

St. Andrew's Centre

October 2020

From the Office of the Chief Operating Officer

October is a time for giving much gratitude. I am extremely thankful for many things in my life both professionally and personally. I have been gifted by the blessing of having an amazing bunch of co-workers at St. Andrews Centre that have fought diligently these last 7 months to ensure that our community remained safe, healthy and that our customer service shined. I am happy to have a chance to honor our staff at the upcoming annual staff recognition lunch. This is a special time when the Centre gets to gather and celebrate our colleagues for all the great achievements of the last year. Although it will be a different type of celebration than we normally have we will still reflect together in a physically distance manner to enjoy a short time of fellowship and felicitations.

This year we will also recognize the long-term service award recipients: Nuria in hospitality for 10 years of service, Irene in food services for 5 years of service and Tami in security for 5 years of service. I encourage everybody at the Centre to take a moment and offer your congratulations when you see these individuals next.

This is also the usual time of year that we recognize the past years dedicated resident's volunteers in the areas of greeting and monitoring. Sadly, many of our internal volunteer programs have been suspended following the best practice we can, under the CMOH orders to protect our cherished family. Although we cannot join in a shared meal, a time of reminiscence and laughs, as well as enjoy taking our annual photo we hope that you will appreciate the small delivery coming to your suites soon.

I want to acknowledge a resident who joined in the "cleaning fight" of the hospitality and administration departments since the beginning of the pandemic arriving in Alberta. Endless hours have been donated by John in the bid to assist the Centre with high touch cleaning. John has tirelessly disinfected handrails, doorknobs, etc. without accepting anything from the Centre for his service. John, on behalf of all who work, live, and visit St. Andrews I THANK YOU from the bottom of our hearts for all your efforts.

Within the new orders from the CMOH, Order 32-2020, is the ability to allow the Centre to have volunteers return to our community if we choose. As an organization we are reviewing each volunteer and program following a risk assessment guide to ensure that parameters are safe prior to reinstatement. We invite all residents and visitors to give their perspectives on the matter to form our decision. All volunteers will be educated in best practices and expectations to help keep our community well and standard guidelines will be followed and audited to ensure compliance.

We also have interest in resident led programs to recommence. I appreciate all residents that have come forward to provide leadership and learn guidance to help our community resume some normalcy. Residents can enjoy these activities again after discussion with management to ensure an understanding of program safety, physical distancing, cleaning requirements, etc. related directly to the activity. All residents will have to assess their personal risk tolerance prior to attending these activities. Only you can personally determine if you feel your personal health is at no or low risk should you decide to join.

Lastly, Thanksgiving will soon be upon us and I know that many of you will want to celebrate with your loved ones. I kindly ask you to review the memo delivered to each resident mailbox and posted on our website and Facebook on September 11th, 2020 to reacquaint yourselves with the guidelines for safe resident outings. Please remember that it is the activity itself including risk assessment, transportation measures, physical distancing/masking measures, hand hygiene, return screening, etc. that determines if isolation would be required upon return to the site. It is a difficult time as we learn of another large outbreak in a care home in the area of Millwoods in our City. We anticipate some anxiety in our community as the cold and flu season begins along with the current challenges of COVID 19. It will be problematic to differentiate between symptoms of these ailments. I plead with everyone- staff, residents, and visitors if you feel unwell please stay home. Any person exhibiting illness symptoms will be directed back to their personal suite, sent home if staff or visitors and/or denied access to the Centre. The flu vaccination event for residents and staff is on October 22, 2020 and I encourage all to attend if possible- please read the message in this newsletter for further details regarding this event. We all have a personal accountability to help our Centre stay safe and well and I thank you in advance for your cooperation.

I continue to encourage residents to call, write, email, or visit me in person should you have concerns regarding an event in our Centre you believe puts our facility at risk. We must work in partnership to resolve matters in a timely fashion, respectful of all parties involved. I am confident that most issues can be solved efficiently and in a considerate and kind manner.

Happy Thanksgiving to you all, wishing you the gifts that gratefulness will bring.

Wanda Beaudoin

Thanksgiving October 12th, 2020

Please note, our main office will be closed on October 12th, for Thanksgiving. As always, security will be on site if you require assistance.

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.

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.

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
- 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 you are expected to have an open discussion with management regarding next steps and risk. Please see the September 11th memo for further details.

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.

Recycling Concerns

Contamination happens when trash gets into the recycling bin, food or liquids soil our recyclable materials, or when you put your recyclables in plastic bags. For recyclable materials to have a second life and create new products, they must be clean and free from contaminants.

Separating trash from recycling is costly and unsustainable. To ensure your materials can be properly recycled in the future, let's get back to the basics. We are financially charged for misappropriate use of the green recycling bin on the west side of our building.

Remember these three simple rules to Recycle Right:

1. Recycle clean bottles, cans, paper, and cardboard
2. Keep food and liquid out of your recycling
3. No loose plastic bags and no bagged recyclables

It's important that only the right items, free from contamination, make their way into our recycling bin to help keep recycling, and our shared planet, sustainable.

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 October. 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. We appreciate your cooperation regarding 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

Please join the Garden Café for Chef Lonnie's Thanksgiving turkey dinner with all the trimmings. Your meal includes a dessert and beverage. Limited seating available, take away meals available. See the Café for further details.

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.

Update from Hospitality

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

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.

Update from our Gardener

Hello St. Andrew's Gardener's,

Just a note to let you know, your garden beds must be cleaned out by October 31st. We can store your tomato cages downstairs, so you can leave them in your box when you are down cleaning them out.

I think we had a successful year considering how wet it started and working with the challenges of COVID19. I know that some crops did well, and some struggled. Thank you for your patience this spring as I learned the ropes of organizing 50 community gardeners.

Next year I hope to add some compost to all the beds to keep the organic matter building each year.

I hope you enjoyed your time working in your garden. I know I enjoyed watching everything you planted. Each box was different and unique.

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.

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. 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/ Care RX

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 next meeting will be Wednesday October 21st, 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.

Animal Concerns

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.

Minutes from the RCC:

Resident Community Committee

Minutes –September 16, 2020- 1:30pm

Chair: Ellen B.

Co- Chair: Wanda

1.Call the meeting to order: 1:30pm

2.Call for additions to the agenda under new business.

3.Approval of Agenda

1st: Rita K.

2nd: Sr. Anne C.

4. Welcome and introductions

5.Attendance: Wanda (COO), Patricia (Admin – Secretary), Ellen B., Joan B., Linda B., Sr. Anne C., Louise F., Rita K., Dolores P., Pat S., Dora V., and Lorraine W.

Absent: Dolores S., Eunice W., Annette Marie W.

6.Reading/Acceptance of minutes from last meeting

1st Dolores P.

2nd Louise F.

7.Standing Agenda Items:

7.1 Food Service:

Complaints were made regarding smaller meal portions, a repetition in meals and a repetition of types of meat being served in a day. Wanda will follow up with Lonnie regarding these matters. Complaints must be reported in a timely fashion to assist with the investigation and resolution of these concerns. The Garden Café menus are sent to a dietitian yearly as per accommodation standards and cannot be adjusted once they have been approved. Menu items are only substituted if items are unavailable. A suggestion was made to share the menu approval process in the next newsletter.

The RCC would like to share their compliments to the kitchen and the kitchen staff for all their hard work during the pandemic.

7.2 Maintenance/Housekeeping:

Housekeeping is doing an excellent job at cleaning and keeping up with the sanitizing requirements. The hospitality department cleans high touch three times a day. RCC commends the hospitality department for their great rapport with the residents.

7.3 Social/Leisure Activities:

•Movie nights will begin again thanks to resident volunteers. Participants must maintain physical distance and cannot move the chairs from where they are set up. A reminder to respect physical distance or wear a mask when distance cannot be maintained during activities. Contact the main office or security after hours if participants are not following guidelines.

•The computers will reopen once a cleaning routine is established.

•It was noted that the number of chairs in the alcoves are not consistent between floors. Wanda will look into making corrections.

7.4 Security:

•A reminder that designated/support visitors are permitted to purchase meals from the Garden Café, but they must go straight to the resident's suite. Visitors are not permitted in the common areas.

•Security camera recordings are kept for 30 days.

•Steven will be moving to Victoria – his last day is September 20th. Johar, Tami and Chris will now be working fulltime positions afterhours.

8.Business arising from the last meeting:
No outstanding matters from the previous meeting.

9.New Business (suggestion box/Committee concerns):

9.1.Tenants and Mask Wearing

Residents of St. Andrew's Centre are not required to wear a mask in the Centre, but it is strongly recommended.

Concerns were brought up regarding flu season, back to school and outings bringing a risk to the Centre. The newest Chief Medical Officer of Health (CMOH) Orders effective September 17th are mandated, meaning we cannot go against what is outlined. Residents must be permitted to leave the facility and visit households/activities that are low risk.

9.2.Cat issues outside of the building

Staff have been continuously removing food and water dishes left out for the stray cats in the west parking lot. Stray cats have been digging in the garden boxes. Please refrain from leaving out food and water to deter this behavior.

9.3.Residents lining up early for supper

A complaint was left in the suggestion box regarding residents lining up at the Garden Café before dinner is served at 4:30 pm. This practice is not prohibited, however, please be mindful of physical distancing guidelines while in line.

9.4.Fire drill

Fire drills are mandated twice a year. Memos will be issued to inform residents that a fire drill will be happening, but the exact date and time will not be provided. A reminder that the new muster point is outside in the west parking lot.

9.5.Sunday Brunch issues

The Sunday Brunches are still postponed due to COVID-19. A reminder that take out is not permitted. All meals, including coffee, must be purchased prior to going through the line.

9.6.Apology

An apology was brought to the meeting on behalf of a resident regarding the letter that was written to the MLA. They conveyed that the letter should not have been signed off as "the residents of St. Andrew's Centre". The Residents' Community Committee expressed that the letter does not reflect the opinions ALL of the residents of the Centre. The Centre's management runs on complete transparency. Please bring all comments and concerns to the main office or place in the suggestion boxes.

9.7.Library Hours

A concern was brought up regarding the operating hours of the Centre's library. The library is currently open on Wednesdays and Fridays from 1pm – 3pm. There are not enough volunteers to manage the necessary cleaning and sanitization for additional hours of operation. The Centre is grateful for the volunteers who have allowed for the library to reopen.

9.8.September 11, 2020 Memo Clarification

Clarification on following segments from the September 11 memo were requested:

“High risk activities such as food preparation are to be avoided” – this relates to buffets, Residents’ Association provided meals, sharing popcorn during movies, etc.

“All residents and visitors refrain from rearranging tables and chairs...” – visitors are not permitted in common spaces at this time. Visitors may purchase meals from the Garden Café to enjoy only in the resident’s suite.

9.9.Piano Playing

Fr. Ray Guimmond is a designated support visitor and has been given permission to enter the Centre and play the piano for the residents. The hours of piano playing have been set as per previous discussions. Singing is categorized as a high-risk activity by the CMOH. Residents gathering around the piano must remember to physical distance and refrain from singing.

9.10.Mass Hours

Residents only mass at St. Andrew’s Parish is held Monday – Friday at 9am. Weekday evenings, Saturday and Sunday masses are meant for outside parishioners. Fr. Andrew respectfully asks residents to not attend these mass times to leave spots available for those parishioners. However, residents will not be turned away should they decide to attend.

10.Administration Sharing:

10.1 September 17th changes to CMOH orders

Please review the memo provided in the mailboxes regarding the changes that will be effective on September 17th.

10.2 Main Office hour changes

The main office will remain open from 12pm – 1pm.

10.3 Resident block party

A resident block party will be held in October. Please lookout for further details posted throughout the Centre. PLEASE NOTE THERE HAS BEEN A DATE CHANGE TO NOVEMBER

10.4 Flu shots – October 22nd, 2020

Flu shots will be given in the auditorium on October 22nd, 2020. Forms are available in the office and must be filled out prior to this day. Vaccinations will be first come first serve.

10.5 Return regarding recreation

The Residents’ Association has not approached the Centre regarding the return of recreational activities they normally run. The Centre will be slowing bringing back volunteers and events such as chair yoga, Education, etc after risk assessment are completed.

10.6 Pharmacare Tuck Shoppe

Pharmacare was bought out by CareRx and will be rebranding. Reopening date of the Tuck Shoppe is still uncertain.

Meeting Adjourned at 3:10pm. Next meeting: Wednesday Oct.21st, 2020 at 1:30pm in the Fr Irwin Room (Reception Room).

St. Andrew's Centre Programming & Events

Golden Fitness:

Golden Fitness Class: taught by resident Judy on Tuesdays at 10am and Fridays at 2pm. These classes are sign up only and limited to 15 participants. If you have missed signing up, please check with Judy just prior to the class start times, as spots may become available.

Chair Yoga:

Namaste all. Andrea is once again offering her chair yoga classes on Thursdays at 10:45am. This class is limited to 15 participants and will be held in the games room. You must sign up in advance.

Influenza Clinic:

October 22nd we will host Care RX (formally Pharmicare) in the auditorium from 9-3 PM. You must fill out the required one-page document by the 16th of October and hand it into the main office. The clinic is first come, first served. Each person entering the clinic will require a health screening and must wear a mask.

Please adhere to all physical distancing requirements. This is open to all residents and staff.

CRIB: Mondays at 6:30 pm

WHIST: Wednesdays @6pm (begins on the 7th)

BRIDGE: Thursdays @6pm (begins on the 8th)

SHUFFLEBOARD: Mondays and Thursdays @2pm

MOVIE NIGHT: Every Friday@7pm

***Please note these programs or activities may be cancelled without notice given the worldwide pandemic.**

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.

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 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:

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.

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.

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.

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 rebecca@standrewscentre.com. All submissions must be received by October 21st, 2020 for our November 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