

# St. Andrew's Centre

April 2021

**From the Office of the Chief Operating Officer**

Happy Spring and Easter Blessings!!

Over the past year our community has been witness to the dedication of our staff, residents, loved ones, visitors and many other individuals working in the Seniors Living sector to prevent the spread of COVID 19. The strength, resiliency and willingness of all to put our community first has contributed to our successful fight in keeping COVID from entering our facility and protecting the health and safety of all who work, reside and visit our Centre.

We have many powerful examples of continued support, endless contribution and infinite compassion that has taken place this past year at the Centre and I am honored that so many residents wanted to expressed these thoughts when we were visited by an ASHCA videographer last month. Your willingness to talk candidly about your love of our community and how we all managed these past 14 months was a true testament about the optimistic spirit of our home. This will be forever rooted in our story as a wonderful triumph during this unreal time in history.

We have also suffered loss in our community with residents having to move to high care levels, some of our beloved neighbors passing and other family hardships. This pandemic has not prevented the critical incidents of everyday life. To all those individuals this has impacted directly please know that we are here to support you in your loss and sorrow. We are a close network that wants our residents to understand that we care for them during difficult times.

I am looking forward to the 2<sup>nd</sup> immunization clinic for residents on April 5<sup>th</sup>, 2021 and the promise it brings towards rebuilding a new and improved foundation of solidity and engagement inside our building. We will work to evolve our legacy of dignity, community, service, and independence where our presence makes a positive difference in residents lives in ways most meaningful to them.

Many inquiries have been made by residents as to the availability of vaccines for staff. I am please to report that we have made tremendous progress with staff now eligible to make appointments and many having the opportunity to receive their first dose in recent days.

I feel a renewed sense of optimism as we seek to work in partnership to rebuild our sense of connectedness in our residence while continually respecting health measures. There has been the return of laughter and more smiles throughout the facility recently and it warms my heart immensely. Sunnier moments are ahead for us all in the days, weeks and months to come.

Wanda Beaudoin  
Chief Operating Officer

## **Easter Weekend Holiday Hours**

Please note that our office will be closed Good Friday- April 2<sup>nd</sup>, 2021 and Easter Monday- April 5<sup>th</sup>, 2021. Security will be on site should you require assistance.

## **Our Community**

A special Video has been created to highlight our last year starting in March 2020 and all that we accomplished and celebrated as a community. This video is posted on our website at [www.standrewscentre.com](http://www.standrewscentre.com) and on our Facebook page. We will play this video in our atrium the first week of April for those who wish to view it on the big screen.

## **Facility Operations**

We are in the initial planning stage for spring-fall projects. Our main project of the year will be to complete the East front concrete work. At this time, it is not known if we can proceed with the patio replacements of the main floor suites. We ask for your patience as we organize temporary gardening spaces since we will need to relocate the front gardening boxes for the season.

Currently in the Centre we have 39 empty suites with 31 renovated and ready for new move ins.

The tower hallways and pedway renovations have been completed with new floors and painting.

Renovation work on empty suites has been resumed.

The flushing of all drainage lines (bathroom/kitchen sinks) for the entire building has been completed. This was a large undertaking that has taken almost 2 years to complete due to the COVID disruption. We thank you for your patience and understanding during water interruptions. We are already seeing positive results with no reported sink backups in many weeks.

## **Resident Fire Presentation**

The annual resident fire presentation will take place on April 9<sup>th</sup>, 2021 at 2pm in the auditorium. This will be conducted via Zoom with the educator from the Fire Department. Socially distanced chairs will be set up for residents along with room for walkers. All residents are welcomed to attend and asked to wear their masks. The Centre will introduce new measures to assist residents with mobility issues following the education.

## **Suite Floods**

We are experiencing a rise in workorders for suite flooding.

Please be aware that if a resident causes a flood in their suite the resident will incur charges for the cleanup required and be billed by the Centre. Residents may also experience charges from other damage if the flood is significant enough to spread to a neighboring suite.

## **Earth Day**

April 22, 2021 is Earth day. Please take a moment to recognize protecting the environment and the need to focus on conservation, climate change and global warming.

## Vaccine News

A clinic date has been set on April 5<sup>th</sup>, 2021 for residents to receive their 2<sup>nd</sup> dose of vaccine. If you are not going to receive your 2<sup>nd</sup> dose, please contact the office immediately. If you are new to the building or were absent for the 1<sup>st</sup> dose and wish to be immunized, please call us as we need to notify Alberta Health Services ASAP. **Centre staff will be on site** to assist residents and AHS staff although it is a scheduled holiday for our Centre.

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 1<sup>st</sup> clinic however if this poses a scheduling conflict for you please contact the main office to discuss.**

## A Special Thank You

Marguerite wishes to express her sincere thanks to everyone who helped surprise her and celebrate her 100<sup>th</sup> Birthday. It was truly an enjoyable time filled with much laughter and love!

## April Tree Decorating

We invite all residents to collect a paper Easter Eggs or Crosses 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 “BLESSED” and place on the tree. All clovers from March can be collected at the office if you wish to retrieve yours.

## Holy Season of Lent

Lent began with Ash Wednesday on Feb.17<sup>th</sup>, 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!!

**Due to the nature of the pandemic and safety of our community we kindly ask all residents to allow the gardeners to harvest the “crops” from the hydroponics towers currently for infection prevention and control measures.** This will be evaluated over the next month and in May volunteers will be assigned their responsibilities. The Garden crew will pick and pre-package the greens making them available in the pink room refrigerator.

## Gardening Corner from Marcy and Susan

To register for a garden box call or come down to the main office. It is the only way to secure a box and the assigning of them will be done when registration is closed. **Unfortunately, we cannot guarantee that you will receive the same box or location you had last year as the Centre is planning concrete repair work in the front East section.** The concrete work will eliminate the fixed older wood boxes and we will have to move the other boxes to a temporary location. Please be aware there will be no gardening in the front East section this season while the concrete work is being completed (this includes all free-standing pots). This will also limit the number of gardening boxes available. To give everyone equal opportunity to garden there may be a limit of 1 garden box per suite

If residents have free standing pots in the front East section of the building these will have to be removed prior to the concrete work starting. Unfortunately, we will not have the space to relocate them to another area this year. We apologize in advance for the inconvenience and disappointment this will cause this season.

Seeds should be available from us by April 15, 2021. Please watch for posters noting dates and times for seed hand out.

### **Garden Café**

An Easter ham supper will be available for purchase in the Garden Café on Sunday April 4<sup>th</sup> during the normal serving times. Punch cards will be accepted.

Lonnie will be serving Hot Cross Buns on Easter Sunday and Monday with breakfast and lunch.

### **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 here, we ask that all invoices be paid in full.**

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.

## 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 there will be no class on Friday April 2<sup>nd</sup>, 2021 as this is a holiday (Good Friday)**

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. Please register in advance at the main office.

Where? Auditorium

When? Tuesdays at 11 am & Fridays at 11 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.

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

The Farmers Market has returned. They will continue to come bi-weekly on Thursday's from 10am-12pm.

## **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.

## **Tuck Shoppe/ Care RX**

Hi all! It's been great to see (most of) you again!

Remember, we are not just that little store "tucked" away in the back. We are your connection to CareRx Pharmacy. We can easily transfer your prescriptions to CareRx, direct-bill your insurance company plus deliver direct to your door. **New enrollments to CareRx will receive a special gift just for signing up!**

Reminder: if the Tuck Shoppe is closed, you can still use the convenient secure DropBox for your prescriptions, refill requests and payments.

*We have only one focus - your health and well-being. Hope to see you soon! ~ Rian*

## **Parish News**

With the recent announcement that restrictions will not be lifted, St. Andrew's Parish respectfully reminds the residents of the Centre to allow parishioners the chance to attend mass in the evenings and on Sunday's so that all people may have equal opportunity for worship.

## **Community Thank- you**

The staff at Streetworks, a Boyle Street community service supporting people experiencing homelessness and poverty wishes to extend a special "Thank -you" to the ladies of the Hooking Club for their generous donation of homemade touques. This donation has kept many folks heads warm during our cold Edmonton nights! Bravo to all these wonderful ladies for the heart, time, and effort they have put into this project!! We are so proud of you all!!

# Resident Community Committee

## Minutes – March 17, 2021 – 1:30 pm

Chair: Louise F

Co- Chair: Wanda

1. Call the meeting to order: 1:34 pm
2. Welcome and introductions. The committee welcomed and introduced themselves to new member, Helen D.
3. Attendance: Wanda (COO), Patricia (ADMIN- minute taker), Joan B., Ellen B., Sr. Anne C., Helen D., Louise F., Dolores H., Pat S., Dolores S., Annette Marie W., and Lorraine W.

Absent: Linda B., Rita K., Eunice W., and Dora V.

4. Reading/Acceptance of minutes from last meeting
  - 1<sup>st</sup> Dolores H.
  - 2<sup>nd</sup> Joan B.

**\*\*Please note that meeting minutes are issued in the monthly newsletter\*\***

5. Additions to the Agenda to add under new business, accept agenda.
  - 1<sup>st</sup> Pat S.
  - 2<sup>nd</sup> Dolores H.

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

There were no outstanding items from the previous meeting held on November 18, 2020.

### 7. Standing Agenda Items

#### 7.1. Food Services

A traditional Easter Sunday Supper will be offered for purchase in the Garden Café. Meal cards will be accepted. The supper will be organized similar to previous special events in accordance to Public Health Orders.

- A concern was raised regarding the cleanliness of the tables in the Café. Please be patient with the staff during high traffic times in the Café. During slow times, inform the Food Service staff of the tables that require attention. It should be noted that the Garden Café is currently not operating short-staffed and clean the tables frequently.
- Kudos to the staff for their customer service. They are very resourceful and always trying something new. The residents are grateful for Lonnie's willingness to take suggestions.

#### 7.2. Maintenance/Housekeeping

- Residents are appreciative of the constant sanitizing of the facility. The removal of the carpets in the hallways is ongoing. The residents are happy with this project and are grateful that the workers are friendly and wearing masks/eye protection.

- An incident regarding bodily fluids in the front lobby was reported. Please call staff/security if cleaning of bodily fluids is required – never handle bodily fluids yourself.
- The Sunroom windows are cleaned from the inside once a month. The exterior of the windows will be cleaned after the City street cleaning has been completed. **Update: This was completed March 19<sup>th</sup> inside and out.**
- A reminder to not throw out furniture and/or small appliances in the garbage bins located in the basement. These bins are for household waste only. Furniture and/or small appliances must be disposed of in the large bin in the West Parking Lot.

### 7.3. Social/Leisure Activities

- The Residents' Library is open on Saturdays from 5:30pm – 7:30pm. The sign posted on the library door will be updated to include these hours of operation. The library is accepting internal donations of books and DVDs that are in good condition. These donations will be cleaned and quarantined prior to being added to the shelves.
- Most internal activities will resume after residents have had the opportunity to receive the second dose of the Pfizer COVID-19 vaccine in accordance with the AHS guidelines and restrictions at that time.
- The Residents' Exercise Room has reopened. Guidelines for use of this space are posted on the doors of the room.

### 7.4. Security

- The residents are pleased with the security staff and their services. Security typically works the following schedules:
  1. Johar (full-time) – Evenings
  2. Tami (full-time) – Nights
  3. Chris (full-time) – All shifts rotating
  4. Ben (casual) – Every other weekend and to cover time off.
  5. Chad (casual) – To cover time off.

## 8. New Business (Suggestion Box/Committee Concerns):

### 8.1. Call Alert Systems

- A suggestion was left in the suggestion box to provide Telecare for all residents and include the cost to the rent. Under Accommodation Standards, the Centre is required to have a monitoring program put in place. As an Independent Living facility, there are residents at many different levels of need. The current monitoring program was put in place as a no-cost program available to those who choose to participate. Residents who choose to use Call Alert Systems may do so independently, with the operator of their choice. Please note that systems may require an operational landline.

### 8.2. Tax Personnel

- A concern was raised regarding the individual who has been meeting with residents to file their Income Tax Returns. The Centre verified their credentials and certification, but a police check was not requested. Going forward, St. Andrew's Centre will request a police check from service providers of a similar nature coming into the facility.

### 8.3. Telephone Scammers

- There has been an increase in telephone scammers contacting residents. A reminder to stay vigilant with suspicious calls. St. Andrew's will never give out any resident's personal

information. The CRA, Government of Alberta and/or any banks will never ask for payments via gift cards. Please contact the office regarding any messages you are unsure of. Do not answer calls from phone numbers you do not recognize. Contact your phone service provider to have a “Call Control” feature added for extra security. When activated, callers will be prompted to enter a number on their keypad, indicating they are not a computer.

#### 8.4. Outdoor/Indoor Visits

- St. Andrew’s Centre will be receiving a grant to fund the renovations of the Pinkroom, Fr. Irwin Room (Reception Room) and the Boardroom. These rooms will be used for indoor visits and educational seminars once provincial restrictions are lifted. Indoor visits will resume once renovations are completed, in accordance with AHS guidelines.
- The concrete in the East courtyard will be repaired – pending the final estimate for the project. Outdoor visits will be postponed until the completion of the renovations.
- At the moment, guests are not permitted to stay overnight in the Centre. Some exceptions have been made for extreme health issues. As per Dr. Deena Hinshaw, indoor restrictions may not change for a couple of months.

#### 8.5. Leaving the Centre and Isolation

- The Centre is still under provincial restrictions which do not permit indoor visits with those who are not in the same household. Residents going against the restrictions and visiting private home may be required to self-isolate for 14 days.
- Prior to returning from the hospital, a risk assessment form is sent from the hospital to Wanda. An assessment is done to determine the isolation requirements.
- It is recommended that residents leave the Centre for essential services only.

#### 8.6. Tuck Shoppe

- The Tuck Shoppe will no longer sell groceries. Over the counter medications and pharmaceutical services will continue to be available to residents. See Rian at the Tuck Shoppe for more information. A reminder that the Wellness Cupboard is always stocked and available for resident use.

#### 8.7. Fire Alarm Procedure

- The procedure for residents with mobility issues leaving the building in the event of a fire is an ongoing discussion with the Fire Department.
- A new St. Andrew’s Centre fire procedure will be implemented. Residents will receive a red Fire Card. If you are unable to take the stairs to exit the building:
  1. Place the red Fire Card on the outside of your door (similar to the monitor card). This will help us identify quickly that you are still in your suite, although all suites will still be checked.
  2. Keep the door unlocked.
  3. Put a wet towel at the bottom of the door to keep the smoke out.The new fire procedure will be explained at the Resident Fire Presentation held on Friday, April 9<sup>th</sup> in the auditorium after the zoom presentation.
- In the event of a fire/fire drill, the elevators will go directly to the main floor.
- St. Andrew’s evacuation site is Westglen School. Should the need to evacuate arise, city buses will be available to transport all residents.

#### 8.8. Vaccine Questions

- There is no definite date for the second dose, but it is guaranteed to be scheduled by April 6, 2021. The appointment times will remain the same. **Update: Scheduled for April 5<sup>th</sup>.**
- Restrictions remain the same after residents are fully vaccinated. Any new direction will be given by Dr. Deena Hinshaw and AHS.

#### 8.9. Moving Companies

- Movers are screened prior to entering the facility. This includes movers for tenants moving in, moving out, and/or furniture delivery. Charitable organizations are not permitted to enter the facility to pick up donations. Donations to be picked up must be brought to the receiving room for the organization to collect. This will be the resident's responsibility.
- Furniture needed to be disposed of in the large bin in the West Parking Lot can be done by maintenance via workorder at a cost to the resident.

#### 8.10. Vacancy Rates

- There are currently 39 vacant suites. Renovations of a majority of these suites were put on hold due to visitor restrictions in place but have now started again.
- Most new tenants are required to self-isolate for 14 days upon moving into the Centre.

#### 8.11. Rogers Purchasing Shaw

- Rogers' acquisition of Shaw will not affect the basic cable service provided by St. Andrew's Centre.

### 9. Administration Sharing

9.1. Resident Survey Results are available in an infographic format at the front table by the main office.

9.2. The Resident Fire Presentation will be held on Friday, April 9<sup>th</sup>, 2021 in the auditorium.

9.3. Fire Cards – discussed in 8.7

9.4. Visitor Restrictions – as discussed in 8.4, we will advise residents of any changes as we receive the information. Update: **No changes to restrictions have been announced at this time.**

9.5. Vaccine (2<sup>nd</sup> dose) – as discussed in 8.8, the second dose will be scheduled by April 6.

Meeting Adjourned at 3:26 pm.

Next meeting: Wednesday, April 21<sup>st</sup>, 2021 at 1:30pm in the Fr. Irwin Room.

## 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.

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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.

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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.

### **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

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## 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

## April

## St. Andrew's Centre

## 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1		Library Open 1pm-3pm	1	2 <b>Good Friday</b> Golden Exercise Cancelled	3 Library Open 5:30pm-7pm
4 Easter Sunday	5 <b>Immunization Clinic Auditorium 9:30am- 4pm</b>	6 Golden Exercise 11am	7 Library Open 1pm-3pm	8 Shuffleboard 2pm Farmers Market 10am- 12pm	9 Golden Exercise 11am	10 Library Open 5:30pm-7pm
11	12 Shuffleboard 2pm	13 Golden Exercise 11am	14	15 Shuffleboard 2pm	16 Golden Exercise 11am	17 Library Open 5:30pm-7pm
18	19 Shuffleboard 2pm	20 Golden Exercise 11am	21 Library Open 1pm-3pm RCC Mtg 1:30pm	22 Shuffleboard 2pm Farmers Market 10am- 12pm	23 Golden Exercise 11am	24 Library Open 5:30pm-7pm
25	26 Shuffleboard 2pm	27 Golden Exercise 11am	28	29 Shuffleboard 2pm	30 Golden Exercise 11am	

