

# St. Andrew's Centre

August 2021

## From the Office of the Chief Operating Officer

The summer days are flying by and many of our precious staff are taking much needed vacations to rest and recharge after a strenuous 18 months. Please be aware, that at times, this means attending to resident requests may be slightly delayed. I appreciate your patience and understanding while staff attend to emergent and/or priorities issues of the day prior to moving on to daily business.

With the reduction of many, but not all restrictions to congregate care sites, we are adjusting to implement service changes to accommodate the needs of the Centre and return to a “normal” way of pre-pandemic operations. It will take some time as we work through our current business plans and evaluate what is working well in departments, what practices to keep in place and which practices to eliminate. Please be patient with our staff in the coming weeks as we all adjust and modify operating plans.

We are happy to hear that many of our residents are also planning vacations away to reconnect with loved ones. Please let the main office know if you will be away so that we can put you on the “away list”. This list helps the Centre to identify who is not expected to be “accounted for” in the event of an evacuation or emergency response. For extended absence maintenance can complete suite checks if requested to ensure the wellbeing of your suite from unanticipated events such as water leaks, etc. Please be aware that this does not include pet care, plant care, etc.

We are all excited to see visitors return to the Centre with minor limitations. As many restrictions have been lifted from congregate care, we encourage all residents to ensure they remain vigilant with hand hygiene throughout the Centre and encourage their visitors to do the same. Within facility operations we have been allowed to scale back our high touch cleaning from 3 times a day to 2 times a day. This will help to ease some of the workload of the hospitality staff as this is a time-consuming duty in their daily routines due to the size of our building. High touch cleaning will take place at 9am and 5pm daily.

As visitors can now move freely within our Centre while wearing a medical mask, we remind everyone to be respectful of shared items in common areas. The pianos are for Centre and resident use only and we kindly ask that no children be allowed to “tinker” on these costly instruments. Please discourage visitors from putting their hands in the fishpond to maintain the integrity of the water for our Koi fish. We thoughtfully ask that everyone admire the vegetable and flower gardens but do not pick items that do not belong to them. As mentioned in the memo delivered to residents all minor children must be **actively supervised** by an adult when in the building for the safety of our community. Children are not permitted to wander freely in the building unattended.

Please enjoy the remaining warm summer days upon us. It is hard to believe that we soon move into the start of the Fall season.

Warm Regards,

Wanda Beaudoin, Chief Operating Officer

## Facility Operations

**Suite Inspections-** Suite Inspections are routinely completed in August for all tenants. Each Tenant will be notified in advance of the day/approximate time frame that maintenance and management will enter their suite. Please be aware that this event is covered in your lease under the Special Entry provision. A yearly inspection is performed on all suites as a part of accommodation standards for congregate care to ensure the health and safety of suites. Tenants are welcomed to be present for the inspection, but it is not a requirement as part of the process. The planned date to begin inspections is August 25, 2021 and it will take approximately 5 working days to get through the entire building. Areas in suites that are inspected include, but are not limited to: electrical, plumbing, flooring, walls, appliances, etc. (please see a portioned sample of the inspection report at the end of this newsletter).

**Centre Concrete-** Please be aware that the concrete construction area is off limits to residents for your personal safety. The South and East areas of the concrete have been poured and site remediation has begun to restore the grounds. Unfortunately, concrete companies across the province have encountered a production problem with a key element required to produce cement called portland. This means that the North resident patios will be delayed for an undetermined length of time. We do not want to remove the old patios of the North Annex until we can be sure that new cement will be available to pour the pads. We thank everyone for their tolerance and cooperation while this project evolves. The West parkade has been cleaned and the East will be done ASAP. We will give all tenants in the East parkade courtesy calls and letters (check your mailbox) asking them to remove their cars so that cleaning can be completed without difficulties when a date is solidified.

**Neighborhood Revitalization-** Please be aware that the City will be paving the round about area and road adjacent to our building on the Northside of the building. There will be NO in/out privileges from the parking garage during this construction. Tenants will be notified to move their cars to the West lot while the work is being completed. Failure to comply will leave your vehicle trapped in the West Parkade while the work is completed. The City has informed us that they will give us approximately 1 weeks' notice prior to paving the area. We hope to correspond the cleaning of the parking garage with this paving completion if possible.

**Unwanted Items-** The Centre staff are discovering an influx of unwanted resident items (plants, furniture, clothing, and other personal belongings) **deposited in common areas** of our building. Please be aware that the Centre does not accept donations of any kind without first speaking to the main office. It is a **resident's personal responsibility to PROPERLY** remove unwanted items from their suite. Should this problem continue we will begin using our security cameras to identify the person(s) leaving items and returning them to the original owner for disposal or charging the resident a disposal fee.

Telus has advised the Centre that they will be removing the public payphone from the front lobby within the next 12 months due to decline in usage.

## Restrictions in Congregate Living Centers

As most of you already know from the memo delivered to residents in the middle of July many restrictions have been lifted from congregate care and our facility. A reminder that although there are no longer any restrictions on visitors entering the facility **ALL VISITORS** must continue to check in at the main lobby, complete health screening and wear a medical mask.

We have encountered incidents where visitors are coming into the Centre via the parking garage and/or side entrances and this practice is not acceptable. We kindly ask that residents do not open the entrance doors for any visitors who have not checked in at the main lobby. Please note that if you are expecting a delivery, all delivery personnel will be directed to enter the building and deliver the item directly to your suite. Residents should plan to be home when expecting a delivery as the Centre is not responsible for items left by your door, lost or stolen.

### **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.**

Further direction will be provided after a resident risk assessment is completed.

### **Resident Incidents**

We kindly ask all residents to **immediately report events** to the main office which may include but are not limited to: spilling liquids in hallways, stairwells, etc, having an accident in the parking garage (such as hitting the enter/exit doors), etc so that we may attend to these safety matters ASAP.

### **Inner Courtyard**

Items have begun to arrive! Please feel free to enjoy the new patio dining sets/umbrellas at your leisure. We kindly ask that if you are using an umbrella for shade that you roll it down when you are finished. We are waiting on the delivery of planters, a new trash and recycle (for cans and bottles) receptacle and a cushioned patio set and conversation set. We will move the older red tables out to the front courtyard area for seating when the concrete construction has cleared, and it is safe to do so.

### **August Tree Decorating**

The theme for August decorating is “Heritage Days”. Please collect your decorations for creation outside the main office. We thank you for your participation as it helps to beautify our Centre.

### **Susan’s Gardening News**

Resident gardens are flourishing, and the Koi pond beautification is underway with the addition of both floating plant islands and submerged plants.

### **Tower Gardening**

A reminder that to support the tower gardens to flourish, the produce will be picked by an assigned trained volunteer and Susan. The reaped produce is placed in the Pink Room/TV Room refrigerator for residents to access freely however availability depends on how big the plants get and when they should be harvested. Please note that some resident box gardeners will occasionally donate their produce also placing it into this same refrigerator.

To the gardening/koi pond volunteers a big thank you for sharing your knowledge and time for all that you do.

### **Garden Café**

We continue to expand our menu selections and trial the introduction of theme nights menu specials. The month of August will focus on tastes from India. We hope to see you during these

special events! Thank you to everyone who joined us for last months items of Chinese and Seafood specialties.

We kindly ask that if you are planning to have visitors join you for supper that you let us know in advance so that we may adjust the quantity of items we cook so that we can accommodate everyone.

We have expanded our food service team! Please join us in welcoming Jackie, and Shelia to the Garden Café!

Chef Lonnie will be away on vacation from July 29- August 10, 2021. For kitchen inquires or questions please speak with Chef Rob during Chef Lonnie's absence.

### **Hospitality**

Tess will be away for vacation from August 3- 15, 2021. For assistance or additional information on supports offered from our hospitality department (booking guest suites, housekeeping, or laundry services), please contact Juvy at 587-525-8714 or visit her in the hospitality office after 12:30pm.

### **Security**

Please welcome Elmer to the team in a casual position for security. Elmer may be a familiar face to some residents as he has previously worked for St. Andrews Centre in a different role!

### **Administration**

Residents and visitors will notice a familiar face in the main office as Tracey (formerly in food services) will take on a new endeavor with the Centre in the area of finance and administration. Please join us in congratulating Tracey on her new role. We are so happy to have her join our team!

### **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 Centre Library is opened 24/7 for your enjoyment. We kindly ask that all books be placed on the return table to be disinfected prior to being returned to the shelves. We have a group of residents who have volunteered to correctly categorize and organize reading and viewing material.

Please bring all donation books/videos to the main office **not the library for proper quarantine procedures** prior to placement on the shelves.

### **Carpet Bowling**

Carpet Bowling has resumed on Wednesdays in the Auditorium from 10 to 11am. Residents are invited to participate, please contact Gail R to register. Please watch for information on the poster board.

**Resident Community Committee-** Next meeting: **Wednesday, September 15, 2021** at 1:30 pm in the Fr. Irwin (Reception) Room. Reminder that the RCC breaks for the month of July and August as per committee request.

## Special Touch Hair Salon

How old you are is your business... How young you look is ours!!!

We would like to welcome Leah to our team to provide quality foot care to the residents of St Andrews.

We are located on the main floor of the Centre, next to the Garden Café. Our staff can provide all your hair, foot, and beauty needs. To book an appointment, call 780- 452-1105, and let our staff make your day a little more beautiful.

## Care RX Tuck Shoppe

Open Mondays and Fridays from 10:00 am - 4:00 pm.

*Did you know?* We can transfer all your prescriptions to **CareRx** and have them delivered direct to your door. Your refill requests and new prescriptions can be dropped off right at the Tuck Shoppe. If the store is closed, we have a convenient DropBox located just outside our door. Our delivery personnel check the DropBox daily. Enroll with **CareRx** and receive a special gift just for signing up!

Drop by for more details and to see what else we have "in-store" for you.

~ Rian

## SAMPLE FROM SUITE INSPECTION FORM (to be completed in late August by maintenance and management)

### KITCHEN:

Countertops and backsplash in good repair    yes\_\_\_    no\_\_\_    Comment\_\_\_\_\_

Fridge working    yes\_\_\_    no\_\_\_    Comment\_\_\_\_\_

    Seals intact    yes\_\_\_    no\_\_\_    Comment\_\_\_\_\_

    Door opens and closes properly    yes\_\_\_    no\_\_\_    Comment\_\_\_\_\_

Stove and oven in good repair    yes\_\_\_    no\_\_\_    Comment\_\_\_\_\_

    Stovetop knobs working    yes\_\_\_    no\_\_\_    Comment\_\_\_\_\_

    Stovetop clock or other amenities working    yes\_\_\_    no\_\_\_    Comment\_\_\_\_\_

Range hood working    yes\_\_\_    no\_\_\_    Comment\_\_\_\_\_

Cabinet doors in good repair, open and close properly    yes\_\_\_    no\_\_\_    Comment\_\_\_\_\_

Sink taps work properly, sink drains well    yes\_\_\_    no\_\_\_    Comment\_\_\_\_\_

Light working and light shade intact    yes\_\_\_    no\_\_\_    Comment\_\_\_\_\_

Walls and floors in good repair    yes\_\_\_    no\_\_\_    Comment\_\_\_\_\_

All electrical outlets working    yes\_\_\_    no\_\_\_    Comment\_\_\_\_\_

# St. Andrew's Centre

**AUGUST 2021**

**St. Andrew's Centre**

**2021**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 <b>CIVIC HOLIDAY- MAIN OFFICE CLOSED- SECURITY ONSITE 24hrs</b>	3 Golden Exercise 11am	4 Carpet Bowling 10am	5 Shuffleboard 2pm Farmers Market 10am-12pm	6 Golden Exercise 11am	7
8	9 Shuffleboard 2pm	10 Golden Exercise 11am	11 Carpet Bowling 10am	12 Shuffleboard 2pm	13 Golden Exercise 11am	14
15	16 Shuffleboard 2pm	17 Golden Exercise 11am	18 Carpet Bowling 10am	19 Shuffleboard 2pm Farmers Market 10am-12pm	20 Golden Exercise 11am	21
22	23 Shuffleboard 2pm	24 Golden Exercise 11am	25 Carpet Bowling 10am	26 Shuffleboard 2pm	27 Golden Exercise 11am	28
29	30 Shuffleboard 2pm	31 Golden Exercise 11am				31

