

St. Andrew's Centre

March 2021

From the Office of the Chief Operating Officer

I believe that many of our residents, staff and loved ones have lived through a number of memorable years in the past however I suspect that the years 2020 and 2021 will be talked about in our Centre for generations to come. In times of crisis we often see an ever-lasting impact on how we function in many ways in our daily lives moving forward. It will also have a profound impact on the Centre as we rethink our processes, service delivery, strategic direction and plot a future for our facility.

St. Andrews Centre's Vision is to be "A model for premium homes that support seniors".

Our Mission is "To provide safe housing for seniors with access to support services and social opportunities that enhance and maintain their highest level of wellness".

In everything the Centre offers the one recurring challenge that presents itself is how to make a population of 300+ seniors satisfied in the decisions the board, management and employees make to promote wellness, support, personal dignity, etc of our seniors while providing operational governance. Ultimately, not everyone is always satisfied when decisions are made as we have a vast population with different beliefs, wishes, opinions, cultures, religious practices, etc.

I have received many letters, cards, phone calls to applaud our employees for their ongoing hard work this past year however at times I do receive letters with concerns, accusations, and derogatory comments. Personally, I believe in the freedom to express one's views, but these letters often come signed "anonymous". The difficulty for me is how to address these concerns when I do not know who to reach out to, to solve the root of the concern.

When the opportunity presents itself, as a community, we do our best to present comprehensive information that is provided to us by law makers, regulatory bodies, etc. It is up to each individual resident to decide to read the information (or not), do their own personal research, have meaningful discussions with loved ones, professionals, spiritual leaders, etc to make a well-informed decision for themselves. What one neighbors decision is may be different than another. All I can ask is that we be mutually respectful of each other's choice and attempt not to influence others through fear mongering, personal insults, etc. As a Centre we will always attempt to advocate for our community and allow personal and non-operational choices to be left in the hands of the individual tenant unless it impacts the safety of our greater community.

Wishing you all the blessings of Spring and plenty of Sunshine!

Wanda Beaudoin
Chief Operating Officer

Our Community

We have received letters, some anonymous, expressing strong opinions about our community and the residents who reside here. St. Andrews Centre stands behind our Mission to provide an inclusive atmosphere “To provide safe housing for seniors with access to support services and social opportunities that enhance and maintain their highest level of wellness”. We are proud to operate a community where a senior has the right to age in place without being subjected to Ageism, no matter what supports services they require. As an organization we are dedicated to upholding our values of Dignity, Community, Service and Personal Independence by working in partnership with residents, families, loved ones and social agencies when a residents health and wellness may exceed the abilities of our residence.

It is important to know that although we are owned and operated under The Catholic Archdiocese of Edmonton, we are a self-supporting non-profit agency. We are in no way associated with Catholic Social Services. Although we maintain, value, and appreciate our relationship with the adjoining St. Andrew Parish, financial entities are not merged and are managed independently. Concerns regarding church matters, process, etc must be directed to the Parish staff and/or Father Andrew.

When rent increases are assessed and decisions made The Board operates on integrity and are conscious to make well-informed decisions based on CPI, Municipal Inflation, comparables to other agencies in our Zone and immediate area which offered the same/similar accommodations and services, increase in cost from all sectors such as utilities, trade contractors, equipment, etc. It is important to mention that St. Andrews Centre is a senior living facility that is **NOT geared to income and** receives no subsidized funds.

If any resident, internal and/or external stakeholder has any additional questions we are happy to address your concerns.

Facility Operations

Currently in the Centre we have 40 empty suites with 25 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. We will begin to publicly advertise through many different avenues in the upcoming weeks.

We have begun hallways renovations in the East tower and once completed we will complete the last 2 floors in the West tower. This work was scheduled to be completed last spring/summer however was cancelled due to the COVID crisis. We appreciate your patience and understanding as we finish this much needed work.

We will start to return a portion of our community to “new normal” practices. Alcoves will have safe distance seating for residents to enjoy, the pink room seating will re-open and small group, resident led recreation can begin. We kindly ask that all residents remain vigilant in their protection efforts by wearing masks when not eating and/or drinking, avoid congestion by social distancing if not participating in the activity, complete good hand hygiene before/after event, sanitize equipment before and after use and absolutely no sharing of food or drink.

If you are not sure if an activity should resume, please contact the main office for guidance.

Letters to Management/Administration

At times Centre management receives letters that can be harsh, critical and threatening in nature. Most of these letters come in signed “Anonymous”. It is challenging to tackle items in these letters when you do not know who to follow up with. While the Centre and Board of Directors values all forms of feedback and are open to all opinions, etc, letters of a hostile nature directed at staff or the organization will not be publicly addressed. As a reminder St. Andrews Centre has a No Abuse policy related to abuse in all forms towards residents, staff, contractors, and visitors which will be strictly enforced for the safety and wellbeing of all who live, work and visit our facility.

We also kindly asked that individuals vandalizing and defacing our information posters please stop this practice immediately. These notifications put us in compliance with Public Health and CMOH mandates during inspections.

Cold Weather Issues

Every year we seem to experience at least one bout of extreme cold temperatures which last a period of a week or longer. This can be very troublesome for some of our residents and environment. As a Centre our maintenance team works hard to prepare for this weather when it is forecast and for the duration of the weather event. Some of the issues are not easy to resolve given the infrastructure of a 40-year-old building. We send out much THANKS to Joe, Jerry, and Ron for their diligent efforts.

What may appear to be a heating problem to one resident may not be a concern for their neighbor so addressing “general” comments/concerns is problematic. I ask that any resident who has a specific issue to report during these events to please contact the main office as soon as possible to put in a workorder so that we can attempt to solve the direct issue related to that suite.

Any resident who deems a suite to be too cold for their comfort can phone the office and request a space heater to help keep them comfortable. We ask that you allow us to supply or inspect a personal space heater prior to use so that we can ensure its workability and safety.

Yearly Inspections/Routine Maintenance

Many annual inspections were completed last month however due to scheduling issues a few have been delayed and will continue on March 8th, 2021.

Vaccine News

We have not yet been contacted as to a clinic date for the 2nd dose needed for full vaccination. The clinics can be scheduled anytime between 21-42 days after receiving the 1st dose. We will notify residents when we receive additional information.

We thank everyone for their tolerance at the initial clinic as it is very time consuming to gather all data needed prior to receiving the vaccine.

For the second clinic delivery, appointments should run in more a timely manner as all data is in the system and only Alberta Health Care numbers will be needed from residents for verification purposes. We will be using the same appointment times for residents as we had scheduled for the 1st clinic however if this poses a scheduling conflict for you please contact the main office to discuss.

In our calculations of the numbers 90% of our population received the vaccine during our 1st clinic.

March Tree Decorating

We invite all residents to collect a paper 4 leaf clover from the box by the main office door to place on our tree outside of the Garden Café. Decorate and write what makes you feel “LUCKY” and place on the tree. All hearts from February can be collected at the office if you wish to retrieve yours.

Centre Donations

We have been fortunate to have different agencies, school groups and organizations reach out to us with offers of different forms of donation items such as well wishes cards, food hampers, care baskets, etc.

Unfortunately, some of these agencies only have a limited number of items to give so not all residents can receive these donated items.

As a Centre when limited quantities are received, we try our best to identify residents who may have experienced significant events recently in their lives to offer them some comfort care and support. Our hope is that we will create a moment that lets these individuals know “We are here for you”.

Holy Season of Lent

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

We ask that all residents kindly respect the parish guideline for attending mass.

Hydroponics Gardening

2 additional hydroponics towers have arrived!! Residents wishing to participate in hydroponics volunteering are asked to sign up at the main office so we can get the growing under way!! The first tower is fast producing plants!! Please stop by for a visit to enjoy the progress.

Gardening Corner from Marcy and Susan

We would like to thank everyone for their kind words and appreciation for the greenery in your lovely atrium.

A shout out to Anne for making the goose and his duck friends extra cool with their new tropical outfits.

Those little rascals like to explore different locations throughout the various tropical beds.

Q & A

Why do we water roots laying on top of the soil?

- This is a great question as a lot of the tropical plants have a root system both on top and underneath of the soil.

Watering from above like we do ensures both the root systems can have a drink.

Why do we water the dirt even in places where there are no roots or plants?

- Tropical plants are accustomed to higher temperatures and higher humidity levels so watering the soil gives them this added humidity.

Registration for outdoor gardening boxes has begun. Sign up will be required to secure a box. Gardening boxes will not be assigned until registration is closed. Please call the main office to register for a box. Unfortunately, we cannot guarantee that you will receive the same box as you had last year.

Garden Café

We are experiencing a high number of incidents of “chewed” gum being stuck to our delivery trays. This causes an infection control issue for our staff and requires extra time to remove prior to cleaning and disinfecting. We kindly ask all Café visitors to dispose of their gum in the garbage receptacles available in the Café and not on the trays.

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.

SPRING IS IN THE AIR

Special cleaning package available!! **\$120.00**

One- Hour housekeeping

Fridge cleaning

Stove cleaning

Window cleaning

Vacuum of fridge coils

Must be used within 60 days of purchase

All Services will be completed on the same day, no substitutions!!

Reminder from the Finance Office

Our Fiscal Year End is fast approaching, we ask that all invoices be paid in full as soon as possible.

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.

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

The Alberta government continues to adjust their current restrictions based on hospitalizations, R-Values, etc. We will continue to follow the orders and make modifications to programming, common area availability (ex: gym) accordingly.

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.

Please be aware that anyone testing positive for COVID 19 will also be tested for the variant strains

Indoor Designated Visitors

As stated by the Chief Medical Officer of Health in late February it appears that there will be no relaxation of restrictions to the current designated visitor regulations in our Centre in the immediate future. The Operational and Outbreak Standards as set out in [CMOH Order 32-2020](#) remain in effect, as well as the Safe Visiting Policy as set out in [CMOH Order 29- 2020](#).

I realize that this will be frustrating to some residents and their loved ones, but I respectfully ask that we remain attentive to this measure. We will continue to monitor for restriction changes daily however a cautious approach is being used in high- risk settings to ensure the protection of the vulnerable population and staff in these settings.

As a reminder:

- **ONLY designated visitors will be allowed access within the site to visit residents.**
- We 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 on class participation.

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.

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. An **ongoing** special thank you to our lovely resident volunteers- Linda, Sharon, Klara, Gail, and Ellen for helping to make this program available to all.

Annual Resident Survey

Thank you to all who participated in our annual resident survey. We have had over surveys returned. Your feedback is important to us to help measure if we are meeting operational performance dictators and what areas we need to continue to improve. Survey results will be issued at the back of this newsletter.

Resident Community Committee- nothing to report as this meeting was cancelled in February to decrease the risk of unknown community transmission of COVID 19. All concerns/suggestions from the boxes have been address throughout the newsletter.

This committee will resume in for in-person meetings in March.

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

Farmers Market as an Essential Service

The Farmers Market will return in March. We are waiting to confirm dates/times and will notify residents via posters on the bulletin boards.

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.

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.

Frequent Reminders for All Residents

Resident Falls

It is important to remember that if you encounter a resident who has fallen to contact the main office immediately or in case of serious injury call 911. **DO NOT MOVE** the person as this may cause more significant harm. Never assist someone to stand as this puts both you and the other person at risk for injury. When EMS attends a person, they will assess and treat the person as needed which may require an emergency room visit.

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.

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.

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****

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 **20th of every month** to have the changes effective the 1st 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.

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.

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.

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: all programs or activities are subject to Provincial Restrictions

March

St. Andrew's Centre

2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3 Library Open 1pm-3pm	4	5	6 Library Open 5:30pm-7pm
7	8	9	10 Library Open 1pm-3pm	11	12	13 Library Open 5:30pm-7pm
14	15	16	17 St. Patrick's Day Library Open 1pm-3pm RCC Mtg 1:30pm	18	19	20 Library Open 5:30pm-7pm
21	22	23	24 Library Open 1pm-3pm	25	26	27 Library Open 5:30pm-7pm
Palm Sunday 28	29	30	31			

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