

# St. Andrew's Centre

September 2021

From the Office of the Chief Operating Officer

It has been a hectic summer for us at the Centre. We had great hopes that COVID in the Province and our health zone would remain calm but unfortunately that does not appear to be the current situation. I know that many of us are tired of hearing about this issue and wish for a more “normal” return of life however reported statistics indicate a surge in cases in Alberta and the Edmonton zone.

It is with concern for the continued wellness of our Centre that I encourage all residents, staff, and visitors to remain mindful of their personal health. Please continue to practice good hand hygiene and other positive health measures. With the rise in COVID cases and the Delta variant (which has demonstrated to be highly contagious) we must remain diligent in the protection of our home. At this time, we see many measures in our adjoining Provinces being brought back into mandates (gathering restrictions, mask wearing in all public places, etc). I am diligently watching each day in the event that measures change in the Province, City or in our standard of practice as an operator in part legislated by the Chief Medical Officer of Health.

I want everyone to be aware that directives can change on short notice and administration will strive to pass on information as we receive it, in a timely manner.

With all that being said we cannot ignore other measures we normally focus on during this time of the year. Our Annual Influenza Vaccination campaign has begun and any resident wishing to receive their “flu” shot at the Centre must fill out the CareRX form prior to August 30, 21 and return it to the main office. We will submit the information to CareRX so that the appropriate number of doses will be available for the registered residents. Unfortunately, if you choose not to register in advance you will not be able to receive your flu shot on site this year.

I have had concerns brought forward from residents regarding the nature of some of the recreation events, out trips, etc being advertised or planned within/outside of the Centre. While I empathize with these apprehensions, we must all respect the right of personal choice and individuality. Every person will evaluate and decide their own personal level of risk (including possible consequences) as to participation and fulfillment if choosing to attend these or other life activities.

As a community we will move forward under current restrictions and guidelines with event planning, community events and activities. It was wonderful to see the joyful faces at the recent “Hootenanny” provided by the Resident Association! Congratulations on an event well-arranged and attended! We are so fortunate to have an energetic and dedicated group of special residents who give so much of their time and effort to deliver quality entertainment, special events and activities for our community. **You are truly appreciated by us all!! Thank you for all that you do!**

Warm Regards,

Wanda Beaudoin, Chief Operating Officer

## Facility Operations News

**Suite Inspections-** At the time of writing this newsletter annual suite inspections were commenced on August 25 and will be completed by August 31, 2021. Following inspection if your suite was deemed to need any repairs our maintenance team will follow up and complete the indicated fixes within the next few weeks.

**Laundry Room Maintenance-** The laundry room will be closed at 7am on Friday, September 3, 21 for lint removal and maintenance. It will reopen after the work is completed later in the day.

**Centre Concrete-** We continue to work through the difficulties in supply with the construction company. We appreciate your patience with project completion. Please remember to avoid the construction areas for your safety.

**Neighborhood Revitalization-** Area road construction continues so please be mindful when walking and driving in our neighborhood. We continue to work in partnership with the City to resolve issues that result from the revitalization. We are presently working toward a solution for the current elevation problem on the West parkade ramp. We expect that some reconstruction will need to be completed limiting entrance/exit into the parkade again.

**Election Season-** With the upcoming elections underway, we have been receiving calls from Municipal, Provincial, and Federal politicians looking to schedule meet and greets with the residents of St. Andrew's Centre. If you are interested in attending these events, watch for posters and information on the bulletin boards by the main elevators.

**Federal Election-** Please be aware that the Centre Auditorium will be both an advanced and election day poll for the Federal election scheduled to be held on Sept.20, 2021. Residents are encouraged to vote at their convenience during these times. Watch poster boards for further details. Advanced polling dates are September 10,11,12 and 13, 2021. Entrance from the East Auditorium door into the Centre will be blocked off to eliminate public traffic into the Centre during poll hours.

**Edmonton Transit Information Session-** Thursday, September 9th at 1:00 pm in the Fr. Irwin (Reception Room)

**Taking Transit - Welcome Back Aboard-** ETS's New Bus Network and On Demand Transit service launched earlier this year! If you haven't been using the transit system for a while and want to get a bit more information about the new bus network, come to this session to get an overview of Edmonton's new routes and the new On Demand Transit service, find out all the ways to get transit information and plan your transit trips, learn about accessibility on transit, and about how ETS is keeping customers safe. A Q & A session will follow the presentation.

**Internal Moves-** We have been receiving an influx of internal move requests in the recent months. Please be aware that due to the limited/unavailable renovation materials nationwide because of the pandemic, internal move requests may take at least one year or longer to be fulfilled. We have suites on hold for external candidates awaiting renovations so suites internal tenants may view as available may already be taken. For more information, please contact Patricia at 587-525-8710.

**Community Cupboard-** Thank you to all who have donated to our Community Cupboard. It is greatly appreciated! If you are thinking of purchasing items for the cupboard, please ask the

Main Office for the items that we are currently in need of. Please be mindful of the expiration date of all donated food items.

**Grandparents Day-** The staff invite **all residents** to join us in the Atrium for cake and punch on September 13, 2021, Monday 04 at 1:30pm to celebrate Grandparents Day!

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

Please be aware that if you are a current **landline** customer with Telus you may be contacted by telephone or registered letter regarding the requirement to switch your service line to the fibre optic cable. **This is not a scam** and individual residents must book appointments with Telus to have a technician come to their suite and complete this service prior to September 30, 21. If you fail to do so your current landline will be rendered non-operational. Unfortunately, as landlines are a personal individual service the Centre cannot assist you in booking appointments or completing this service.

**Canada Post-** Has informed the Centre that often parcel box keys are not returned after residents retrieve their packages and/or boxes are left opened. We kindly ask that residents who receive a parcel box key in their mailbox do the following:

- Take the key to the parcel box container and match it to the parcel box letter indicated on the key
- Using the key, open the box and retrieve the package
- Close and secure the box
- Deposit the key into the letter slot on the parcel box container

If you require assistance to retrieve your package, please bring your key to the main office and we will be happy to help you.

**Greeter Volunteers-** We have not forgotten about you!! We still require an employee to complete health assessment checks in the lobby. We will let you know when we can reinstate this volunteer program.

**Sunroom-** Some of the new items for the sunroom have started to arrive! We expect all the new furniture prior to the end of September!

**PLEASE NOTE: The sunroom area will be the access point for the public during the advance voting and election day poll. This area will be closed on these days and the adjoining stairwell will be secured.**

### **Restrictions in Congregate Living Centers**

As you are all aware most restrictions continue to be lifted in our Centre. Please remember that decisions are made in conjunction with what is happening in our surrounding community and may change if required. Information will be communicated to our residents through memo, our website at [www.standrewscentre.com](http://www.standrewscentre.com) and social media platforms if necessary.

### **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/Scams**

We kindly ask all residents to **immediately report suspicious events** to the main office which may include but are not limited to: telephone scams, fake emails, suspicious persons in the building, etc.

We have had several recent events of residents receiving fraudulent calls to their personal cellphones/landlines and emails pretending to be from business such as UPS, Fed Ex, etc. If you are not expecting a package delivery **DO NOT CLINK ON ANY LINKS provided** via text messages or emails. It is best to call the company directly for additional information and verification of these messages.

Some residents are receiving scamming telephone calls to their personal landlines or cells phones. Always ask the caller to identify themselves and do not give out any personal information over the phone. Scammers are highly skilled manipulators who will attempt to convince you that you know who they are without identifying themselves until **you**, the target, give them a recognizable name. Often these scammers will ask you to send them cash through the mail ASAP for emergencies. Please consider reaching out to trusted loved ones and notified them what has been asked of you prior to sending any funds. Scammers will use high pressure and emotional tactics to get what they want from you.

**As an organization we will never release any of your personal information to anyone without written consent from you.**

### **Westglen School Pen Pals!**

We will be starting a Pen Pal program with the wonderful students of Westglen elementary school! Residents who are interested in participating in this program will be paired up with a student and will exchange letters with their Westglen Pen Pal once a month. You, the resident, will start off the exchange by writing a letter to the students introducing yourself, writing about your interests and hobbies, asking questions about your Pen Pal, sharing a story or anecdote, or whatever else you may think of! Once we receive the first batch of resident letters, we will send them off to Westglen to have you paired up with a student. Depending on the number of participants, you may end up with more than one student Pen Pal. This program will run from October until the end of the school year in June.

If you are interested in participating, please call Patricia at 587-525-8710 by Wednesday, September 8<sup>th</sup>. The first letter should be submitted to the Main Office no later than Monday, September 27<sup>th</sup>. All letters will be due on the last Monday of every month. The Westglen students will then receive your letters on the first week of the following month and the exchange – and hopefully intergenerational friendships – will begin!

Please contact Patricia for more information.

### **September Tree Decorating**

The theme for September decorating is “Fall 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**

As the long days of summer give way to less daylight hours, many gardeners have started to clear out their garden boxes. I encourage everyone to harvest and enjoy what you can over the next little while. To make cleanup easier there are now 3 garbage receptacles plus 2 brooms with dustpans for your convenience.

The inner courtyard has new furniture that many of you have already enjoyed using. If you don't see the cushions for the conversation sets, they will be in the storage boxes.

Did you know: Plants use carbon dioxide and release oxygen? These natural air purifiers are a benefit in the home and some, like the peace lily, release more oxygen at night.

## **Finance Office**

Please note that invoices payments are **due upon receipt**. If we do not receive your payment by the 15<sup>th</sup> of the month, you will be contacted by the Administration Office and your account may be suspended until a full payment is made. Overdue invoices of 30 days or more will be have accounts/services automatically suspended unless prior approval is given by management.

Using your DEBIT CARD or a CREDIT CARD is the preferred method when paying your invoices.

## **Garden Café**

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.

September monthly theme meal is Greek! Option 1- Greek platter with pork souvlaki, calamari with tzatziki sauce, lemon rice and spanakopita. Option 2- Moussaka with Greek salad and spanakopita.

## **Security**

We respectfully ask all residents to refrain from assisting visitors to enter the building using side entrances or the enterphone system. All visitors must be health screened prior to entering the building and then we will allow them access into the Centre.

## **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**

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

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.

## **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. Regular attendees do not need to register to attend. If you are new to the community and/or wish to get involved, please call the main office to register your attendance so that we provide enough seating for all.

## **Resident Association News**

Please take a moment to review the attached calendar in this newsletter for a list events taking place in September. Our General Meeting takes place Sept.21, 21 at 7pm and we will be reviewing our Audit statements. If you wish to view the audit statement prior to the meeting please watch our RA Easel board in the Atrium as the documents will be posted for all to see.

## **Special Touch Hair Salon**

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

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

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2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Carpet Bowling 10am	2 Shuffleboard 2pm Farmers Market 10am-12pm	3 Golden Exercise 11am	4
5	6 Labor Day Main Office Closed- Security 24 hours	7 Golden Exercise 11am	8 Carpet Bowling 10am	9 Shuffleboard 2pm	10 Golden Exercise 11am Federal Election- Advanced Voting Poll in Auditorium	11 Federal Election- Advanced Voting Poll in Auditorium
12 Federal Election- Advanced Voting Poll in Auditorium	13 Shuffleboard 2pm Grandparents Day Cake 1:30pm Advanced Voting Poll	14 Golden Exercise 11am Quarterly Birthday Party- Auditorium 2pm	15 Carpet Bowling 10am	16 Shuffleboard 2pm Farmers Market 10am- 12pm	17 Golden Exercise 11am	18
19	20 Shuffleboard 2pm Federal Election Vote in Auditorium	21 Golden Exercise 11am RA General Meeting 7pm- Auditorium	22 Carpet Bowling 10am	23 Shuffleboard 2pm	24 Golden Exercise 11am	25
26	27 Shuffleboard 2pm	28 Golden Exercise 11am	29 Carpet Bowling 10am	30 Shuffleboard 2pm Farmers Market 10am- 12pm		

