout August to commence the project and will continue to be here throughout September, weather permitting. You may have noticed some noise disruption that has occur while repairs are being completed.

This company is attempting to reseal the roof to reduce/eliminate the leakage we experience when it rains, etc in the atrium as well will be replacing the panels on the South and North facing areas that have weathered and become compromised. To date the work completed is very promising showing a huge improvement in the number of leaks our Centre has experienced in the past.

Thank you in advance for your patience and cooperation while the work is being completed.

Exiting the West Parkade

It has been noted that when residents are exiting the parkade and wish to drive down the alley way towards 111ave that many people are making a sharp left-hand turn. This is a dangerous practice as the parkade wall blocks a drivers view and other drivers, pedestrians, etc may be in the alley area. I kindly remind drivers that you must circle the roundabout upon exit if you wish to enter the alley. Another option for drivers is to exit the parkade and turn right onto 112 Ave. upon reaching the top of the parkade. Thank you for your attention to this matter.

Entering and Exiting the Parkades

Please ensure that you are entering and exiting the parkades at slow speed. We have a significant amount of foot traffic inside the parkades and outside of the building.

Update from the Garden Café

With the rising cost of food, Chef Lonnie is making every effort to ensure prices in the Garden Café stay affordable so that all residents can access their favorite items.

Effective September 1st users of the Café will notice a small price increase for the facility favorite Cinnamon Buns. The price increase of 25 cents per Cinnamon Bun will help to offset the increase cost we are experiencing for baking products.

You will note a slight shift in staffing in the Garden Café and Health Assessment Desk as we adjust to accommodate staff requests starting mid- September. These changes will not affect the service offered in anyway.

PLEASE NOTE: all dinner delivery orders must be placed by 4pm to the Garden Café, there will be no exceptions. Please call 587-525-8718

News from the Maintenance Staff

Abandoned grocery carts are becoming a problem for our maintenance staff and are a health and safety issue for the Centre. We are experiencing an increased volume of shopping carts from Walmart, Safeway, etc being left in the Centre's hallways, elevator areas and the parking garage. Please be aware that it is unlawful to remove these shopping carts from the stores or parking lots of the business they belong to.

Effective September 1st carts found abandoned in our Centre will be traced back to the resident who left the cart and the tenant will be charged via invoice for removal of the cart.

Update from our Gardener

With Fall fast approaching we would like to remind gardeners that the cleanup of plants/flowers from their personal box is the responsibility of the tenant. If you are having difficulty fulfilling this obligation, please speak to Marcy or Joanna directly.

We have received complaints that some gardeners have had their produce stolen from their gardens. Please be respectful of this community. **Let's not take "the fruits of their labor"**.

PLEASE NOTE: The gardeners are not accepting drop off donations at their storage areas. Please refrain from leaving random items outside of these areas. Abandoned items will be traced back to the original owner and returned.

The Gardeners, Maintenance Crew and the Centre are not responsible to dispose of tenants unwanted/used household products and items. This is the sole responsibility of the tenant. Should you require assistance please contact the main office as some items can be picked and thrown away for a cost to the tenant if it is an appropriate item for our garbage bin. Household product waste such as cleaning products, paint, etc that is a hazard is the sole responsibility of the tenant and should be taken to the appropriate recycle center for safe disposal.

Update from Hospitality

You will notice a “STOP” sign has been placed outside of the hospitality office. This is to control the amount of public traffic into the office. Should you require assistance please ring the” NEW” doorbell and staff will be happy to assist you.

Our housekeeping services (laundry, suite cleaning and fall cleaning) are available in house and can be booked for a single visit, scheduled cleaning or on-going service. We realize some residents have outside supports normally coming into the Centre. We are not permitting any non-essential supports into the building, until further notice. Should you need some supports from our hospitality department, please contact Tess at 587-525-8714.

Update from the Main Office

Starting September 8th, the office will open again from the hours between 12-1pm Monday-Friday.

Effective immediately, we will not be making photocopies or faxing any resident documents. Moving forward, we are limiting our in-face contact and would ask for your understanding.

Recycling

For the health and safety of our staff, recycling at the Centre will remain unavailable at this time. Please put your recycling items outside the Centre in the West Parking lot or you may include them in your regular household garbage.

Information on the Monthly Testing of Generator System

As a part of our monthly building maintenance program we test the generator system to ensure it will perform as designed in the event of an emergency.

We have a regular scheduled date for the generator to be tested on the 7th of each month between 2pm-3pm.

If the 7th falls on a Friday, we defer the test to the following Monday in the event we notice problems and need to contact the appropriate technicians to fix the issue. The load tests are 60 minutes in length as directed by the Canadian Standards Association.

During this load test, one elevator will run per side on each tower. When we go from city power to generator power, the software in the elevators will take 30-45 seconds to read what is happening, this will engage the elevators to run on emergency power.

This will create an expected delay and therefore if you are in the elevator please do not panic, you are not trapped, and the elevators will proceed to the main floor when the generator resumes operations. To avoid experiencing this situation we ask that you kindly avoid using the elevator on those dates and times if possible.

Parcels/Package Deliveries/Medication Delivery

All deliveries must be received at the front screening station in the main lobby. The building is not open to the public. As we have limited staff coverage on the weekends, please schedule your deliveries from Monday to Friday from 8:00 to 4:00 p.m. You can collect said deliveries at the Main Office or at the front screening station during business hours.

West Parking Lot Update

For Residents parking at the West parking lot, please register your vehicle in the office. This will make it easier for the office to contact you in case of emergency and vandalism. A reminder to please refrain from parking in the round about area at the North side of the Centre. Thank you for your cooperation.

Maintenance Work Orders

To reduce the volume of foot traffic in the atrium and office, we would ask that you call in your work orders 587-525-8707 and speak directly to our Main Office staff, Monday through Friday. On the weekends, please call 780-452-4444 and speak with security personnel.

Wellness Cupboard and Grocery Needs

If you are finding yourself in need or require supports around obtaining some basic living needs, please connect with our office. The Wellness Cupboard is available for resident use and free of charge. If you have something you would like to share with the cupboard, we are also accepting food and household donations.

Tenant Insurance Policy Updates

We would like to thank the residents who have submitted a copy of their Tenant Insurance Policy to the office. For those who have yet to submit a copy of their insurance, please remember to do so as soon as possible. Please note, residents with Tenant Insurance policies expiring this month, please submit a copy of the renewed policy.

Absence from the Centre

A reminder to please notify the main office if you will be going away on vacation or leaving the Centre overnight and when you return. **PLEASE BE AWARE: As per current Chief Medical Officer orders if you are away from the Centre for a period of more than 24 hours you will be required to self-isolate for 14 days upon your return.** We keep our away list updated in case a Centre wide emergency should arise. In the event you are taken to hospital, we ask that you or a family member/friend notify the office ASAP. Please inform the office when you are back from the hospital.

If you are going to be away 3 weeks or longer, please come to the office to sign a consent for maintenance/office staff to gain access to your suite to monitor for water leaks, backflows and to flush toilets and run taps while you are away.

Special Touch Hair Salon

Hair salon services have resumed. All appointments must be booked in advance by calling 780-452-1105.

For the health and safety of our residents. You are required to do the following:

- Bring and wear a mask for your appointment
- Sanitize your hands prior to going to the salon and immediately following your service
- Please arrive ONLY 5 minutes prior to your appointment to ensure proper social distancing

Pharmacare / Tuck Shoppe

Please be advised that the tuck shop has not yet notified St. Andrew's Centre as to when the tuck shoppe will re-open. We realize that this may be a disappointment to many in our community however this is a decision solely at the hands of Centric Health.

Please continue to drop off your prescriptions, etc in the locked box outside the shop doors. The current medication pickup/delivery system will remain in place. We hope to have Rian return when Centric Health believes that it is a safe practice to do so. If you have any medication related inquiries, please contact them directly at 780-444-3257.

Canada Post

Canada Post has resumed daily mail service including AD mail. If you do not want to receive any flyers, please place a note in your mailbox.

For the safety of our community, please do not leave your flyers/newspapers anywhere in the common areas (e.g. tables in front of the elevators). Please dispose them directly in the garbage or in the paper bin in front of the elevators.

Resident Community Council

The RCC community has not resumed since the closure of group activity in March due to the pandemic. In normal circumstances we adjourn for the summer months and resume business in the Fall. The first meeting will be Wednesday September 16th, 2020 at 1:30pm in the Father Irwin Room. We will follow the guidelines of the CMOH for group restrictions at that time, physical distancing, hand hygiene and mask wearing for all participants. Please notify Wanda at 587-525-8708 if you wish to attend so that the meeting room may be set up appropriately.

St. Andrew's Centre Programming

It is unclear what direction the next few months will bring with the pandemic situation. This makes it particularly difficult to plan classes such as yoga, exercise, computer classes, etc. We need to stay within the guidelines of CMOH and Health Ministry as to class participants, physical distancing, etc. Please watch for posters, etc for announcement of activities. **We are actively working with Centric Health to provide the annual flu shot clinic in October.**

Effective June 1st, 2020 Update on Recreation Activities

St. Andrew's will begin the reintroduction of recreational activities following the mandates from the Alberta Health Ministry and Public Health on June 1st, 2020. Please watch out for notices.

Recreational activities for non-isolated residents are permitted and encouraged while meeting these expectations:

- Both indoor and outdoor group sizes may be no more than fifteen (15) people, including residents, staff members (and any permitted others e.g., designated essential visitor), while ensuring the space can accommodate all physical distancing requirements.
- Meet all existing physical distancing requirements of 6ft distance at all times.
- Hand sanitizing must be completed prior to starting any activity and immediately following the activity by all participants.
- It is recommended that previously cancelled activities are reintroduced incrementally (based on needs of the residents and operator).
- Higher risk activities (such as group singing, preparing food, etc.) should be avoided.
- All resident group recreational/special events are to be cancelled/ postponed if a site is in a confirmed COVID-19 outbreak or if they cannot occur while meeting the above standards.
- Moveable recreational supplies (e.g. art supplies, pool cues, playing cards etc.) may be reintroduced as long as the equipment is cleaned and disinfected before and after each use.

The computer area is now open for use. Please disinfect the area before and after use for your personal safety. Rags and disinfectant are provided in this area.

Farmers Market as an Essential Service

The farmers market has returned bi-weekly on Thursdays from **10am-12pm** (please note time change) as an essential **food only** service to our residents. The market is held in the auditorium so that vendors do not have access into the Centre. All vendors are health screened, wear masks and complete frequent hand hygiene while on site.

All residents wishing to visit the market must wear a mask and complete hand hygiene prior to entry and exit of the market. We limit the number of 6 residents allowed into the market at one time in order to maintain physical distancing. The vendors will assist customers with the purchases to avoid the handling of merchandise by the consumers.

If you are lining up for the market, always maintain physical distance of 6ft between yourself and the next person in line. Do not block the entrance/exit to the auditorium and/or the tower elevators. Entrance to the market is located by the East Tower elevators.

The next Farmers Market dates are as follows:

September 3rd and 17th

October 1st, 15th and 29th

This is a service intended for residents and staff of St. Andrew's Centre only. No indoor/outdoor guests will be permitted into the market.

City of Edmonton Mandate

Please note that effective August 1st, 2020 the City of Edmonton has issued a mandatory order for citizens to wear mask when inside a City Facility and riding public transit. Please be prepared and carry a mask with you at all times if you are using these services.

Remember that masks should be changed **frequently**. Avoid touching your mask when it is on your face and dispose of immediately if you believe that you have contaminated your mask, or it is visibly dirty. Please locate the posters displayed around the Centre for detailed instructions on how to put on and take off masks appropriately.

Please be aware that the City of Edmonton exemption cards are not applicable at our facility. All indoor visitors must wear a mask upon entry.

Animal Control



Please refrain from feeding squirrels, rabbits and pigeons. We have noticed an increase in property damage & excrement on the property. For the tenants living in the Annex this situation has become unsightly and a nuisance. If you have a bird feeder please ensure that it does not displace seeds/food from the feeder as it becomes a slip and trip hazard for those walking below.

Ongoing Construction and Retrofitting within St. Andrew's Centre

As suites become available, they will be updated and retrofitted ongoing. They often will be in different areas of our Centre. We appreciate both your understanding and patience as we update our suites. Please note that there will be noise disruptions at undetermined times.

Have something to share?

Please submit any content for the newsletter, including tidbits and stories to wanda@standrewscentre.com. All submissions must be received by September 21st, 2020 for our October newsletter. Please note, due to the large number of submissions and space limitations, not all submissions will be added to the newsletter. We reserve the right to edit all submissions.

PHONE DIRECTORY FOR ST. ANDREW'S CENTRE- Please Keep for Reference

Marilou 587 525 8707

Front Desk

For Work Orders

If you are going to be away from the Centre

Wanda 587 525 8708

Chief Operating Officer

Tess 587 525 8714

Hospitality Manager

To book Housekeeping/Laundry, Guest Suites

Meeting/Function Rooms

Garden Café 587 525 8718

To order food for delivery or inquiry about the Cafe

Melodie 587 525 8709

Finance Manager

Account Billing and Finance Questions

Patricia 587 525 8710

Accounts and Housing Administrator

Suite Questions, Internal Moves, Notice to Vacate

Move out check

Rebecca 587 525 8713

Community Development Specialist

Newsletters submissions, Questions about Centre

Programming

Security 780 452 4444

Monday to Friday 4:00pm – 8:00 am

Weekends & Statutory Holidays Available 24 hours per day

MEDICAL EMERGENCIES CALL 911

This letter was received via the office of MLA Sarah Hoffman to St. Andrews Centre and we are sharing with all residents to clarify concerns outlined below.

August 6, 2020

Edmonton Glenora Constituency Office
10996 – 124 Street
Edmonton, Alberta
T5M 0H8

CONFIDENTIAL

1/ (i) Is St. Andrew's Centre an Independent Living facility or Assisted Living also? (Congregate living means living together in large numbers). (ii) Mini Mental – why was it taken away?

2/ Should independent living residents live in the same facility as residents that require assisted living? Residents that require assistance usually ask these questions to independent living residents: Some of these questions are under-noted.

(a) Will you give me my medications this evening.? (b) Why are there so many people living in my suite; I am locking the door from the outside so they can't get out. (c) Why is money missing from my suite. I had to put a sign outside my door to tell them to stay out. (d) I need essential people to come to my suite because I need help.

“To be fair assisted living people need help” but not getting it here.

3/ When these people require extra help we cannot do it. We came here to help ourselves and we are not qualified to give assistance.....and we don't know their family.....we don't have the phone numbers of their contact person.....private information.

4/ Independent residents moving out. Many more talking about it.

5/ Office is closed for the lunch hour noon to 1:00 pm. Who calls ambulance if needed? Should a medical person be available at all times to check medications if the person does not understand what they are receiving.

6/ Since COVID-19 many assisted living residents don't obey the rules....they don't realize why they have to sanitize their hands, keep social distancing and wear a mask....they are not conscious of the reason for these rules.

7/ 14 day isolation is too long without any outside help.

Is there a solution to better assist the Assisted Living Residents who require more help than they receive from Home Care?

Hoping to hear from you in due course.

Respectfully submitted,
St. Andrew's Centre Residents

Message from St. Andrews Centre and the Governing Board of Directors

In light of the recent letter received, forwarded to the Centre and the Board of Directors from the MLA's office of Sarah Hoffman, we have prepared a joint statement to address concerns outlined in the letter.

Firstly we want all residents, staff and loved ones to know that Centre Operations Team and The Board of Directors work in joint partnership under the umbrella of full transparency to uphold the Vision, Mission and Values of St. Andrews Center while abiding all necessary government legislation/regulations, acts and standards.

The Vision, Mission and Values of St. Andrews Centre are:

Vision: St. Andrews Centre is a model for premium homes that supports seniors.

Mission: The mission of St. Andrews Centre is to provide safe housing for seniors with access to support services and social opportunities that enhance and maintain their highest level of wellness.

Values: St. Andrews Centre along with its governing board upholds these values with the Catholic context.

- **Dignity-** We respect and believe in the dignity and worth of all the Centre's people- residents, staff, and community.
- **Community-** We are more than a building with people in apartments. Our presence makes a difference.
- **Service-** We are servant-leaders, ensuring our residents are offered safe housing, warm hospitality, and social opportunities.
- **Personal Independence-** We provide services that assist our residents, staff, and community in exercising their personal independence.

St. Andrews Housing LTD is an independent senior living facility which is licensed under the Supportive Living Accommodations Licensing Act. The range of accommodations that are licensed under this Act is immense and dynamic, the terminology used may, at times, appear vague or confusing.

The eligibility for licensing includes the intent for permanent residential living where an operator also provides and/or arranges for services in order to assist residents to live as independently as possible. A license provides assurances to residents, family members, general public, stakeholders, funders and other organizations that the minimum standard of accommodation and accommodation related services have been met. A license verifies that the Operator has met the legislative requirements for a living accommodation including complying with the accommodation's standards. Operators must continue to demonstrate on a yearly basis that they are in compliance with collateral authorities, carry appropriate insurance and supply confirmation of corporate status as well as undergo the inspection process of meeting 32 listed standards with methods of compliance and evidence presented.

All inspection reports are posted online through the Government of Alberta's website and are prominently posted in a common area of the facility. St. Andrews is pleased to report that we have successfully been audited in full compliance within the Act with our license displayed on the wall in the main office.

As an organization when a new applicant requests to live at St. Andrews Centre we require a professional medical assessment from the candidate's physician as part of our process. We are fortunate that many of our tenants reside at St. Andrews Centre for many years after move-in, however, may in

time, develop health challenges or changes as an individual grows older. St. Andrews Centre prides itself on being an all-inclusive community that supports seniors to age in place in a safe, comfortable, and dignified manner. We believe that the Centre is proactive in reaching out to the appropriate personnel and working with loved ones and support agencies to assist and cultivate the potential in anyone who may experience health changes. The Centre is guided by compassion and grace while respecting an individual's right to confidentiality.

St. Andrews Centre is open to housing seniors from diverse populations in a trustworthy and ethical manner in a congregate setting. All residents, staff and visitors in our Centre are viewed as a partner in a shared responsibility to keep our community safe, to the best of their personal ability. We aim for open, timely and consistent communication between all stakeholders and operations via our monthly newsletter, memos, telephone calls, in-house posters, our website and social media avenues.

Operations and the board members believe that the Centre provides a high level of distinction in service to the community. When residents request help pertaining to specific matters, we demonstrate integrity and accountability for all our actions. Although there is a current level of unforeseen restrictions based on the pandemic, help is always accessible regardless of isolation precautions and lunchtime hours. We will continue to follow the mandates of the CMOH regarding isolation, visiting, cleaning and socialization protocol while working with individual residents with specialized requirements.

St. Andrews Centre will continue to lead by giving of ourselves in service to our residents to ensure that all have the feeling of caring, belonging and purpose. We encourage residents who have concerns to speak directly with operations managers, email through our website via info@standrewscentre.com or place letters in our suggestion boxes located by the main office and by the elevators of the East and West towers on the main floor.

Respectfully yours,



Wanda Beaudoin
Chief Operating Officer



Don Delaney
Chair of the Board of Directors