

# St. Andrew's Centre

February 2021

From the Office of the Chief Operating Officer

January started with urgency as we were notified of a community exposure in our facility. I want to express my sincere thanks to all residents, staff members, AHS and Alberta Health partners who collaborated to move quickly to ensure the safety and well-being of our community. I understand that it may have been a frightening and inconvenient event however personally I can convey that the professionalism and cooperation of all involved was a gift to witness and participate in. This was a true example to us that without intention or expectation this virus can impact our community at any time and in many ways. Please continue to remain vigilant in the protection of your personal health and of your neighbors and the staff who work onsite and visit to assist in the health needs of our community. I kindly ask that you all remind your designated visitors to not enter the facility if they feel unwell in **ANY** way or have a high risk of exposure related to employment, lifestyle, travel, etc. Direct contact exposure with COVID positive individuals appears to be the main cause for resident quarantine in our facility in the past 6 weeks.

Despite the great promise of the arrival of vaccine, as an organization we have not let our guard down and continue stringent precautions to keep everyone safe. We continue to follow all government directives in place and diligently monitor external community spread and the increase of variant strains in our zone. I hear many residents discussing the prospect of vaccinations in our Centre. I remind everyone that receiving the vaccine is a personal choice and it is best for residents to make an informed decision for themselves. Unfortunately, due to the shortage of vaccine, our facility is one of the agencies where administration has been temporarily postponed. If we can assist you in any way to answer questions, please do not hesitate to ask.

Under provincial restrictions in the midst of this pandemic, and with Family Day approaching keeping our residents connected to their loved ones is more important than ever, albeit challenging. Please continue to do your part by only leaving the facility for essential items or medical appointments, wear a mask when in common areas of our community, maintain social distance and practice good hand hygiene. Above all else- if you are feeling unwell stay home and notify administration immediately.

I am heartened by the many cards, letters, phone calls, emails and verbal feedback we've received from residents, families and loved ones. Your kind words and blessings are much appreciated and uplifting to us all.

Wishing you all a wonderful Family day!

Wanda Beaudoin  
Chief Operating Officer

## Family Day Holiday

Please note that the office will be closed on Feb.15<sup>th</sup>, 2021 for the Family Day holiday. Security will be onsite to assist you.

## Annual Resident Survey

Our annual resident survey will be available to residents of St. Andrews Centre beginning on February 1<sup>st</sup>, 2021. This survey will be accessible online at [www.standrewscentre.com](http://www.standrewscentre.com) or in paper form. To eliminate the wastage of paper copies the survey will not be delivered to each suite. Residents wanting to complete the survey in paper form can pick up a copy outside the main office doors. Please have all surveys returned to the box provided outside the main office no later than Feb.22<sup>nd</sup>, 2021. The intent of the Centre is to issue the results in the March newsletter. We encourage all residents to participate as your feedback helps us to improve our community.

## Facility Operations

Currently in the Centre we have 35 empty suites with 24 renovated and ready for new move ins. In early November we halted all suite renovations to save on operating costs due to the high level of vacancy and the financial impact on the Centre. Once restrictions ease and the cold weather passes, we hope to continue our journey of reducing vacancies. If you know of a senior who is considering a move to a new community, please encourage them to contact Patricia at 587-525-8710 for more information.

## Yearly Inspections/Routine Maintenance

February is the month when many yearly inspections and routine maintenance occur at the Centre. Please watch for notices on poster boards as from time to time there may be service interruptions within the Centre for short intervals.

## Laundry Room Shut Down

On Tuesday February 9<sup>th</sup>, 2021 from 10am- 1pm the laundry room will be closed for lint removal maintenance. **To avoid complications, we kindly ask that all residents refrain from doing laundry on this morning until the service is completed.** If you are doing laundry when the service people arrive, for your health and safety, you will be instructed to leave and return after 1pm.

## Annual Fire System Testing/Inspection

On Friday February 19<sup>th</sup>, 2021 at 8am AMPTEC will be in our facility to complete our yearly inspection and testing of our fire protection/emergency systems. You will hear fire bells activating for short periods of time throughout the building. **Please do not be alarmed** as this is a normal part of the testing process. You are not required to evacuate during the testing of the fire bells. Please call the main office if you have questions or concerns during these times.

## **Edmonton Fire Department Inspection**

The City of Edmonton fire department completed their annual inspection of our building on Jan.8th, 2021. One infraction was noted on a fire door not having proper closing hardware going from the hallway of the Garden Café to the hairdresser. This was previously removed at the request of residents expressing difficulty getting through the door. Please be aware that this violation was rectified with the fire inspector on site and the hardware will not be removed again. If you are having trouble with access in this area, please request the assistance of St. Andrews or hair salon staff to avoid injury.

The annual resident fire safety presentation is scheduled for Friday April 9<sup>th</sup>, 2021 in the Auditorium.

## **Kitchen Inspection**

Public Health completed their annual kitchen inspection on Jan.26<sup>th</sup>, 2021. All standards were met, and no infractions noted. Congratulations to the food service team!

## **COVID Compliance Inspection**

Public Health completed a COVID compliance inspection on Jan.26<sup>th</sup>, 2021 to ensure that the Centre was following all directives from the Chief Medical Officer of Health. All standards and orders were achieved, and the inspector was pleased with our ongoing dedication to resident and community safety.

## **Vaccine News**

We have been contacted by Alberta Health Services regarding vaccination protocols. Unfortunately, at this time AHS cannot give us a confirmed date as to when the vaccine will be available for delivery in our Centre. We will notify residents as soon as we have updated information. Please be aware that the administration process will be similar to the distribution of the annual flu vaccine however residents will give verbal consent to receive the vaccination at the time of delivery rather than filling out the consent form in advance. We have posted information about the vaccines on our poster boards and website.

## **Holy Season of Lent**

Lent begins with Ash Wednesday on Feb.17<sup>th</sup>, 2021. Please be aware that the Archdiocese of Edmonton has updated guidelines for some aspects of the Holy Season which can be found on their website at <https://www.caedm.ca/>

## **Hydroponics Gardening**

We are looking for a group of interested individuals who want to learn about and engage in hydroponics gardening. We are hoping to get the new tower set-up and growing different items such as fresh herbs, lettuce, spinach, etc. The Centre has a company that will come in and teach residents how to use and manage the equipment as well as which plants are sustainable to grow in these apparatuses. This program is supported by the Peavey Mart Grant funds which will be used to purchase additional towers and supplies for residents to grow,

share and enjoy. Please call the office if you are interested in learning about this type of gardening so we can let you know when the program will begin!!

### **Message from the Gardening Team- Marcy and Susan**

Susan and I would like to say thank you for all the wonderful comments we received about the Christmas decorating. We strive to do our very best for the community and welcome resident participation. Do not hesitate to approach us if you would like to get involved! A special thank you to John M and Chris V- these gentlemen assisted us with the set up and take down of the Christmas decorations and their help was very much appreciated.

Registration for outdoor gardening boxes will begin mid-February. Sign up will be required to secure a box. Gardening boxes will not be assigned until registration is closed. Please watch poster boards for registration details.

### **Valentine's/Family Day Decorating**

We would like to decorate the big tree for Valentine's Day remembering people whom we love, miss, and/or fondly remember! Pink and red paper hearts will be available for pick up outside the main office. We encourage residents to decorate the hearts if you would like, adding your special person's name and we will hang the hearts on the tree.

### **Garden Café**

Shrove Tuesday takes place on Feb. 16th, 2021. Pancakes are the traditional meal for the feast day before the start of Lent and will be available for purchase from 9am to 1:30pm in the Garden Café.

Personal size assorted pizzas are now available for eat in or take out in the Café. Price per pizza is \$4.00/each.

Chef Lonnie and his amazing crew continue to add new delicious fully prepared take out frozen meals for purchase. If you have any ideas/suggestions, please let the staff know.

### **Update from Hospitality**

Housekeeping services (laundry and suite cleaning) are available in house and can be booked for a single visit, scheduled cleaning, or on-going service. Hospitality has booking slots available, and we are happy to discuss your needs. For additional information on supports offered from our hospitality department, please contact Tess at 587-525-8714.

### **Self-Directed Chair Fitness**

Available to residents in the auditorium is a self-directed chair fitness program. Each station has pictured posters that explain how to complete each exercise. There is a series of exercises to participate in or you can choose to finish which exercises appeal to you for your personal health and wellness. Please note that this course is a "use at your own risk" as the area is not monitored. Cleaning supplies are available for the cleansing of stations after use and we encourage all residents to use masks in this area.

## Tax Clinics

The free seniors tax clinics normally offered at the Centre have again been cancelled this year due to the pandemic and direct contact it requires. Residents who use this service will be required to find an alternative means in which to have their taxes completed this year.

## Alberta State Public Health Emergency

A reminder that as of December 8<sup>th</sup>, 2020 Alberta has declared a state of public health emergency. Mandatory restrictions are in place provincewide and will continue until further notice. Unfortunately, there is no definitive date as to when the current orders will be reassessed. These restrictions apply to all Albertan's and if you violate a public health order you may be subject to a \$1000.00 fine. You may access information directly from the Alberta government at <https://www.alberta.ca/enhanced-public-health-measures.aspx>

## Illness Reporting

In the event you should feel unwell outside of normal circumstances for your health conditions we kindly remind you that you must:

- **Immediately isolate yourself in your suite**
- **Notify the main office, please speak directly with Wanda if available.**

Depending on the nature of the illness and the information presented, a decision will be made as to initiating a site COVID investigation. Please note that anyone can complete the online self-assessment form through the Alberta Government to determine if you should receive testing and/or book a test, however the Centre is able to assist with booking on site testing if needed.

Please immediately report new onset symptom(s) of:

- cough
- fever
- shortness of breath
- runny nose
- sore throat

Other symptoms may include stuffy nose, painful swallowing, chills, headaches, muscle/joint aches, feeling unwell/fatigue, nausea/vomiting/diarrhea/unexplained loss of appetite, loss of taste or smell and pink eye.

## 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.**

**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 **cannot spend the night** in residents' suites unless they have received the consent of management for extenuating circumstances.
- Designated visitors **must not enter through the Side West Parking Lot Entrance**. This is a pickup/drop off zone for residents only. Any resident returning from an outing via this entrance must immediately proceed to the health assessment desk to complete their health screening check upon their return.
- 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 living, 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 for outings, appointments, errands must be screened upon returning. Please proceed to the main lobby screening station upon returning from all outings.

**Residents should be limiting outings to essential services only (ex: medical appointments, groceries, etc.)**

As indicated on the front page in Wanda's greetings in the December newsletter any resident who leaves the facility for indoor social gatherings will be subject to 14 days of isolation upon their return to the Centre.

Due to the increase of outbreaks in acute care hospitals any resident admitted to hospital will require 14 days of isolation upon their return. Emergency room visits may require an isolation period as well- please contact the main office upon your return.

Thank you for your cooperation and understanding.

## **Golden Exercise – for Men and Women**

**PLEASE NOTE THAT THIS PROGRAM WILL RESUME WHEN RESTRICTIONS HAVE BEEN LIFTED BY THE ALBERTA GOVERNMENT**

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.

Where? Auditorium

When? Tuesdays at 10 am & Fridays at 10 am.

## **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- Special Message**

At this time, it is undetermined as to when the Tuck Shoppe will reopen. We will keep you updated as the Centre becomes aware of any changes.

## **Centre Library News**

The library will be continuing to operate on Wednesday and Friday afternoons from 1pm-3pm and on Saturday evenings from 5:30pm-7pm. A special thank you to our lovely resident volunteers- Linda, Sharon, Klara, Gail, and Ellen for helping to make this program available to all.

## **Farmers Market as an Essential Service**

The Farmers Market will take a much-deserved break for the month of January and into February. They will notify us when they are ready to return which may be subject to health restrictions dependent on what is transpiring in the Edmonton and Alberta community.

## **Edmonton Public Library News**

Due to the provincial restrictions, the Edmonton Public Library (EPL) has continued to be closed to the public, but staff are providing select services:

- Library Takeout is curbside service of customer holds
- Personal Pick Packs is a staff selected bag of material, based on customer requested type or theme
- EPL partners and special guests are presenting online classes and events, such as Featured Speakers, Book Clubs and more.
- Customers who are unable to access the library physically may be eligible for our epl2you service where staff can select and/or deliver materials

Do not hesitate to call the Woodcroft branch at 780-496-1830 for assistance/ information or visit [www.epl.ca/reopening](http://www.epl.ca/reopening).

### **Resident Expressed Concerns**

It has come to our attention that the B8 storage room is frequently left unlocked. This poses as a security concern for the tenants who use this area. Kindly remember to secure the door upon your exit when you are visiting this area.

Masks that residents are wearing, and reusing are often noticed to be removed and placed on the tables in the Atrium and Garden Café while one sits to eat, have coffee, etc. This poses a potential infection/hygiene risk to all residents and staff who use these areas. We kindly ask that residents do not place used masks on the tables.

All garbage take to the garbage chutes must be securely tied to avoid leakage and to help to reduce odors in the garbage rooms on the tower floors and in the basement. Unsecured garbage bags cause seepage that falls inside the tubes and this is a difficult and time-consuming area to clean.

### **Have something to share or a resident concern?**

Please submit any content for the newsletter, including tidbits and stories to [wanda@standrewscentre.com](mailto:wanda@standrewscentre.com). All submissions must be received by February 24th, 2021 for our March newsletter. We reserve the right to edit all submissions.

## Frequent Reminders for All Residents

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### 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.

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### Wellness Cupboard and Grocery Needs

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

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### 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.

**\*\*please note that this is a general process announcement however COVID 19 restrictions are in place. Please contact the main office for details regarding leaving the Centre for overnight or extended absence stays as guidelines change often\*\***

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### 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.

### Changes to Account Charges

If you want to make any bank account changes involving your monthly rent, meal or services packages, etc please inform the main office no later than the **20<sup>th</sup> of every month** to have the changes effective the 1<sup>st</sup> of the following month.

Cancellation notice for meal, cleaning and/or laundry services, parking and storage rental must be given at least 30 days prior to the beginning of the month. Otherwise, no refunds will be issued.

## **Reminder from the Finance Office**

Using your DEBIT CARD or a CREDIT CARD is the preferred method when paying your invoices. Handling cash & cheques poses a risk of covid-19 transmission

## **Site Investigations for COVID 19**

When a resident or staff member reports a symptom/symptoms or has direct contact with an individual who has tested positive for COVID 19 it is the responsibility of the Centre to follow Alberta Health procedures for initiating a site investigation. This process involves declaring appropriate information to the applicable agencies and arranging for testing to be completed. We attempt to make the process for all individuals involved as quick and easy as possible. At times you may witness an Alberta Health employee donned in personal protective gear on site to complete testing. I want to stress to all residents that this should not be a cause for alarm but rather a reassurance that we are doing all we can to protect our residents and the community.

If we receive confirmation of a positive COVID test in our facility ALL RESIDENTS will be notified immediately, and an outbreak disclosure will be issue on our website in a timely manner. No personal information will be given however up to date information, instructions, guidelines regarding outbreak measures, testing, active and recovered cases will be issued.

## **IPAD for Resident Use**

The Town of Morinville graciously donated an iPad for use by our residents. Please see the main office to book your slot for use of this equipment to connect with loved ones virtually. Assistance for use can be provided if required.

## **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.

## **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.

### **Canada Post Mail -Unwanted Flyers**

If you would no longer like the flyers delivered by Canada Post, please see the main office for a sticker requesting no unaddressed mail be left in your mailbox.

### **Recycling Concerns**

We have continued to experience fines for incorrect items placed in the green recycle bin which has resulted in a costly expense to the Centre. The outdoor green collection bin has been locked by our service provider to reduce incorrect items from being discarded in this bin. **Only paper products and broken-down boxes can be disposed of in this bin, through the delivery slot.** Thank you for your cooperation in this matter. Should we continue to experience problems with this bin the recycle program will be discontinued and the green bin removed indefinitely.

Unfortunately, you must discard your cans, bottles, etc. into the regular garbage

### **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. Please be mindful of the handicap parking spaces provided.

**Resident Community Committee Meeting Minutes-** nothing to report as this meeting was cancelled in January to decrease the risk of unknown community transmission of COVID 19.

**Next meeting: February 17<sup>th</sup>, 2021 at 1:30pm in the Father Irwin Room. Please register your attendance in advance by Feb.12, 2021 as we are unsure of limit restrictions currently.**

### **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.

### **TELUS Offer**

TELUS has launched Mobility for Good for Seniors, a national program that provides low-income seniors with access to a free phone and subsidized data plan.

TELUS is providing seniors receiving the Guaranteed Income Supplement (GIS) access to:

- A free smartphone
- A \$25/month plan that includes unlimited nationwide talk and text and 3GB of data
- Contract-free; seniors can cancel at any time without incurring additional fees

Seniors who receive the GIS from the federal government are eligible for Mobility for Good for Seniors.

To sign up, program participants are required to provide proof of receiving the GIS benefit, after which they will receive a unique code. Additional details and instructions on how to apply are available at [telus.com/mobilityforgood](https://telus.com/mobilityforgood).

## PHONE DIRECTORY FOR ST. ANDREW'S CENTRE

Please keep for future 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

# St. Andrew's Centre

\*Please note: at this time all programs or activities are on hold due to Provincial Restrictions

## February St. Andrew's Centre 2021

| Sunday                | Monday  | Tuesday              | Wednesday                           | Thursday | Friday | Saturday |
|-----------------------|---|----------------------|-------------------------------------|----------|--------|----------|
|                       | 1   | 2                    | 3                                   | 4        | 5      | 6        |
| 7                     | 8   | 9                    | 10                                  | 11       | 12     | 13       |
| 14<br>Valentine's Day | 15<br>Family Day Holiday-<br>Main Office Closed | 16<br>Shrove Tuesday | 17<br>Ash Wednesday- Lent<br>Begins | 18       | 19     | 20       |
| 21                    | 22  | 23                   | 24                                  | 25       | 26     | 27       |
| 28                    |   |                      |                                     |          |        |          |