

St. Andrew's Centre

August 2020

From the Office of the Chief Operating Officer

Happy August!!

I am not sure where the year has gone. Time seems to fly by so quickly, yet some days feel long with the rain and overcast days of late.

On July 23, 2020 we launched the new safe access visitation process at the Centre under the direction of the Chief Medical Officer of Health and Alberta Health Services. At the time of writing this addition for the newsletter we are still currently collecting information from all our stakeholders (residents, family, love ones, staff, etc) by phone, email, direct conversation and our online survey. Completing these consultations will help us to develop a formal policy that aligns with the directives from the health agencies and the people who live, work and visit our Centre. I thank all those who have provided feedback already, please note that we will run the online survey until August 4th, 2020 to ensure there is enough time to collect information. A draft policy is in place until the final copy is completed.

Change can be frightening. Although the last few months under a restrictive access visitation policy was difficult for many it soon became the “new normal” and we have all grown accustomed to this process. Many of you have expressed concerns about the new process allowing so many visitors into our community. I ask everyone to be respectful of each other's personal choice whether you have decided to have visitation or not at this time.

Our number one priority continues to be the health and well-being of our residents and staff. I believe that everyone, including visitors who enter our building have a shared responsibility to meet the demand to keep our facility safe. The screening tool we use for everyone entering our building is comprehensive and covers all requirements under the Public Health orders however each individual must assess their own personal exposure risk prior to entry into our Centre.

Residents- I encourage you to have these conversations with your designated support visitors. When deciding who will be the individuals to have the privilege of entering our building and your suite to visit, you must first think of your tolerance for risk prior to making your selections.

As always, the entire staff of St. Andrews is here to support you! We will regularly evaluate our communities' risk and support individual needs as required. Please look for more specific information regarding indoor/outdoor visits in this Newsletter, on our St. Andrews Centre website and our Facebook page.

Wishing you all the very best. Stay safe and joyful,

Wanda Beaudoin
Chief Operating Officer

Indoor Visits

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

All residents of St. Andrews 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. Andrews Centre to supply visitors with masks.

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. Andrews 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 confirms 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. Andrews Parish and St. Andrews Centre

St. Andrews Parish will continue to serve mass from Monday to Friday in the parish at 9am for the residents of St. Andrews Centre during the month of August. 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.

Resident Health Screening

As directed through AHS and for the safety of our population, residents physically leaving the facility will be screened upon returning. Please use the front entry screening station when departing for essential and medical services.

Thank you for your cooperation and understanding.

***Please do not allow anyone access to the building from the West Entrance door.**

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 in regard to this matter.

Civic Holiday

Please note, our main office will be closed on August 3rd, 2020, Civic Holiday. As always, security will be on site.

New Security Cameras

Back in February 2020 St. Andrews Centre contracted a security camera company to install additional cameras and upgrade our current system as an additional safety feature in our Centre. With the start of the pandemic this project was delayed. The implementation is also fully completed. Please be aware that as an organization we have put strict protocols in place to maintain the health and safety of our residents while the project is completed.

You may notice the cameras in place. There will be 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 not only 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. Andrews 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 to commence the project and will continue to be here throughout August, weather permitting. You may have noticed some noise disruption that has occur while repairs are being completed.

This company will also attempt 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.

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

Extreme Heat Temperature

Please take precautions to protect yourself!

- Stay indoors – consider rescheduling outdoor activities to cooler hours of the day
- Seek out air-conditioned areas – Auditorium and Pink/TV room
- Drink plenty of water

If you experience profuse sweating, weakness, muscle cramps, headache, nausea, and vomiting, you may have heat exhaustion. Heat exhaustion is a medical emergency and you must seek prompt medical attention by calling 911.

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

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

New Maintenance Staff

Sadly, Keith, one of our maintenance staff has left the Centre to move closer to his family. We all appreciate his hard work and dedication to St. Andrews over the last couple of years and his presence will be missed.

I kindly ask that everyone welcome a new, yet familiar addition to the maintenance team. Jerry has joined the crew and will become a permanent part of the staff to replace Keith. If you do not recognize Jerry, please note that he will wear a St. Andrews shirt and name tag while on site to identify himself as staff. Jerry has been working in the Centre completing painting to the renovated hallways in the West tower and assisting with suite renovations the last 6 months. Jerry had previously worked on the maintenance crew at St. Andrews so some of you may

recognize him from approximately 7 years ago. We are fortunate to have an addition to the team who is familiar to the building.
Welcome Aboard Jerry!!

Please note: You may also meet Ron as a part of the maintenance crew. Ron will be helping out at the Centre as our hard working gentlemen take a much need break for vacation.
Welcome Ron!!

Update from our Gardener

If you are going to be away or require some supports with your garden box, please give written notice to Marcy or Jo. A reminder, you will require your own watering can and tools. The rain barrels are available for all residents to utilize. Please use physical distancing while working in your garden area.
Happy Growing!

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

Update from Hospitality

Our housekeeping services (laundry, suite cleaning and spring 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 Front Desk

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 at our atrium sliding doors. 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 decided not to reopen their doors until September. 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 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

A special THANK YOU to the Residents Association for providing the residents a festive lunch on Canada Day! We appreciate that all residents maintained physical distancing and had patience while waiting to receive their meal.

Effective June 1st, 2020 Update on Recreation Activities

St. Andrews 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 library and computer area will remain closed for now until proper cleaning protocols can be established.

ANNUAL SUITE INSPECTIONS

August is the month when annual suite inspections occur at St. Andrews Centre. All suites will be inspected after at least 24 hours of written notice is given to the tenant by the Centre. At St. Andrews we do our very best to provide you with ample notice that maintenance and management will be in your suite to complete the inspection. Suite inspections are an important and regulated aspect of accommodation standards and must be conducted at least once a year. Areas of inspection include plumbing, electrical and general wear/tear of entranceways, kitchens, bathrooms, bedrooms and living rooms as well as fire alarm maintenance. Items failing inspection will have a workorder produced for repair. Tenants are not required to be home at the time of inspection but are welcomed to be present. Please look for notification of your inspection date and time in late August.

Farmers Market as an Essential Service

The farmers market will return bi-weekly on Thursdays from 10am-1pm as an essential **food only** service to our residents. The market will be held in the auditorium so that vendors do not have access into the Centre. All vendors will be 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 will 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.

Next Farmers Market will be on August 6th, 2020 starting at 10am followed by August 20th, 2020.

This is a service intended for residents and staff of St. Andrews 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.

A second round of free disposable masks were placed in resident mailboxes July 17th, 2020. Each resident received an addition 8 free masks from the Alberta Health.

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.

Help us!



Please refrain from feeding squirrels, rabbits and pigeons. We have noticed damage & excrement on the property, it's not only unsightly, but they've become a nuisance.

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 August 21st, 2020 for our September 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