

# St. Andrew's Centre

October 2021

## From the Office of the Chief Operating Officer

Fall is upon us in all its magical splendor. I encourage everyone to take some time to enjoy the final days of warmer temperatures, the colorful flowers, and beautiful trees.

I find the Fall season symbolic of how much has changed over the last 20 months, things one could have never imagined. Life has been challenging for most and for some of our residents and staff, overwhelming. Life events have not stopped as we venture through this pandemic. We mourn as a community when we lose friends to health battles, watch our neighbors lay to rest spouses, children, and other loved ones, and watch broken hearted as other residents move away to higher levels of care or to be closer to families. To all who are suffering a hardship please know that you are in our heart and prayers. Please reach out if you need us to help support you in any way.

With the recent announcement that Alberta has declared a state of public health emergency as the cases of COVID 19 and hospitalizations continue to rise, our organization must consider and respond noting that the health and safety of our community could be at risk. We have persevered over the last 20 months to provide a protected and strong community but unfortunately the battle lingers. We ask for your continued partnership to be part of the solution to rid the world of this destructive illness. Whether you have chosen to receive the COVID vaccination or not is your personal choice which is respected by the management and board of St. Andrews Centre. I kindly ask all residents to continue to practice good hand hygiene regularly, wear a mask when leaving the Centre for outings and stay in your suite if you feel unwell. Small measures like this assist everyone in our Centre to remain protected from all types of virus.

To ensure we maintain our due diligence and commitment to our community we have launched a resident, staff, and visitor survey regarding proof of vaccinations for visitors, mask wearing in common areas for residents and social gatherings. This survey in no way indicates a preference of management however is a requirement under accommodations standards. We must allow our residents to have a voice on policy and/or process modifications. At any given time, we could receive orders from the Chief Medical Officer of Health mandating changes to our seniors housing sector. These directives are not optional to our organization and as an operator must be followed. To have your opinion heard please pick up a paper copy of the survey available at the main office or go to our website at [www.standrewscentre.com](http://www.standrewscentre.com) to complete online. The survey closes on October 4, 2021 and the results will be available online and in paper form for review.

As we forge ahead into the coming months, we continue to set dates for important events, although the delivery of celebration may be different. Please mark your calendars for our annual community Christmas dinner scheduled for Saturday December 11, 2021. Our annual resident block party lunch will take place in late October or early November. Please read the newsletter for the upcoming health presentation, exercise classes and service providers coming to our Centre to assist our residents.

Warm Regards,

Wanda Beaudoin, Chief Operating Officer

## Facility Operations News

**Reminder-** If you are registered to receive your COVID booster shot on **September 28, 2021** please bring your Alberta health care card, wear a mask and a short sleeve shirt. Please **ARRIVE no earlier than 5 minutes prior to your appointment outside the auditorium so that we can avoid congestion in front of the East elevators.**

**Resident/Staff/Visitor survey-** As per the orders from the Chief Medical Officer of Health we are launching a survey giving residents, staff and visitors in our community the chance to express their opinion and level of comfort on certain aspects of regulations and/or considerations in our Centre. The survey can be found on our website at [www.standrewscentre.com](http://www.standrewscentre.com) , on our Facebook page or printed paper copies are available outside the main office. The survey closes on Oct 4, 2021. Please be aware that this survey in no way indicates a preference or opinion of the management team. We kindly ask that all responses remain respectful as the Centre is acting as directed under accommodation standards within our manner of due diligence.

**City Election-** Please be aware that the Centre Auditorium will host an **advanced poll** for residents residing at the Centre for the Municipal Election on **Monday October 4, 2021 in the auditorium.** City representatives will be here from 9am to 12pm so that residents can cast their votes. **PLEASE NOTE: THIS IS OPEN TO CURRENT RESIDENTS OF ST. ANDREWS CENTRE ONLY!** If you cannot vote on the 4th you can still go the community voting poll on October 18, 2021.

**Recreation Events/Programs-** Each event the Centre or Residents Association provides goes through very detailed planning in conjunction with what we see happening in the Edmonton Zone and our surrounding community. We understand that cancelations are disappointing and can be frustrating. Please know that we make every attempt to ensure events are safe when they proceed and within current guidelines of our province and CMOH.

**Sunroom-** The new furniture has arrived for the sunroom and the games room! Please feel free to check the items out at your convenience. This furniture comes courtesy of the Peavey Mart Community Grant from 2019 and the New Horizon Seniors Grant of 2020!

**Exercise Room-** We have moved our Centre exercise room into the room which held the former parish bookstore. Please bear with us as we set up and make improvements to this valuable asset in our Centre. We are testing the area so this may not be a permanent location and welcome feedback from users of this area.

**West Parkade Ramp-** The City has informed us that repairs to the West round-about and West parking entrance will take place after Thanksgiving. During this construction please be aware that entrance/exit to the parkade may be limited.

**PenPal Program-** Due to the low interest in the penpal program we are unable to proceed. We needed a minimum of 22 participants to ensure that we would exchange letters with a full class at Westglen School. We will investigate a possible Christmas project with the school.

**Internal Moves-** We have been receiving an **influx of internal move requests** in the recent weeks. 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. We kindly ask you to refrain from coming to the office to inquire about your move request. You will be notified when we can accommodate your request. Please be aware that at times we may need to **prioritize** a move due to health and safety issues for our residents. These decisions will be made at a senior management level using the upmost confidentiality and discretion and will not be discussed with other tenants at any time.

**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. At the present time we **do not require** boxed cereal, tomato or lentil soup or incontinent products.

**Guest Suites/Facility Bookings-** We have made the difficult decision to suspend the booking of guest suites and meeting rooms to all outside organizations/guests until the COVID cases in the community begin to consistently trend downward. Current bookings of guest suites will be honored but no new bookings will be accepted.

**Chair Yoga-** We are happy to announce that Andrea will return, and chair yoga will begin again on Tuesday October 19 to December 7, 2021 at **6:15pm** in the pink room (**please note the new evening time**). Class size will be limited to 15 participants and is free to attend courtesy of the Centre. Pre-registration is a must. Registration will begin on Oct. 4, 2021 to attend the **8-week series**. All participants should want to attend the entire 8-week program at time of registration.

**Dental Presentation-** Motivo Dental will be providing a presentation on oral health needs for seniors. They will share their knowledge on oral health, maintaining dentures and other appliances, answer questions, provide samples of products, and offer exclusive promotions!

When: Friday November 5<sup>th</sup> at 10:00 am in the Father Irwin Room

**Eye Exams-** Alberta Sports Vision Institute is having Dr. Trenchuck-Saik, Optometrist, come back for eye exams. Appointments are covered under your Alberta Health Care, please bring your healthcare number to the appointment, and wear a mask.

When: Monday November 15<sup>th</sup> in the Father Irwin Room.

Time: Bookings are between 9:00 and 11:00 am. **Please book at the main office.**

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

As you are all aware most restrictions continue to be lifted in our Centre however this could change at any time. Please remember that decisions are made in conjunction with what is happening in our surrounding community and under the direction of the CMOH. 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.**

### **October Tree Decorating**

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

### **Celebrating Halloween**

We encourage residents to dress up for Halloween. The staff will wear costumes on the 29<sup>th</sup> since Halloween falls on a Sunday this year.

### **Susan’s Gardening News**

**Outdoor Gardens:** A ‘Garden Season in Review’ meeting will be held on **October 7<sup>th</sup> at 1:30 pm** in the Father Irwin Room. Following the meeting I will be available to assist with garden clean up.

The sign up for 2022 garden boxes will be held in the new year. Watch for notices in early spring. Frost is just around the corner which is time for reflection. The gardening community came together for each other and I look forward to next season.

**Koi Pond:** The koi fish are swimming more and hiding less even with all the ongoing changes and cleaning of the pond. They have a new feeding schedule which consists of a specific worm treat, followed by a morning meal plus an evening meal. The koi fish are fed by volunteers who use the food supplied to them and in this way, we can monitor their health.

**Thank you to everyone that visits the koi and for asking your guests to keep hands and objects out of the pond. A reminder that no coins are to be tossed into the pond as it can harm the fish.**

**Tower Gardens:** The tower gardens rely on added nutrients and a balanced Ph level in the water. When this is out of balance the towers are emptied and a ‘start over’ occurs. This will

happen a few times a year to provide healthy produce to harvest. Like always there will be notices posted when produce is again available in the pink room fridge.

**Did you know:** The colorful plants just inside the atrium are called Crotons (pronounced “crow-tun”). These bright plants are a perennial evergreen shrub native to India and Malaysia. New leaves are most colorful on the Crotons and you will notice darker leaves in the back row of these amazing plants.

## **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.

For **ACCOUNT** changes such as cancellation of parking, storage, amenity packages, changes to Pre-Authorized Payment information, etc., please make sure to inform the main office **before the 20<sup>th</sup> of every month** to avoid paying the fees for the next month.

## **Garden Café**

Our Winter menu begins on October 7, 2021. This will be a 4-week rotating menu and new menu items will be showcased. Watch for our **Pasta Extravaganza** special on the menu! Please note that we will be suspending the breakfast buffets as we safeguard the health and wellness of our community.

## **Hospitality**

**Please note that we are trying to accommodate all additional requests from our department. I will return your call as soon I am able to. Thank you for your patience.**

## **Garbage chutes**

- Please do not leave garbage, boxes, bottles, cans, small appliances etc. on the floor. Resident must dispose of their own household garbage appropriately. Items inappropriately left on the floor, etc, will be tracked by the security cameras and residents will be charged a disposal fee.

## **Laundry room**

- Please use the right setting and do not overcrowd items when loading your clothes in the washing machine, it is not permitted to wash rubberized bathmats in the washing machines.
- Please do not put any soaking wet clothes in the dryer as this damages our machines.

## **Common Areas**

- For immediate assistance please call the main office @ (780)452-4444 if you spill something on the floor and any other concern that refers to the cleanliness of our building and for everyone’s safety.

## **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. Visitors in non-compliance of the regulations will be asked to leave the premises immediately. For security assistance at any time call 780-452-4444.**

### **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.

This program is graciously led by a resident in our community with training in senior's health programs. Thank you JUDY!

### **Centre Library News**

We are suspending the acceptance of donated books for the library for the month of October. We appreciate your understanding and patience.

### **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. Please arrive at 9:45am so we can set up the correct amounts of equipment.

### **Happy Hookers Club**

The hooking club is making toques for the Bissel Center's homeless population this winter. We will begin meeting every Tuesday at 1pm starting October 1<sup>st</sup> in the Atrium. Everyone is welcome to join, no experience is needed.

### **Walking Group**

If you would like to walk outside, please meet us Mondays and/or Fridays at 10:00 am near the piano on the ground floor. We walk for 30 minutes then have a "coffee talk" at the Garden Café.

### **Resident Community Committee**

Next meeting: **Wednesday, October 20, 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**

Large indoor gatherings will be reassessed month by month due to provincial regulations mandates.

**Thank you to all who attended our General Meeting in September.**

## 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

## Resident Community Committee

### Minutes– September 15, 2021- 1:30pm

Chair: Linda B.

Co- Chair: Wanda

1. Call the meeting to order: 1:30pm
2. Welcome and introductions.
3. Attendance: Wanda (COO), Susan (ADMIN- minute taker), Gail, Linda B, Gerry, Dolores H, Sharon, Karen I, Helen, Dolores S.
4. Reading/Acceptance of minutes from last meeting
  - 1<sup>st</sup> Gail
  - 2<sup>nd</sup> Dolores H.

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

Changes to minutes: None

5. Additions to the Agenda to add under new business:

Yes additions 8.4, 8.5, 8.6

Accept Agenda

1<sup>st</sup> Helen

2<sup>nd</sup> Sharon

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

- Atrium chair covers- cleaned
- Door stoppers in garbage rooms- completed
- Vegetable plates in Café- completed

7. Standing Agenda Items:

7.1- Food Service: Thanksgiving dinner will be served on Oct.10, 21

- It was brought up that sometimes by 5:30 pm there is no choice left for supper although staff do a great job in food service. Lonny never knows what is required as public can come in now. Trying to figure out how to adjust accordingly.  
General discussion as in newsletter to let kitchen know if residents are having guests for supper. Discussed staffing in food service and filling a 3:30-7 pm position to help clean dishes, serve, help people in line, etc.

7.2- Maintenance/Housekeeping:

- They are doing a great job. Question on how often the hallway floors get vacuumed. It is done a minimum twice a week so if dirty let Tess know.
- Discussed the duties of staff with building vs suites.
- Annual suite inspections completed and no evidence of hoarding in this building and little areas of concern have already been addressed and taken care of.
- General discussion about pests (mice, bugs) and St. Andrew's Centre has a bed bug machine and protocols were talked about.
- Miguel is no longer works at St. Andrews Centre. The maintenance department is contracted through Tony's company which is currently recruiting for this position.

7.3- Social/Leisure Activities:

- Received letter on dissatisfaction on the booking of the casino trip. Currently not restricted whether something is arranged by the resident's association or a resident. With the current Covid restrictions people are free to join the trip. It is a personal choice and an individual's own level of risk.
- Birthday party went well, and many enjoyed this.
- The Hootnanny was a big hit and well attended.
- Susan is bringing things into the community such as an optometrist, presentation/information sessions, tec. To bring in programming that is free to residents.
- December 11<sup>th</sup> is the Friends and Family Christmas Dinner. It is all dependent on the Covid restrictions, but we will still do something for residents.
- Federal voting September 20<sup>th</sup>. Local politicians are coming here over the next few weeks. City Election October 18, 21

- New furniture to go out after the election.

#### 7.4- Security:

- There was a theft in the building that was tracked on the security camera. Now verifying who visitors are here to see. Discussion a silent alarm button, graffiti on west fence, the transient population has increased and how across the street will be a transition house.
- Safety for the church and Centre a top priority
- The Centre is looking at 24/7 security guards on duty.
- Discussion on walking safely through the neighborhoods, using a buddy system of some sort or more walking groups, plus talk of self-defense for seniors. These points will be investigated.
- The ETS presentation was well attended and was well presented.
- 

#### 8. New Business (suggestion box/Committee concerns):

##### Suggestion Box/Emails

##### 8.1- Resident led out trips (casino)

- Discussed under 7.3

##### 8.2- Centre wheelchair

- This is not something we will do and is a liability issue. If people require equipment, they need to get the service through other means as this is independent living.

##### 8.3- Tipping of chairs-

- Letter was received about this. After the contents were read to the group It is not clear what the exact issue is.

##### 8.4 Vaccination Cards

- Letter asking if CareRX could supply a card. CareRX did not do the vaccinations. Options are to either go to the public health office in Westmount or get it through Mydigitalid website where it can be printed off. Resident may also visit an Alberta Registry office to get their card.

##### 8.5 Bike Rack

- Letter on getting a bike rack for outside. Wanda will talk to maintenance about putting on the east side where people in sunroom can see it. **Completed September 16, 2021**

##### 8.6 Notices

- There are so many notices everywhere. All the health-related information is required to be posted. It is mandatory for this organization. A board will be put up for residents to use. **Posters Boards Reorganized/Cleaned- September 20,21**

#### 9. Administration Sharing:

9.1- New furniture- has arrived and will be set up in the sunroom after the federal election.  
**Completed September 21,21**

9.2- Outdoor items such as garbage can, recycle for cans and bottles have arrived for the inner courtyard. Garden boxes have arrived but will be put in storage until the Spring.

9.3- COVID 19 Booster shots- September 28 by appointment. Notification have gone to residents' mailboxes.

- If scheduling conflict residents can contact the office. Flu immunizations are October 21<sup>st</sup>.

9.4- September 30 will be a recognized federal holiday at the Centre- Office will be closed.

- It is Nations Day for Truth and Reconciliation.
- Other points: Patricia needs 8 more people for the pen pal program at Westglen elementary school. Discussion on grants and how the ask if you have a partnership program that shows the community integration.

Meeting Adjourned at 2:44 pm. Next meeting Wednesday, October 20, 2021 at 1:30pm in the FR Irwin Room.

# St. Andrew's Centre

October 2021

St. Andrew's Centre

2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Golden Exercise 11am	2
3	4 <b>Advanced Voting Poll for Residents- Municipal Election 9am- 12pm Auditorium</b>	5 Golden Exercise 11am	6 Carpet Bowling 10am	7 Shuffleboard 2pm	8 Golden Exercise 11am	9
10	11 <b>Happy Thanksgiving</b> Office Closed- Security on Duty	12 Golden Exercise 11am	13 Carpet Bowling 10am	14 Shuffleboard 2pm Farmers Market 10am- 12pm	15 Golden Exercise 11am	16
17	18 Shuffleboard 2pm Municipal Election	19 Golden Exercise 11am Chair Yoga 6:15pm	20 Carpet Bowling 10am	21 Shuffleboard 2pm	22 Golden Exercise 11am	23
24 31 Halloween	25 Shuffleboard 2pm	26 Golden Exercise 11am Chair Yoga 6:15pm	27 Carpet Bowling 10am	28 Shuffleboard 2pm Farmers Market 10am- 12pm	29	30