

St. Andrew's Centre

July 2020

From the Office of the Chief Operating Officer

Annual Report to Residents 2020

Normally this is the time of year in which I reflect on the past 12 months to evaluate as an organization if we have accomplished our goal in meeting the expectations of our Mission, Vision and Values.

For those of you not familiar with the Mission, Vision and Values of St. Andrews Centre:

The Mission states:

St. Andrew's Centre is to provide safe housing for seniors with access to support services and social opportunities that enhances and maintain their highest level of dignity.

The Vision states:

St. Andrew's is a model for premium homes that support seniors.

Our supporting Values are:

The governing body of St. Andrew's Centre, the board upholds these values, within the Catholic context:

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

Our journey over this last year has been to focus on empowering our seniors to have choice and a life purpose wherein they feel honored, valued and respected no matter how, when and why their life path has guided them to St. Andrews Centre.

The entire team at St. Andrews has been challenged throughout this past year and particularly these last 5 months to become adaptive, responsive, and to act in servant leadership on a full spectrum of customer-based services both internally and externally for the betterment of assisting our residents with authentic interactions and relationships for wholistic wellness.

While we have been experiencing many positive transformations within our community, we could have never imagined the widespread impact of a global pandemic in our neighborhood. With this challenge before us, and no end date in sight, we have embraced the opportunities and collectively made great strides to benefit our residents while under the mandate of the Chief Medical Officer of Health and Alberta Health Ministry. We may see more transformations in the weeks and months to come but I believe that we can be proud of the incredible work we have done as a collective community to help keep residents and staff happy and healthy.

I believe that as an organization in the last 12 months we have grown our public profile and transformed awareness of the unique opportunities that our Centre provides to those who live, work, and visit our facility. I want to thank the residents, their loved ones, and the staff who

have helped us achieve this outcome. We hope to keep this momentum going as things unfold in the coming year.

While none of us could have prepared or planned for this pandemic I know that we stand ready to embrace the new realities with all our residents and their significant others. We will continue to build our community to serve everyone to the best of our abilities encompassing all the domains of wellness: physical, emotional, social, mental, intellectual, vocational, environmental, spiritual, and occupational. As an organization I believe we have a team that has the passion, combined wisdom and resolve to endure this crisis together.

Wishing you all the very best. Stay safe and joyful,
Wanda Beaudoin
Chief Operating Officer

Greetings from Archbishop Smith

Dear Brothers and Sisters at St. Andrew's Centre,

I always look forward to meeting with you at the annual general meeting of St. Andrew's Centre. It is a rewarding experience not only to visit you and your beautiful residence but also, to witness the high level of care and service provided by the staff.

Of course, we cannot do that this year because of the pandemic. Any facility that has senior citizens as residents has had to put in place highly unusual and extraordinarily strict conditions upon visits and contact with others. I know these can be difficult, so thank you for your willingness to be patient with one another, as well as with management and staff. I know that the only reason they put measures like this in place is because of their love for you and the desire to help you stay safe.

It may be easy in these circumstances to feel isolated and forgotten, but let me assure you that you are definitely not forgotten! Be assured that you remain in my thoughts and prayers and in those of many, many others. Physical distancing can never separate us from the love and concern that keep us close and united in our hearts.

Above all, it cannot separate us from the love of God. By the gift of the Holy Spirit, Our Risen Lord Jesus remains with us always in the full power of his love. He can—and he will—bring us through whatever difficulties we face, even something as scary as a pandemic.

You know that whenever I am able to address you in person, I always make a special appeal for your prayers. I think St. Andrew's Centre is like an engine, a powerhouse of prayer for the Church and world. We need your prayers right now for people who are sick with the virus, for those who care for them, for their families, for healthcare workers, first responders, medical officials, civic authorities, and anyone who is working to keep us safe. Let us pray, too, for people who have lost their jobs and are struggling to make ends meet. May the Lord bring them back quickly to gainful employment. There are a lot of suffering people right now, so please carry them in your prayers.

In particular, I'd like you to pray for parishes across Canada as we begin a resumption of the public celebration of mass. If you are wondering whether you yourself should attempt a return to mass, let me say this. We are paying close attention to medical advice, so the direction I give is based on that. Anyone over the age of 65 is encouraged not to come to mass during the pandemic. This is because the older we get, the more likely we are to become very sick from the virus if we contract it. And anyone with a chronic health condition, or who feels even slightly ill, definitely should not come to mass. We need to keep one another safe.

Keep in mind that I have given a general dispensation from the Sunday obligation, so you are not obliged to come to mass. I will continue to livestream mass from the Basilica on Sundays, and there are other possibilities to follow mass on television and make a spiritual communion. God understands and will be sure to communicate his grace to you.

Please do take good care of yourselves and one another. Stay well! Know that I and many others are praying for you, and I am certainly looking forward to the day, whenever it is, that I can see you in person again.

Sincerely in Christ,

Richard W. Smith

Archbishop of Edmonton

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 July. 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.

Effective Immediately- Public Health Notice

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.

Canada Day

Please note, our main office will be closed on July 1st, 2020, Canada Day. 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. We have now started the implementation so you may have noticed technicians on site completing the work. 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 begin to 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 as a result 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 will notice in July that scaffolding will be erected, and workers will be on the roof to complete the project.

Unfortunately, I cannot communicate to our residents at this time on the level of noise disruption that will occur while repairs are being completed.

This company will also assess the leakage problem we experience from the roof during rain and snow melting to evaluate possible solutions and cost of repairs.

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

Exiting the West Parkade

It has been noted that when residents are exiting the parkade and wish to drive down the alley way towards 111 Ave 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

Canada Day Lunch to go Menu

July 1st, 2020 Starts at 11am

Hamburger or Hotdog

Pasta Salad

Baked Beans

Coleslaw

Desserts

Iced Tea

Coffee and Tea

Corn on the Cob

Lunch cards accepted!

\$8.50 per resident

New Maintenance Staff

Sadly, Keith, one of our maintenance staff will be leaving 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!!

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!

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. We keep this 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.

St. Andrew's Centre Programming

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 will remain closed for now until proper cleaning protocols can be established.

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 July 24th, 2020 for our July 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

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