

St. Andrew's Centre

November 2020

From the Office of the Chief Operating Officer

I want to thank residents, loved ones, staff and external partners for your continued support and feedback as we continue to manage the realities of the COVID-19 pandemic. I feel that I can speak for everyone when I state that the cooperation of all who live, work, and visit our Centre have assisted us in keeping our beloved community safe and healthy. Despite the many challenges, what has not changed is our unwavering dedication to provide safe housing for seniors with access to support services that enhance and maintain their highest level of wellness.

With the potential of a second wave, I would like to reassure you that we have outbreak plans in place and are continuously learning and adapting as an organization in consultation with our health authority partners and public health. In the event of an outbreak, contingency plans are in place in each of our departments that account for a variety of situations. This includes changes to dining, recreation, visitation, cleaning/laundry services, screening requirements and so on. Staffing plans have also been developed should we be in the unfortunate situation of having some, or many, of our employees not able to attend work due to COVID-19 illnesses. Staff training in October focused on best practice information in the areas of infection control, personal protection equipment use, hand washing and outbreak management.

On Oct.26, 2020 the Centre received a memo from the CMOH expressing concerns of the rising COVID 19 case numbers in the Edmonton Zone. We have seen many congregate living sites stricken with the entry of the virus into their populations. It is easy for us all to grow weary of the changes and restrictions the pandemic has brought to our community this past year. We must continue to respect this crisis. This requires us to review our personal risk of exposure in all activities we participate in both inside and outside our community. I kindly remind all designated visitors to stay at home if unwell or if your personal risk becomes high to exposure that could be passed on to your loved ones. I encourage residents and designated visitors to evaluate the nature and number of physically present visits to help limit the amount of people entering our building.

As an organization we make every attempt to limit the number of service workers, contractors, etc. that enter our building to reduce the risk of unknown virus transmission. All service workers are accompanied by a staff member from St. Andrews to ensure that health screening is completed, PPE is worn and then escorted to the designated work area to assist in the aid of community protection.

I am pleased to announce that we had a wonderful turnout for our annual flu vaccine clinic. The Centre had over 200 residents and staff get immunized at our site and many other residents reporting in that they have received their vaccine at their doctor's office or local pharmacy's. I extend my heartfelt thanks at the care and consideration of all to protect their personal health and the wellbeing of our community.

Cooler days have arrived and along with it the snow and ice. I caution everyone to be extra diligent when entering and exiting the building particularly after a fresh snow fall or melt/freeze cycle. Although our maintenance and security team work hard to maintain clear, unobstructed and slip free pathways there is always a chance of a hidden danger on our walkways. While the focus of the year has been the pandemic, we cannot forget the daily and seasonal dangers that can alter our health. I encourage every person to educate themselves on the signs and symptoms of the flu, common cold and COVID 19, and if you feel ill in any way you must stay in your suite. At the facility if you require a service and are feeling unwell (for example-meal delivery) the staff can inform you of the protocol and assist your needs while keeping all protected.

We have developed a protocol for the allowance of “outdoor” visits indoors in the Father Irwin Room. Please see inside the newsletter for instructions and additional information. Please note that all visits in this room must be booked in advance and will be limited to a 90-minute time slot booking as per the results from our visiting survey.

November is typically a time for us to honor our Veteran’s on Remembrance Day and commemorate the Feast of St. Andrew with special celebrations. It seems surreal that with what has happened in our world that so many tributes across the nation will be altered or cancelled. I urge everyone to find a moment on these distinctive days to share their appreciation in what we have received from others sacrifices. The St. Andrew’s Day Feast traditionally marks the end of the Church year and the beginning of the Advent. Advent always begins on the Sunday closest to November 30th, with this day being the last possible day of the old Liturgical Year.

Everyone at the Centre is saddened with the knowledge we will be unable to have our annual family/friends Christmas buffet supper. Since the inception of this event there has never been a cancelation. For many of us, staff, and residents, it is our favorite event of the year when we get to extend a warm welcome to your visitors and experience all the happiness it brings to our community.

Stay tuned for announcements on internal festivities to brighten your day starting with the free resident BBQ lunch on November 4th, 2020. Although this will be done by takeout due to the restrictions on mass gatherings it will still be a time of bringing fellowship and connection within our community.

Please remember to respect physical distancing and I encourage you to wear a mask as you visit us to pick up your lunch and other “surprise “treats!

As always, my sincere thanks to you all for your continued patience, resilience, and cooperation during this unprecedented time.

Stay warm, well, and joyful,

Wanda

St. Andrew's Day is November 30th, 2020

Who Was Saint Andrew?

Andrew, Peter's Brother, and John were the first disciples to follow the Lord. With tender delicacy, the Gospel (John 1:35-42), describes their first meeting with Jesus. Andrew did not belong to the inner circle of the apostles and Peter, James, John and the evangelists narrate nothing extraordinary about him (John 6:8); however, tradition exalts his great love of the Cross and the Saviour. The Church distinguishes him both in the Mass and in the Breviary. The apocryphal Acts of Andrew, mentioned by Eusebius, Epiphanius and others, is among a disparate group of Acts of the Apostles, within which, the story of Saint Andrew's martyrdom is explained. The pagan judge exhorted Andrew to sacrifice to the gods, to which he replied, "I sacrifice daily to the almighty God, the one and true God. Not the flesh of oxen and the blood of goats do I offer, but the unspotted Lamb upon the altar. All the faithful partake of His flesh, yet the Lamb remains unharmed and living." Angered by Andrew's reply, Aegeas commanded him to be thrown into prison. With little difficulty, the people would have freed him, but Andrew calmed the mob and asked them to desist as he was ardently awaiting the crown of martyrdom.

Andrew was led to the place of martyrdom, where he beheld the cross from a distance. He cried out "O, good Cross, so long desired and now set up for my longing soul, I confident and rejoicing come to you; exultingly receive me, a disciple of Him who hung on you". Andrew was then nailed to the cross. For two days, he hung there alive, unceasing in his proclamations of the doctrine of Christ, until he passed onto Him, whose likeness in death he had so desired. The St. Andrew's Day Feast traditionally marks the end of the Church year and the beginning of the Advent. Advent always begins on the Sunday closest to November 30th, with this day being the last possible day of the old Liturgical Year.

"St. Andrew the King

Three weeks and three days

Before Christmas Begins"

With the celebration of St. Andrew's Day, we are reminded that Christmas is right around the corner!

Office Closed- November 11th, 2020

Our main office will be closed for Remembrance Day, November 11th, 2020. As always, security will be on site and available 24/7. Thank you.

Remembrance Day

Although the celebration looks different this year, the gratitude and respect remain unchanged.

Lest We Forget

In Flanders fields the poppies blow
Between the crosses, row on row,
That mark our place, and in the sky
The larks, still bravely singing, fly
Scarce heard amid the guns below.

We are the dead. Short days ago
We lived, felt dawn, saw sunset glow,
Loved, and were loved, and now we lie
In Flanders fields.

Take up our quarrel with the foe:
To you from failing hands we throw
The torch: be yours to hold it high.
If ye break faith with us who die
We shall not sleep, though poppies grow
In Flanders fields.

The Burger Hub Block Party- Physically Distanced Our 2nd Annual “Get to know your neighbour BBQ”

November 4th
from 1130-1 pm, At the garden cafe!
Your BBQ burger lunch is on us!
Prepared in takeout containers, for enjoyment in your suite.

On the MENU:
BBQ Hamburger (trimmings included)
Coleslaw
Ice Cream
Bottled Water
Bag of surprise goodies

- Residents only.
- One lunch per person, as supplies last.
- Everyone is automatically entered into our door prize draw!

Outdoor Visiting Moving Indoors

With the arrival of cooler weather outdoor visiting will become difficult. St. Andrews Centre will allow the use of the Father Irwin Room for the purpose of outdoor visiting. Please be aware that current outdoor visiting protocol must still be followed.

1. Residents must book the room in advance of their planned visit. Due to the increase of case numbers of COVID 19 in the Edmonton Area only one resident will be allowed the use of the Father Irwin Room at a time (unless currently living with another person in the same suite). Residents may book the room by calling or visiting the main office or inquiring at the health screening desk.
2. Time slots will be scheduled for visits of 90 minutes or shorter if requested.
3. Father Irwin Room (outdoor) visits have a limit of 5 people at one time (this includes the resident)
4. Visitors are required to wear a mask upon entry into the building and check in at the health screening desk. IF PHYSICAL DISTANCE CANNOT BE MAINTAINED AT ALL TIMES DURING THE VISIT masks must be worn. All resident are encouraged to wear a mask during visiting.
5. Visitors must remain in the Father Irwin Room, unless individual is a designated/support person.
6. There is no age limit on visitors (minors are allowed but must be actively supervised)
7. No pets will be allowed to visit in the Father Irwin Room.
8. Shared outside food and drinks are not allowed. Individual portions, such as cups of coffee, tea, etc.) are allowed however physical distancing must be maintained. All residents and guest are required to clean up after themselves after room use. Centre Staff will disinfect the area between visits.

We hope this allows for more comfortable “outdoor” visiting during the fall/winter season.

Indoor Designated Visitors

As you are aware the rise in COVID 19 case numbers in the Edmonton Zone has become quite disturbing. Many residents have expressed their concerns in the escalation of risk to our internal population. As a facility we actively review our safe visiting policy to ensure that we are meeting the guidelines of the CMOH and the risk of our community. Given the increased risk of COVID 19 entering our site we have been instructed by the CMOH to review our safe visiting policy and ensure that we enforce the following measure:

- ONLY designated visitors will be allowed access within the site to visit residents. (this does not include the Father Irwin Room located in the main lobby)

We have granted lenient access in circumstances such as furniture delivery, etc these past few weeks however we can no longer support this and ask for your cooperation in postponing all non-urgent matters.

This restriction will not apply to healthcare professionals supporting a resident’s wellness with bringing in aide equipment, delivering medications, etc

Please be reminded of the following guidelines for all designated/support persons:

- Visitors must be 18 years of age or older.
- Complete health screening (including a temperature check).
- Wear a mask continuously.
- Sanitize their hands upon entry and exit.
- Visitors must only visit with the resident they are supporting and go directly to the resident's suite. Should you wish to order a meal from the Café we encourage this to be done by telephone and delivery service only at 587-525-8718.
- Designated visitors are not interchangeable to allow visitors into the Centre and a resident's suite for casual visits. Designated visitors are individuals who offer a resident consistent support in the areas of activities of daily, finance, etc. Designated visitors are asked to review their own need to be physically present to support a loved one to reduce the amount of times they enter our facility and to be accountable of the potential risk they bring entering our community.

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.

Alcove Furniture

St. Andrews Centre provides furniture in the alcoves for the enjoyment of all residents living in the Centre. Recently upon inspection of these alcove areas we have discovered that the computer chairs have been removed. We kindly request that any resident who has removed these chairs for personal use kindly return them immediately back to the appropriate alcoves. Thank you for your cooperation on this matter.

Recycling Concerns

It's very important that only the right items are put in our Green Recycling bin at the West Parking lot. There is an additional cost to the Centre when proper recycling rules are not followed. If we continue to get additional charges on our recycling bin, our only recourse is to remove the Recycling bin effective January 1, 2021. This would mean that all materials would have to be disposed in the garbage bins.

Thank you for your cooperation!

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. Trash must be placed into the garbage chute. Do not leave your trash behind.

Designated Emergency Parking

A reminder to all residents and visitors, there is NO PARKING in the emergency vehicle parking area in the front of our building.

Canada Post Mail Delivery Request

Our mail person has requested any mail that does not belong to you, be returned to the main office. There have been multiple instances of mail being pushed back through resident mailboxes and landing on the floor. We can send the mail back return to sender and our mail person comes to the office to collect undeliverable mail. We appreciate the help and support.

211 Seniors Information Line

There are many organizations in Edmonton that serve seniors. You can now call one number to be connected to programs, services, and resources in the community. Next time you have a question about resources and supports for seniors, call the Seniors Information Phone Line (211).

The 211 Information and Referral Specialist will direct callers to appropriate programs and services in the community.

If the caller requires additional support, the call will be transferred over to an outreach worker at one of several senior service agencies in Edmonton.

However, if you see someone in distress (mental health, shelter, and intoxication) call 2-1-1 and press 3 for 24/7 Crisis Division.

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.

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.



Golden Exercise – for Men and Women

Classes are going well! Capacity is limited to 15 but you can usually find an empty chair. Newcomers will not find it demanding as the program has been designed for seniors and most of the exercises can be done sitting or standing. All movements can be done according to your own speed and ability.

Where? Auditorium
When? Tuesdays at 10 am
Fridays at 2 pm.

Starting in January 2021 Tuesday and Friday sessions will take place starting at 10 am.

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.

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

We continue to offer this resident support to those who need it. If you have an unmet need, please let us know.

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 are available. All appointments must be booked 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

We have no updates about a possible opening of the Tuck Shoppe.

If you have any medication related inquiries, please contact them directly at 780-444-3257

Resident Association Updates

Due to the Covid 19 pandemic, our association was unable to have an Annual General Meeting for the period of June 1, 2019 to May 31, 2020. Before Alberta Registry can approve our yearend financial, it is required that we post it for the Residents' Association to view. A motion is hereby made by Pat Stalker to post same for two weeks commencing Nov 1st, 2020, 2nd by Pat Ryan. AIF. Financial statement prepared by Amanda Prosko.

St. Andrew's Residents' Association's financial statement for the year June 1, 2019 to May 31, 2020 is shared in this November Newsletter.

The balance at that time was \$,6792.74. Total expenses for the past four months (June to September) amounted to \$2,187.75 which included the free Canada Day lunch for all residents. Our updated bank balance as of this date is \$4,604.89. This amount is approximately what we would have raised through our Strawberry Tea and an occasional raffle. Membership fees will not be collected until we resume full time programs and events.

St. Andrew's Centre Residents Association
Balance Sheet As at 05/31/2020

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ASSET	
Current Assets	
Petty Cash	200.00
Chequing Bank Account	6,792.64
Total Cash	<u>6,992.64</u>
Total Current Assets	<u>6,992.64</u>
Capital Assets	
Christmas Tree	718.88
65" Samsung TV	1,007.98
Total Capital Assets	<u>1,726.86</u>
TOTAL ASSET	<u>8,719.30</u>
LIABILITY	
TOTAL LIABILITY	<u>0.00</u>
EQUITY	
Members' Equity	
Retained Earnings	9,404.27
Current Earnings	-884.97
Total Members' Equity	<u>8,719.30</u>
TOTAL EQUITY	<u>8,719.30</u>
LIABILITIES AND EQUITY	<u>8,719.30</u>

Printed On: 10/08/2020

St. Andrew's Centre Residents Association
Income Statement 06/01/2019 to 05/31/2020

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REVENUE	
Revenue	
50/50	550.00
Raffles	1,300.00
Event Revenue	2,075.00
Donations	24.00
Membership Fees	4,150.00
Total Revenue	<u>8,099.00</u>
TOTAL REVENUE	<u>8,099.00</u>
EXPENSE	
Expenses	
Donations	100.00
Entertainment - Board Games	285.56
Entertainment - Meals	154.85
Entertainment - Music/Bands	1,900.00
Entertainment - Other	474.28
Equipment	706.81
Food/Drink (Events)	2,888.90
Gifts - Special Occasion	50.00
Interest & Bank Charges	6.59
Liquor (Events)	714.24
Prizes	100.00
Repairs	83.83
Supplies - Kitchen / Paper Go...	160.33
Supplies - Office	870.70
Supplies - Party Supplies	237.88
Volunteer Appreciation	50.00
Total Expenses	<u>8,783.97</u>
TOTAL EXPENSE	<u>8,783.97</u>
NET INCOME	<u>-884.97</u>

Printed On: 10/08/2020

To view detailed information or for questions, please see Gloria V.

Resident Community Council

Next meeting Wednesday, November 18th, 2020 at 1:30pm in the Fr. Irwin (Reception) 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.

Minutes from the RCC: Resident Community Committee

Minutes – October 21, 2020- 1:30pm
Chair: Louise F.
Co- Chair: Wanda

1. Call the meeting to order: 1:29 pm
2. Welcome and introductions.

Introductions were done to welcome three new members: Edith K., Dolores S., and Gloria V.

3. Attendance: Wanda (COO), Patricia (ADMIN- minute taker), Ellen B., Louise F., Edith K., Dolores P., Dolores S., Gloria V., Dora V., and Annette Marie W.

Absent: Joan B., Linda B. Sr. Anne C., Rita K., Pat S., Lorraine W.

4. Reading/Acceptance of minutes from last meeting

1st Ellen B.

2nd Dolores P.

Please note that meeting minutes are issued in the monthly newsletter

5. Additions to the Agenda to add under new business, accept Agenda

1st Ellen B.

2nd Gloria V.

6. Business arising from the last meeting/old business:

6.1. Lonnie has reviewed meal portion sizing with his staff and came in on Thanksgiving to ensure that everything was done correctly. Lonnie has informed Wanda that food services is guided in portions control using special serving spoons as guided by the recommendations of the Canadian Food Agency.

6.2. A high touch cleaning routine has been established in the computer area and it has been re-opened. There is also cleaning products available for residents to disinfect the area before and after use.

6.3. We have not yet resolved the inconsistency of chairs in the alcoves on the tower floors. We are waiting on word for a grant acceptance that could help to resolve some of these issues to accommodate for better equal seating.

We have noticed office chairs have been missing from the alcoves. A note will be added to the newsletter regarding missing furniture from these areas.

6.4. Cats Issues: We have an outside agency assisting us in attempting to catch stray cats/kittens that have taken up residency in our West parking lot/courtyard area. This is volunteer organization called "Lost Little Cats" that will attempt to humanely trap the cats and try to tame them to go to loving homes. The organization has reported to us that many of our neighbors in the community have reach out to them for assistance as well. The traps will be monitored twice daily so that the cats will not be left outdoors in the cold and our maintenance crew will monitor the traps as well.

7. Standing Agenda Items:

7.1. Food Service

- New Food/Hospitality casual worker, Dina, has returned to the Centre.
- A complaint was made regarding a food service worker speaking too quickly for the residents to understand them. This concern will be brought to the department's attention.
- A recurrence of pork as a menu option was noted as both lunch specials on the day of the RCC meeting were pork options. This concern will be reviewed with Lonnie.
- A complaint was made about a cold dinner that was given to a resident from the Café. Food Services cannot take back and reheat plates due to sanitary reasons, however, a replacement meal should be provided. Please report all concerns in a timely manner to ensure that a resolution can be made.
- Event meals, such as Thanksgiving, Christmas etc., are served in take away containers due to the volume of residents attending these events to allow for quicker service. A suggestion was made to have plates available for residents who choose to eat in the Café or the atrium. This suggestion will be brought to Lonnie's attention.
- The RCC would like to share their appreciation for the quick service during the Thanksgiving dinner.

- A suggestion was brought to the committee to increase the prices of the Breakfast/Lunch Punch Cards to include a coffee/tea/milk with every meal. This suggestion will be reviewed by management.

7.2. Maintenance/Housekeeping

It was reported that lights in a vacant suite were left on throughout the night. For any similar occurrences, call security when it happens as security will have access to these vacant suites.

7.3. Social/Leisure Activities

The following schedule was shared by the committee members:

Monday – Crib & Shuffleboard

Tuesday – Judy’s Golden Fitness

Wednesday – Whist

Thursday – Shuffleboard, Bridge & Chair Yoga

Friday – Judy’s Golden Fitness & Movie Night

7.4. Security

New part-time/casual security guard in training, Ben N.

Comments on the appreciation of the security cameras were shared. Staff will be undergoing training on the full use of these cameras.

8. New Business (suggestion box/committee concerns)

No concerns left in the suggestion box

8.1. (Came through as a telephone inquiry) Why are we under Accommodation Standards if we market as independent living: As a facility we fall under Congregate Living as per this part of the definition: “meaning building or units in buildings that are intended for permanent residential living where an operator also provides or arranges for services in order to assist residents to live as independently as possible”

**the operator provides, offers, or arranges for:

- 1 meal a day, or

- housekeeping services

We do not get audited on all the standards as some items do not apply to us. A good example is this committee- we must provide the residents the opportunity to have a committee as per the standards.

8.2. Chairs Removed from the Games Room & Pink Room

A complaint was brought up regarding the removal of chairs during events such as movie night or card games. These events will be scheduled as an “Event Setup” going forward.

Hospitality staff will ensure that the chairs are set up properly according to the event. Wanda will inform Tess of this change.

8.3. Visitors in Common Areas

Visitors were seen eating in the atrium at Thanksgiving. A reminder that visitors are not permitted to eat or visit in common areas and must go straight to the resident’s suite after purchasing meals. Report all concerns in a timely manner to have a staff member speak to these visitors.

8.4. Fire Drill

- A concern was brought up for the residents who are unable to stand for long periods of time. A solution was suggested to have the muster point inside. As per the fire department, the muster point must be outside and away from the building. Residents who are unable to stand or stay outside for long should stay in their suites with the door closed and unlocked. A reminder of the Fire Plan and Procedure will be added to the newsletter. Should a real fire occur, city buses will be dispatched for shelter.

- The dangers of cars driving in the back alley was brought up by a committee member. Wanda will think of a solution to ensure residents' safety when leaving the building to get to the muster point.

8.5. Tuck Shoppe

There has not been any word from CareRx regarding the return of the Tuck Shoppe. They continue to pay the rent for that space and will continue their medication delivery services. CareRx is in the process of reorganizing and rebranding which may be the cause of the delay.

8.6. Residents Blocking Walkway by Piano

A complaint was made regarding residents gathering around the piano and blocking the walkway in the atrium. Residents are encouraged to keep their distance and wear masks while listening to the piano. They will be reminded to make a clear pathway for residents walking in the area. A reminder that residents are not mandated to wear masks in the Centre as per the Chief Medical Officer of Health. Residents are considered cohorts.

8.7. Vacancy Rate

The current vacancy rate is about 10% which is roughly 28 suites. Residents are moving to access higher levels of care or to be closer to family. Additionally, there have been 20 residents who have passed away since February 2020. Applicants are not willing to move in due to COVID-19. Events that typically draw interest, i.e. housing forums, have been canceled. Most renovations have been put on hold to allow for funds to go towards pandemic supplies i.e. masks, sanitizer etc.

8.8. Masks in Games Room

Only St. Andrew's Centre supported events require masks. This includes card games, shuffleboard, and pool etc.

8.9. Garden Areas

A complaint was made stating that the outdoor visiting furniture were dirty and required repairs. The patio furniture had been routinely cleaned but are old and will need to be replaced. Prior to the pandemic, the Peavey Mart Grant was meant to go towards repairs and revamping of the garden areas. To be deferred to next year when we will reassess the situation.

8.10. 2nd floor East Garbage Room

A work order will be done to add a door stopper to the garbage room door on the 2nd floor in the East tower. Maintenance will also assess the state of the garbage chute.

8.11. Annette Marie W. Personal Message

Annette Marie shared her personal mental health journey with the RCC. She expressed her happiness to be able to return home.

Presentations regarding senior services, mental health, dementia, etc. have been put on hold due to the pandemic. Call 811 or 211 for access and information on services available.

8.12. Behavioral Problems

A concern was brought up regarding residents with cognitive impairment and their behavior towards other residents. As residents age in place, these incidents may occur. Please report all incidents to management in a timely manner. Some solutions take time and some progress may already be in process.

8.13. Shaw Cable Concerns

Initially, Shaw did not want to come into the building to resolve the issue, but the problem has since been resolved. If a problem with Shaw occurs after hours, Tony Pino is on call 24/7 with a direct line to Shaw. Please inform security as soon as a problem occurs.

9. Administration Sharing:

9.1. Outdoor Visiting Space for Winter Season

Will be in the Father Irwin room. Residents will need to book a time with Marilou or Christine (at the health assessment desk). Limited seating will be available at one time. Max per table is resident(s) (living in the same household) and guests for a total of 5 people at one time

9.2. Resident Free BBQ

November 4, 2020 from 11:30- 1:00pm. St. Andrew's Centre will host its 2nd annual block party for residents. This will be a hamburger lunch with individually wrapped items for all residents to enjoy. All meals will be served "brown bag" style. If you are waiting in line please remember to physically distance, sanitize your hands and wear a mask until you are ready to sit and eat your lunch. Limited seating within the safe guidelines will be available in the Auditorium, Atrium and Café. Prizes and free giveaways will be offered. This is a resident only event, no outsiders will be permitted. One lunch per person and no substitutes on meal items. Please see posters for additional details.

PLEASE NOTE: AS OF OCTOBER 26TH, THE SOCIAL RESTRICTIONS FOR MASS GATHERINGS HAS BEEN SET TO 15 BY THE CMOH. THIS MEANS THAT THE BBQ WILL CONTINUE HOWEVER NO ADDITION SEATING WILL BE SET UP. THE LUNCH WILL BE SERVED IN TAKEOUT CONTAINERS SO THAT RESIDENTS MAY RETURN WITH EASE BACK TO THEIR SUITES TO ENJOY THEIR FREE LUNCH.

9.3. Atrium Roof Update

Roofers are now working on completion on the Northside of the Atrium.

9.4. Car Park Systems

Will be replaced on Nov.3 and 4th. We know that this has been frustrating for all these last few weeks and we hope that this will be a final resolve to these issues.

9.5. Cancellation of Family/Friends Christmas Buffet

It is with great sadness that we must cancel our annual Family/Friends Christmas Buffet this year as this cannot meet the guidelines for safe gatherings in our Centre, as well as visitors in public places. An alternative residents Christmas celebration will be planned.

9.6. Tuck Shoppe

There has been no word from CareRX at this time as to if the Tuck Shoppe will re-open.

Meeting Adjourned at 3:01 pm. Next meeting Wednesday, November 18th, 2020 at 1:30pm in the Fr. Irwin (Reception) Room.

Farmers Market as an Essential Service- Held in Auditorium

The farmers market is offered bi- weekly on Thursdays from 10am- 12pm (please note time change) as an essential food only service to our residents.

We limit the number of 6 residents allowed into the market at one time to maintain physical distancing. Residents must wear a mask and complete hand hygiene, plus health screening.

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. Historically, the market takes January and February off from the Centre. November 12th and 26th & December 3rd and 17th.

TELL US SOMETHING GOOD!

We have heard our fair share of tough news as of late and it is our hope to share some good news in our newsletter. So, tell us something good!

- Residents Leo-Paul and Marie Paul celebrated 65 years of marriage on October 26th. Congratulations to the Martineau's.
- Residents Ernest and Elsie Rideout are also celebrating 65 years of marriage. Congratulations to the Rideout's.
- Our Resident library has opened again because of some very special volunteers who are rotating duties and hours. Thank you for stepping up!
- We are grateful for the recent Flu Vaccine Clinic Care FX lead our Centre through. A record number 200 plus residents and staff took part in this year's clinic.
- Our friends at Drive Happiness continue to reach out through the pandemic. They donated a beautiful gift basket for our Block Party BBQ!
- Edmonton Seniors Coordinating Council donated a fresh supply of disposable face masks for our St. Andrew's Residents.

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 November 25th, 2020 for our December newsletter. We reserve the right to edit all submissions.

**TO PROTECT LIFE & PROPERTY-
PLEASE KEEP FOR FUTURE REFERNACE!**

PLEASE REVEIW THE FOLLOWING INSTRUCTIONS IN THE EVENT OF A FIRE OR OTHER REQUIRED EMERGENCY EVACUATION.

1. If you hear the alarm bell or smell smoke- **REMAIN CALM**. Put your hand on your door and door handle to check for heat. If **BOTH** are cool, open it slowly and ensure that the hallway is not filled with excessive smoke prior to entry. If you are able- proceed to the nearest stairwell, go down to the main floor, and exit the building proceeding to the muster point in the West Parking Lot by the cellphone tower. Use caution as you cross the public alley way as cars/fire trucks may be driving through.
2. Do not attempt to use the elevators when the fire alarm is ringing. Please use the stairs if it is safe for you to do so. The stairwell is the safest place to be in the event of a fire if you are unable to leave the building. All stairwells are equipped with fire protection doors to help keep you safe in the event of fire in the area. Please ensure that you are not blocking the walkway in the stairwells so that people who are able can proceed down the stairs.
3. If you are health compromised or confined to a walker or wheelchair and absolutely cannot use the stairs, remain in your suite with the door closed but not locked. In the event of smoke in your area- try to pack the cracks around the door with wet towels or hold a wet towel close to your nose to avoid inhaling too much smoke.
4. If your door is hot, or you encounter heavy smoke in the hallway, stay in your apartment. (smoke inhalation is the major cause of death in a fire). Pack the cracks around the door with wet towels, phone the fire department and tell them your location.
5. In the event of a fire alarm, please do not call the office or security. The staff are immediately dispatched during a fire alarm to different locations in the building to assist residents to evacuate the building.
6. You will know that an alarm is over when the bells are no longer ringing. An overhead announcement is also completed although you may not be able to hear this. When an alarm is over all residents in the muster area will be directed back into the building when it is safe to do so.

A floor plan outlining the nearest fire exit to your suite is located by all elevators on every floor.

St. Andrew's Centre

November

St. Andrew's Centre

2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 Shuffleboard @2pm CRIB@630pm	3 Golden Fitness@10am	4 Burger BBQ Block Party 1130-1pm WHIST@6pm	5 Chair Yoga 1045am Shuffleboard @2pm Bridge@ 6pm	6 Golden Fitness 2pm Movie night@7pm	7
8	9 Shuffleboard @2pm CRIB@630pm	10 Golden Fitness@10am	11 Remembrance Day Office Closed	12 Farmers Mrkt 10-12pm Chair Yoga 1045am Shuffleboard @2pm Bridge@ 6pm	13 Golden Fitness 2pm Movie night@7pm	14
15	16 Shuffleboard @2pm CRIB@630pm	17 Golden Fitness@10am	18 RCC Meeting *must register 130pm	19 Chair Yoga 1045am Shuffleboard @2pm Bridge@ 6pm	20 Golden Fitness 2pm Movie night@7pm	21
22	23 Shuffleboard @2pm CRIB@630pm	24 Golden Fitness@10am	25 WHIST@6pm	26 Farmers Mrkt 10-12pm Chair Yoga 1045am Shuffleboard @2pm	27 Golden Fitness 2pm Movie night@7pm	28
29	30 Shuffleboard @2pm CRIB@630pm Feast of St. Andrew's					

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