

# St. Andrew's Centre

November 2021

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

I don't know about you but there are many days that I feel weary. As an organization we've been running a marathon for the last 20 plus months and the current situation suggests that the race is not over yet. With the Remembrance holiday approaching it is a good reminder to reflect on the historic battles that our Country has overcome and victories it has celebrated due to the dedication of men and women who served and continue to serve.

Our organization has begun to shift it's focus from what has been taken to what has been given. Our blessings may look different than those of the past but what has been given along this journey has resulted in resilience, determination and innovation compelling our community to move forward. We have witnessed everyone mentally adapt and find happiness in new ways proving that we are all more than the sum of our daily routines and social calendars.

It has been one of my greatest pleasure watching members of our community come together to support each other, in good times and bad. Walking out into our Atrium I often find residents enjoying each other's company for coffee and meals, sitting and knitting in a group, playing cards, pool and shuffleboard....the list goes on and on. Our community remains vibrant, happy, compassionate and above all else flourishing.

I encourage residents to take advantage of the clinics and programs brought into the Centre to support personal health and well-being. We had a successful influenza clinic not just determined by our turnout of 167 people but also by the efficiency of pre-registration and organization of all partners involved. Programming of all kind whether through the Centre, Resident Association or individual residents demonstrates a committed partnership in making our community a distinctive and exceptional place to live. I believe that we all strive hard to work together to make our Centre more than a facility but rather a welcoming, loving, and supportive home environment. This month the Centre will celebrate the staff at our annual staff long-term service awards on November 9, 2021 and our residents on November 30, 2021 at our annual free BBQ. No one can do this alone and I am eternally grateful for all the assistance the Centre receives from all who wish to help us no matter the capacity.

So on this Remembrance Day while I take a special moment to say thank you to all who have served and sacrificed for us, I am also grateful for residents, families, volunteers and the staff who continue help us to meet our Mission, Vision and Values which make our community extraordinary.

Crossing the finish line of this race- whenever that moment comes- will be sweeter knowing that we have all arrived there together.

Warm Regards,

Wanda Beaudoin, Chief Operating Officer

## Restrictions in Congregate Living Centers

New health measures were announcement by the CMOH to be in place for our Centre by October 25, 2021. Residents should be made aware of the following:

- ALL visiting persons must wear a surgical/procedure mask while in our facility, **even in RESIDENT SUITES**, unless a resident has communication challenges where a mask would inhibit interaction. In this event the resident and visiting persons should maintain a distance of 2 meters apart.

This rule will be difficult for the staff of St. Andrews to enforce as we do not monitor visitors in resident suites. We kindly ask for your compliance on this matter. We request that all outside visitors, visit with residents in their personal suites for the comfort of our community, unless visiting outside.

As an organization we implemented a policy in early October that no visiting persons could eat in the Garden Café. All food and beverage items must be purchased for takeout and brought to tenant suites to be eaten. We have also limit non-essential public access to our building.

## Facility Operations News

**Resident/Staff/Visitor survey**- Our survey results have been posted online and are in print for pick up by the main office. As you will see many results are evenly supported. In response to the survey we are doing are best to meet the wishes of our community while limiting the impact to quality of life for our community.

**Flu Clinic**- Thank you to all residents who turned out for the annual influenza immunization clinic. We had our largest turn out ever and unfortunately had to turn residents away as the clinic run out of vaccine. Should you wish to receive a flu shot the pharmacy across the street adjacent to the medical clinic has available doses for walk in appointments.

**Recreation Events/Programs**- The Centre and Resident Association will work together in partnership to ensure that different forms of recreation remain active and available to our community. While rules and regulations for the City and Province have defined mandates for activities, as an organization we are able to be flexible and accommodating to meet our needs while recognizing the level of risk associated with each event at the time it occurs. As always if you are attending any type of program, we encourage mask use and social distancing. Please no food sharing!!

**West Parkade Ramp**- The City has informed us that they will only be able to complete a temporary repair to the West parkade ramp before the snow flies. They will install an asphalt patch that should address the issue of lower level cars scraping their undersides. The City will return in the spring to complete the repairs in its entirety.

**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.

**Resident Posting Board-** The resident posting board is now up and available for use on the main floor west of the Happiness Board. This board can be used for all resident postings such as items for sale, organized events, etc. Notices on this board do not need to be signed by the Main Office.

**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.

**Cold Weather Reminder-** With the cold weather approaching we remind residents not to leave windows and patio doors open for long periods of time. In cold weather leaving windows open in extreme temperatures may cause the pipes under the windows distress causing them to burst and flood your suite. If you feel that your suite is too hot, please have maintenance check your thermostat and/or use a stand-up fan to circulate air in your suite. If you feel that your suite is too cold, please contact the front office immediately!

**Main Office Closure-** The main office will be closed on Remembrance Day. Security will be on site to assist with emergencies. We will also close from 2pm-3pm on November 9, 2021 to celebrate staff appreciation and long-term service awards.

## Centre Events

**November 30- St. Andrews Day-** The Centre will be holding our annual **free resident BBQ** on November 30, 2021 from 11:30 am-1pm in the atrium. This event will run like last year! Residents will pick up their lunch in the garden café then head into the atrium to collect their additional treats. Residents may eat their lunch in the Café, Atrium or in their suites! All are invited to attend!!

**Golden Exercise Group-** Unfortunately the exercise group will have had its last class on October 26, 2021. We thank Judy for her tremendous service to the community in leading this class. We will investigate other options and hope to be able to have a new class available in the new year. Please feel free to use the circuit exercises at your convenience located in the auditorium.

**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.**

## **NEW-Mindful Mondays Series**

The Alberta Council on Aging Webinar Series. Three webinars will be shown to help support mental health. These webinars focus on re-connection and re-entry as Alberta and the world transition to post-pandemic life.

**Part 1: Monday November 22<sup>nd</sup>** -Managing social isolation, fear of going into the community

**Part 2: Monday November 29<sup>th</sup>**. Re-establishing social connections, community interactions, and overall well-being.

**Part 3: Monday December 6<sup>th</sup>**. Strategies to manage grief and loss for ourselves and those we support.

Time for each webinar: 10:30 AM

Where: Pink Room

All residents are welcome to attend these webinar sessions!

**NEW- Fit Fridays:** In November there will be a notice in the exercise room with days and times for equipment and fitness tips. These will be short sessions (10-20 minutes each) for things such as: how to use the equipment, improve balance, increase flexibility, what is a set or a rep, treadmill tips and more.

**NEW- Making a Christmas Craft:** Meet with Shirley for Christmas craft making. You will have a choice of a hanging or tabletop decoration. Supplies provided. Anyone with paints or other supplies they wish to use are encouraged to bring them. This will be a time to work on the craft, share ideas, and plan other projects.

When: Thursday November 18<sup>th</sup> and Thursday November 25<sup>th</sup>

Time: Both days at 10:30 AM

Location: Atrium by Koi pond

**Annual Resident Christmas Dinner-** Will be held on December 11, 2021 from 4pm- 6pm. This will be a ticket only purchase event. Please watch for additional information and tickets will go on sale November 1, 2021 at the Garden Café. We regret that we will not be able to include friends and family members 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.**

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

## **November Tree Decorating**

The theme for November decorating is “Remembrance Day”. 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**

The atrium plants continue to flourish while outside the rain barrels are emptied and most the furniture has been put away.

The koi fish have been more active and seem to enjoy the new feeding schedule. They occasionally slap the water as they turn around, making a splash and startling by standers.

Basil and kale will soon be harvested from the tower gardens for the pink room fridge. One of the tower pumps is being replaced so in a few weeks this empty tower be filled with lettuce.

The 'Season in Review' garden meeting was well attended and ideas for next spring were discussed. Thank you to everyone for your input.

### **Did you know:**

- Koi fish usually group together and rest at the same time. They often face the same way and tuck in their fins.

**Christmas Decorating St. Andrew's Centre** - Watch for notices mid-November on Christmas decorating. There are many Christmas trees to be decorated that get displayed throughout the building.

## **Maintenance Department**

Please join us in welcoming our new 2 new crew members. Randy and Peter have started in their positions and are working closely with Joe to keep our building to running smoothly. Please have patience as these 2 gentlemen take the time to get to know our building.

## **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**

Please welcome the newest additions to our team! Kay has started to assist Irene and Deb on the frontline and Tobi will assist to wash dishes, make suite deliveries, and keep the Café and surrounding areas clean and tidy.

A special thank you to residents for the continued support and use of the Garden Café. It has been a challenging 20 months adjusting our services and managing supply shortages. Please be aware that with the cost of inflation at an all-time high and the soaring price of food, we are doing everything possible to maintain our pricing. - Chef Lonnie

## **Hospitality**

Please note that we are trying to accommodate all additional requests from our department. The staff are taking turns getting much needed and well-earned vacations. I will return your call as soon I am able to book your service requests. Thank you for your patience. -Tess

## **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.**

## **Centre Library News**

We are suspending the acceptance of donated books for the library for the month of November. 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 togues for the Boyle Street (correction from last newsletter) homeless population this winter. We meet every Tuesday at 1pm in the Atrium by the Koi fish. 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, November 17, 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. Events such as cards, bingo, shuffleboard, etc continue their normal scheduled days.

## **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.

# Resident Community Committee

## Minutes– October 20, 2021- 1:30pm

Chair: Louise F

Co- Chair: Melodie

1. Call the meeting to order: 1:30 pm
2. Welcome and introductions.
3. Attendance: Melodie (Finance Manager), Patricia (Admin - minute taker), Helen D., Louise F., Sharon L., Gail R., Karin V. and Lorraine W.

Absent: Wanda, Linda B., Joan B., Ellen B., Sr. Anne C., Dolores H., Rita K., Pat S., Dolores S., Dora V., and Annette Marie W.

4. Reading/Acceptance of minutes from last meeting
  - 1<sup>st</sup> Gail R.
  - 2<sup>nd</sup> Helen D.

**\*\*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> Sharon L.
  - 2<sup>nd</sup> Karin V.

6. Business arising from the last meeting/old business:  
None noted as incomplete or outstanding.

7. Standing Agenda Items:

- 7.1. Food Service: Concern in suggestion box re: running out of ribs for supper and having to wait for lasagna to finish cooking. The shortage of ribs was due to an employee error not noticing an additional supply slated to be prepared. On behalf of the chefs, please accept their apologies for this oversight.

On another occasion, the high volume of traffic for purchase of lasagna required the chefs to prepare an additional batch. We are sorry for any inconvenience placed on the waiting residents.

Please welcome two new staff members to our team! Kay is a food service worker and will work alongside Deb and Irene. Tobi is a new part-time dishwasher/service assistant to support the Café during peak hours in the kitchen.

- 7.2. Maintenance/Housekeeping: We have two new maintenance men. Please welcome Randy who will be assisting Joe fulltime and Pete who will be a regular part-time employee.
- 7.3. Social/Leisure Activities: Chair yoga started on October 19, 2021. The class size is a maximum of 15 residents. Motivo Dental will be providing a presentation on oral care on Friday, November 5, 2021. CNIB will be doing a presentation on Friday, November 12, 2021. Eye exams will be on Monday, November 15, 2021 by appointment. Please sign up at the main office.

Halloween Celebration will be held on Friday, October 29, 2021 in the afternoon in the Atrium. This is a joint event with the Residents' Association. Wear your costumes!!!

The following events have been requested to be added to the monthly events calendar:

Whist – Wednesdays at 6pm

Bridge – Thursdays at 6pm

- 7.4. Security: A concern was brought up regarding the enterphone system in the front lobby. All three-digit numbers listed on the enterphone panel in the front lobby should not be the same as the suite number of that resident. An audit will be done to ensure that these numbers do not match. If a resident does not want their names to be posted on the enterphone panel, please contact the Main Office to have your name removed.

Additional Security Staff – a job listing has been posted online for additional security staff. A concern was brought up regarding the high volume of visitors during the Thanksgiving weekend. A suggestion was made to have additional security present during special events. This suggestion will be brought to Wanda's attention.

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

Suggestion Box:

- 8.1. Telus payphone removal: a complaint was made regarding the removal of the payphone in the front lobby. As a Centre we had no choice in the matter, this was a Telus decision. Payphones are no longer a viable resource since most people now have cellphones. Should a resident require the use of a phone, they may speak to the Health Assessment Desk, Security, or the Main Office.
- 8.2. Mask wearing in common areas: a letter was given asking management to enforce the mask wearing rule that was recently put in place. The memo that was sent out on October 7<sup>th</sup> was requesting residents to wear masks in common areas – it is not mandatory. It is important to remember that some residents may have medical issues and cannot wear a mask.

It was brought up that guests/visitors entering the facility should be double vaccinated as per the majority vote on the most recent survey. There are currently no mandatory orders restricting visitors or requiring residents to wear masks in common areas. We are awaiting new orders/direction from AHS and Dr. Deena Hinshaw. Our community is currently over 90% triple vaccinated.

9. Administration Sharing:

- 9.1. The resident posting board is now up and available for use on the main floor west of the Happiness Board. This board can be used for all resident postings such as items for sale, organized events, etc. Notices on this board do not need to be signed by the Main Office.
- 9.2. December 11, 2021 Annual Christmas Dinner event: it has been decided that this will take place as a resident only event. Unfortunately, we cannot accurately and safely plan for a full-scale friends and family event. With recent survey results, it has been determined that a portion of our internal community may not attend this event without the confirmation that all visitors are vaccinated. We are hopeful that Christmas 2022 will be different.
- 9.3. Influenza Clinic tomorrow starting at 9am in the auditorium. No appointment necessary.
- 9.4. East parking garage carpet: the carpet normally located inside the parkade has been relocated to the inside of the doorway in the basement hallway. Having a carpet inside of the parkade makes it difficult to keep clean with cars driving by consistently and dust/debris flying.
- 9.5. Outdoor furniture has been packed up or relocated for the winter season. The tables will be placed in the Games Room for resident use.

Meeting adjourned at 2:01pm.

Next meeting: Wednesday, November 17, 2021 at 1:30pm in the Fr. Irwin Room.

# St. Andrew's Centre

November 2021

St. Andrew's Centre

2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Shuffleboard 2pm	2 Chair Yoga 6:15pm	3 Carpet Bowling 10am Whist 6pm	4 Shuffleboard 2pm Bridge 6pm Farmers Market 10am-12pm	5	6 Bingo 6pm
7	8 Shuffleboard 2pm	9 Chair Yoga 6:15pm	10 Carpet Bowling 10am Whist 6pm	11 <b>Remembrance Day</b> Shuffleboard 2pm Bridge 6pm	12	13 Bingo 6pm
14	15 Shuffleboard 2pm	16 Chair Yoga 6:15pm RA General Meeting	17 Carpet Bowling 10am Whist 6pm	18 Shuffleboard 2pm Bridge 6pm Farmers Market 10am-12pm	19	20 Bingo 6pm
21	22 Shuffleboard 2pm Mindful Mondays Series- Part 1 10:30am	23 Chair Yoga 6:15pm Quarterly Birthday Party 2pm	24 Carpet Bowling 10am Whist 6pm	25 Shuffleboard 2pm Bridge 6pm Christmas Craft- 10:30am	26	27 Bingo 6pm
28	29 Shuffleboard 2pm Mindful Mondays Series- Part 2 10:30am	30 <b>Feast of St. Andrews - Free resident BBQ lunch 11:30am-1pm</b> Chair Yoga 6:15pm				

