

St. Andrew's Centre

May 2021

From the Office of the Chief Operating Officer

There are some positive changes underway at St. Andrews Centre!

Throughout the last 15 months we have accomplished a great deal in a short period of time while navigating through an uncharted path. We continue to be extremely grateful for all the tremendous work of the staff and the unending cooperation, understanding and patience of our residents and visitors to help keep our community safe and well.

We have successfully completed vaccinations for over 92% of our residents and over 65% of our staff having received their 1st dose. It has been challenging for the staff to receive the immunization with ongoing process changes from AHS however we continue a optimistic path forward to completion. Please be aware that staff will not be eligible for their 2nd dose of vaccine for 16 weeks which makes it imperative that everyone continue to respect the guidelines of safe measures so that we all stay remain protected to the best of our abilities.

The recent announcement of the easing of some restrictions in congregate living settings is long awaited and welcomed news for many in our community. I want to ensure that our internal and external community is fully informed with the proper information regarding this news (CMOH Order 16-2021) and what these amendments signify for our Centre. Please read the updates carefully and participate in the resident/visitor/staff survey so that we can gather input from all who reside, visit and work in our facility. The survey will be located at the back of this newsletter or you can participate online through our website at www.standrewcentre.com or our St. Andrews Centre Facebook page. One of the key factors in moving forward is to prepare a clear process for indoor social and outdoor visits comprising the input from our population and acknowledging the comfort level of our residents. The Centre must work collaboratively with internal and external stakeholders to ensure we develop a plan that reflects the majority voice and preferences of our community as to risk tolerance level. I encourage all to have their opinion heard- please submit the survey no later than May 5, 2021.

The month of May will also bring the start of concrete construction located in the front East area of the building and main suite patio replacements. At this time, our scheduled start date in MAY 10, 2021 and with any outdoor project completion factors depend on weather conditions, unexpected delays/events, etc. I appreciate your support and tolerance while the work is completed to help make improvements to our community.

Finally, to all the Wonderful Women of St. Andrews Centre- Happy Mother's Day! In the lives of people all over the world, mine included, women have stepped in to take on a maternal role on so many occasions. To all the mothers in the world, those who gave birth to us and those who did not, I want to thank you and tell you how much I appreciate you. Your love, care and sacrifices will never be forgotten.

Wanda Beaudoin
Chief Operating Officer

UPDATES TO VISITOR RESTRICTIONS

Effective immediately all residents will be allowed to have 4 designated visitors who may enter the building and visit with the resident in their personal suite. Designator visitors once assigned by the resident (or their legal decision maker), are not be changed except in extenuating circumstances and with prior approval of management.

- Designated family/support persons may attend to a resident simultaneously, while maintaining physical distancing (unless they are from the same household) and all other safe visiting practices (wearing a mask, good hand hygiene, health assessment check prior to entering, etc).
- These persons may be a family member, friend, companion (privately paid or volunteer), support worker (privately paid or volunteer), or any other person identified by the resident, including minors.
- **Children under 14 years of age must be accompanied by an adult.**
- It is possible for multiple residents to have the same designated family/support persons.
- In the event of an outbreak in the facility, designated visiting may be temporarily suspended should the need arise.

In the event of end of life circumstances, significant health changes and/or pressing circumstances increased parameters and accommodations will be may for the individual resident after consultation with the operator.

Regarding the other announcements for indoor/outdoor visiting the Centre must collaborate with stakeholders to create acceptable practices. Please complete the survey attached at the end of the newsletter by May 5, 2021 to have your voice heard. Optionally you may complete the survey online at www.standrewscentre.com under the COVID updates tab or through our St. Andrews Centre Facebook page.

Victoria Day Holiday Hours

Please note that our office will be closed Monday 24, 2021 for the Victoria Day Holiday. Security will be on site should you require assistance.

Facility Operations- Concrete Construction

We have confirmed that the front East concrete and main floor suite patio (East and North) replacement will begin in early May. The scheduled start date is May 10, 2021.

All garden boxes have been moved to the West fenced patio area for the gardening season.

All residents who park underground in the East parkade will have to remove their cars for the duration of the concrete replacement. No parking fees will be charged for this parkade starting in May. Residents may park for free in the West lots. Please have your vehicle removed prior to May 10, 2021.

Residents who reside on the main floor facing East and North will have to remove their personal items (patio chairs, planters, etc) from their concrete pads. Items may be placed against the fence line, away from the patio areas while the concrete work is taking place. Please note that the Centre is not responsible for missing or damaged items should you choose to store the items along the fence.

Resident Fire Presentation

The annual resident fire presentation was canceled due to the rise in COVID cases in the Edmonton Zone. Centre education sessions for residents will be scheduled ASAP for information on Centre fire protocol. Please watch poster boards for details, all residents are encouraged to attend a session. The general education session with the Fire Department will take place later in the year.

Suite Floods

We are experiencing a rise in emergency workorders from suite flooding due to resident error (for example: leaving the facet running in either the sink or bathroom).

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

Indoor Courtyard Planning

Thank you to all residents who attended the focus group planning sessions for space development, your ideas and these discussions give us valued insight into how the community wishes to see these areas utilized. The final session will take place on May 6, 2021 at 2pm in the Father Irwin Room. Pre- registration is required due to attendance space, please call the main office if you want to attend. Alternatively you may submit your ideas to susan@standrewscentre.com

Vaccine News

Our community is reporting a 92% vaccination rate (receiving 2 doses). If you have only received 1 dose Alberta Health Services has asked that individual residents contact 811 or a local pharmacy themselves to schedule a second dose. If you are receiving homecare services, please discuss the possibility of scheduling a home visit to receive your 2nd dose with your case manager.

Anyone who has not been immunized but wishes to do so is asked to schedule an appointment with a local pharmacy or through AHS by dialing 811.

We are please to report that many staff have received their 1st dose of vaccine however at this time we do have to wait the 16 weeks period to receive the 2nd dose. For many of us this will make us eligible for our 2nd dose in later June or early July.

May Tree Decorating

We invite all residents to collect a paper flowers, butterflies, birds, etc to help decorate our trees for Mother's Day. Thank you to all that have already done so as it helps to brighten our community with all the unique creativeness of our residents!

Hydroponics Gardening

The plants in the towers are growing quickly. A special thank you to the volunteers currently cleaning the towers every week!

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. The Garden crew (Marcy and Susan) will pick and pre-package the greens making them available in the pink room refrigerator. Residents are welcome to help themselves when these packages are available.

Gardening Corner from Marcy and Susan

Seed giveaway is upon us! Seeds will be available Monday May 3 & Wednesday May 5 from 9:00 am to Noon in the Atrium by the laundry room.

Tomato plants have been started and will be available for planting on Monday May 24 and Wednesday May 26.

With all the garden boxes now in the west courtyard there might be some changes to assigned boxes. If you have been moved and require a different height of garden box, please come see us and we will do our best to accommodate you.

The flower seedlings we started for the St. Andrew's planters are now located in the Auditorium due to renovations in the Pink Room.

Garden Café

A Mother's Day Breakfast Buffet will be served in the Café from 9am- 1:30pm on May 9, 2021 for \$8.50. Foods Service Staff will be handling all food products, dishware, etc to ensure that the buffet is handled safely and to reduce the potential of cross contamination.

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.

Reminder from the Finance Office

Please note that invoices payments are due upon receipt. If you have any question regarding your billing please come to the main 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.

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. **REMEMBER ALTHOUGH YOU MAY BE IMMUNIZED YOU CAN STILL CATCH COVID 19!!!**

Indoor Designated Visitors

As a reminder at this time:

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

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:.

- 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. **ALL VISITORS MUST BE SCREENED- NO EXCEPTIONS!**
- 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. IF YOU ARE AT HIGH RISK PLEASE RESCHEDULE YOUR VISIT.

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.)

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

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 is currently closed due to COVID concerns. We hope to reopen this area soon as a general resource area. We are currently looking for volunteers to help manage the donations of books we receive. Duties would include sanitizing books and to categorize them for placement on the shelves. Please contact the main office if to wish to volunteer for this area. Training can be provided.

Farmers Market as an Essential Service

It is wonderful that the Farmers Market has returned!! They will continue to come bi-weekly on Thursday's from 10am-12pm.

Special Touch Hair Salon

We are pleased to welcome RIMA, a new addition to the Special Touch Family! Rima will be available to take appointments for pedicures, manicure, facials, etc. Please inquiry by phone for complete list of services Rima offers and/or to make an appointment.

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

Please note that the Tuck Shoppe is currently closed until May 3, 2021.

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

Resident Community Committee

Minutes – April 21, 2021 – 1:30 pm

Chair: Ellen

Co- Chair: Wanda

1. Call the meeting to order: 1:35 pm
2. Welcome and introductions. The committee welcomed and introduced themselves to new members Geraldine C. and Gail R.
3. Attendance: Wanda (COO), Patricia (ADMIN- minute taker), Ellen B., Geraldine C., Helen D., Louise F., Dolores H., Gail R., Pat S., and Dora V

Absent: Joan B., Linda B., Sr. Anne C., Rita K., Dolores S., Eunice W., Annette Marie W., and Lorraine W.

4. Reading/Acceptance of minutes from last meeting
 - 1st Dolores H.
 - 2nd Louise F.

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

5. Additions to the Agenda to add under new business, accept agenda.
 - 1st Louise F.
 - 2nd Helen D.

6. Business arising from the last meeting/old business:
 - Food Services: cleaning supplies are available to residents if they wish to sanitize a table prior to sitting down. Food Services staff are keeping a closer eye on this concern.
 - The Resident Library is closed due to increasing COVID concerns. We hope to reopen shortly.

7. Standing Agenda Items:

7.1. Food Service

- A special Mother's Day breakfast will be offered in the Garden Café on May 9, 2021. At this time, we are unsure of how this event will be set up (i.e. plated or buffet). Please watch out for posters closer to the event.
- A suggestion was made to have a Garden Café pricelist added to the website. Patricia will connect with Lonnie to get the proper information to add to the Resident Resources page of the St. Andrew's Center website.

7.2. Maintenance/Housekeeping:

- The Resident Community Committee was introduced to Miguel who has just started working in the maintenance department. A reminder that maintenance is available Saturdays from 8am – 3pm. Maintenance is not onsite on Sundays or statutory holidays, but they are on-call in case of an emergency. Always inform security if maintenance is required after office hours. Security will always submit a work order to be completed by maintenance once they return onsite for non-emergent issues.

- A question was asked regarding hour restrictions for the garbage chute. The garbage chute can be used at all hours of the day. There are no time restrictions. The hospitality department closes the chute at the bottom whenever cleaning is done.
- Clarification was asked regarding the usage of large garbage bin and the recycling bin in the west parking lot. Small appliances, such as microwaves, toasters, etc., as well as old furniture can be disposed of in the large garbage bin in the west parking lot. Residents may use this bin for the disposal of these items. If a resident requires assistance from maintenance to dispose of items, a maintenance labour charge will be applied. The smaller bin in the west parking lot is a recycling bin for paper and cardboard only. No other items may be disposed of in this bin.

7.3. Social/Leisure Activities:

- In a meeting with the Chief Medical Officer, Wanda was informed that restrictions within seniors housing facilities will be revised and announced at the end of April. These revisions may include changes to isolation requirements, recreational activities, social gatherings etc. Once the new restrictions are announced, the Centre will act accordingly by resuming recreational activities and returning chairs to the atrium and Garden Café. This information will be provided to the residents when they are made available.
- A reminder that best practices are encouraged – i.e. wearing masks, physically distancing – however, as a communal facility, these guidelines are not mandatory. Sharing food is not permitted as per provincial restrictions.

7.4. Security:

- A reminder to follow up with security if there is a delay in their response time.

8. New Business (suggestion box/committee concerns):

Suggestion Box/Emails – no written concerns found in the suggestion boxes.

8.1. Lighting in the Resident Storage spaces

- A complaint was made regarding the lack of light in the resident storage area. Wanda will have maintenance assess the situation for a solution to add more light.

8.2. COVID Discussion

- As previously mentioned, wearing a mask in the common areas is strongly encouraged, but it is not mandatory. Residents visiting in suites is still not permitted. Visiting in the common areas instead is strongly encouraged as it is a larger space with more air circulation.

8.3. 2nd Floor East Garbage Chute

- This has been an ongoing concern – the Centre is working on a solution to fix this garbage chute. The concern may not be resolved until restrictions are lifted to limit the number of contract workers in the facility.

9. Administration Sharing:

9.1. Resident Restrictions: as previously mentioned, we are expecting new guidelines to be issued around the end of April. Currently provincial and Alberta Health restrictions remain in effect.

9.2. Resident Fire Presentation will be rescheduled when COVID-19 numbers in the zone are improved. Information booklets are being created for resident reminders of fire protocol and will be distributed when ready. Wanda will explain the resident fire procedure at this presentation.

- 9.3. Concrete work will commence in May – we are waiting on a confirmation date. The front East concrete and all main floor patios will be redone. Residents with patio furniture/items on their patios on the main floor can be placed along the fence.
- 9.4. Residents parking in the East parkade will have to remove their cars prior to the concrete work commencing. All cars can park in the back West lot. No charges for the East parkade will be incurred starting in May while concrete work is completed.
- 9.5. Garden Boxes have been relocated to the West courtyard. All remaining resident garden items must be removed immediately. At the start of the concrete work, all remaining items will be disposed of.
- 9.6. Fr. Irwin Room (Reception Room): with the help of the New Horizons for Seniors Program federal grant, renovations are almost completed and the room will be set up for meetings and as an outdoor/indoor visiting area. We will be losing our outdoor visiting area in the front East of the building while concrete construction is completed.
- 9.7. Resident engagement sessions/focus groups: we are starting to plan a phased approach to the renewal of the interior outside courtyard. All residents are welcome to attend the focus group sessions to give their input for ideas on what to do in the area and future considerations. Every idea has potential! Posters with meeting dates to follow.

The meeting was disrupted by the fire alarm and evacuation.

Next meeting: Wednesday, May 19, 2021 at 1:30 pm in the Fr. Irwin (Reception) room.

COVID 19 Indoor/Outdoor Visitor Survey

On April 26, 2021 Premier Jason Kenny announced potential changes to the number of visitors permitted for both indoor social visits and outdoor visits in congregate living sites. The Premier referenced that potential changes must come into effect on May 10, 2021 after consultation with residents, staff, and visitors as a clear reflection of a collective resident focused risk tolerance assessment. We kindly ask that you answer the questions below and return the survey to our main office by May 5, 2021 so that we can develop a formal policy in relation to these visits based on the majority (51%) response.

Please note that all residents will have the capacity for their designated visitors increased from 2 persons to 4 persons no matter the outcomes of the survey. Please note that designated visitors can be minors however children under the age of 14 must always be accompanied by an adult. Designated Visitors are **not interchangeable** except in extenuating circumstances and upon approval from the Centre Operator.

Do you agree or disagree with designated visitors accompanying residents in common shared spaces within the Centre? For example: The Garden Café, Atrium, etc

- Agree
- Disagree
- Neutral

Other than a resident's suite- What areas should the designated visitors have access to (mark all areas that you believe apply):

- Garden Café
- Sunroom
- Pinkroom
- Atrium
- Auditorium
- Laundry Room
- Library
- Prayer Room
- Games Room
- No access to any common areas

Indoor social visits are defined as a group of up to 4 individuals from the same household visiting a resident (for a total of 5 persons) in a common shared space. As the individuals must be from the same household physical distancing while visiting the resident would not be required amongst the visitors.

How comfortable are you with allowing social visits in common shared spaces in our facility? For example, Atrium, Pinkroom, etc

- Very comfortable/Fully support this practice
- Somewhat comfortable
- Slightly uncomfortable
- Uncomfortable/Disagree with this practice

Would allowing social visits in common shared spaces within the Centre prevent you as a resident from visiting these areas?

- Yes
- No
- I am not a resident

Please help us identify suitable shared spaces for indoor visits. Mark all that you believe are acceptable spaces for indoor social visits for residents and loved ones outside of their own personal suite.

Outside of facility main doors with no access into Centre:

- Father Irwin Room (aka Reception Room)
- Boardroom
- Lobby
- Other: _____

Inside of facility, not in a resident's personal suite:

- Atrium
- Auditorium
- Pinkroom
- Sunroom
- Other: _____

Outdoor visits are defined as a visit of up to 10 people (including the resident) for any resident who wants an outdoor visit.

Please help us to identify suitable outdoor visiting spaces. Please note that at the beginning of May the front East courtyard will be closed for concrete construction until Mid- June.

- Front East Courtyard
- West Fenced Courtyard
- Inner Enclosed Courtyard
- Resident main floor suite patios

In the event of poor weather or concrete construction noise, would you support moving outdoor visits of 10 persons to an indoor location? (for example: Boardroom)

- Agree
- Disagree
- Neither Agree nor Disagree

Do you have any additional thoughts that you feel need to be taken into consideration while developing a policy for indoor/outdoor visiting? Please tell us below:

Please note that all surveys can remain anonymous however if you would like us to contact you directly to discuss questions, clarify meanings, etc you may provide your name and telephone number below.

Thank you for your feedback!!

Name:

Contact Number (if you wish for someone at the Centre to contact you):

St. Andrew's Centre

*Please note: all programs or activities are subject to Provincial Restrictions

MAY 2021

St. Andrew's Centre

2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4 Golden Exercise 11am	5 Visiting Survey DUE	6 Shuffleboard 2pm Farmers Market 10am-12pm	7 Golden Exercise 11am	8
9 Mother's Day Brunch offered in Café	10 Shuffleboard 2pm	11 Golden Exercise 11am	12	13 Shuffleboard 2pm	14 Golden Exercise 11am	15
16	17 Shuffleboard 2pm	18 Golden Exercise 11am	19 RCC Mtg 1:30pm	20 Shuffleboard 2pm Farmers Market 10am-12pm	21 Golden Exercise 11am	22
23	24 Shuffleboard 2pm	25 Golden Exercise 11am	26	27 Shuffleboard 2pm	28 Golden Exercise 11am	29
30	31 Shuffleboard 2pm					