

St. Andrew's Centre

December 2021

From the Office of the Chief Operating Officer

Greetings,

It's the most wonderful time of the year..... as the song goes. What I know for fact is that it has been a busy 12 months for our community!

Some days, it feels like time has passed in the blink of an eye. Then there are those days when we have felt every challenge, big or small, and the collective effort it's taken all of us to get through this pandemic.

Every step of the way, we have all persevered, shown remarkable dedication and responsibility in keeping our home safe, well, and satisfying for those who live, work, and visit our Centre.

For the staff every day is an opportunity to feel inspired and make a difference, whether it touch's one life that day or multiple lives. By focusing on relationships and building long- lasting connections we believe that we can bring joy to those we serve while achieving high standards within the internal services we offer to our community members.

As an organization I have seen tremendous strides to enhance our recreational programming, food services offerings, community connections and relationship building with all our internal and external partners. These achievements have resulted in enhanced quality of living, a mission driven culture and the sustainability of our organization.

I am looking forward to times of celebration with our residents and staff as the holidays approach. We all deserve extra moments of cheer and fellowship in the weeks ahead of us.

I hope that everyone has a chance (or two) to spend quality time with loved ones they cherish this season. As a community we have experienced many emotions the past 2 years, for a variety of different reasons, so my wish for all is the feeling of JOY in the coming weeks.

On behalf of the Board of Directors, Staff, and Myself, I wish you and your loved ones a very Merry Christmas and may blessings of good health and happiness surround you in the new year.

Warm Regards,

Wanda Beaudoin

Chief Operating Officer

Main Office Closure for the Holidays

The main office will be closed on December 27 and 28 in lieu of the Christmas Day and Boxing Day holidays falling on the weekend. Security will be on site to assist with emergencies. This will apply to Jan.3, 2022 as well.

Restrictions in Congregate Living Centers

We continue to follow the health measures announced by the CMOH to be in place for our Centre on 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 in respond to the replies from our past survey.

Please note a new short survey related to visitors returning to the Garden Café, etc is attached to this newsletter and we will response accordingly to the results in a timely manner. We are also investigating re-opening our guest suites for rentals.

Facility Operations News

West Parkade Ramp- The temporary patch for the ramp has been completed and appears to solve the problems for lower based cars. The City will return in the Spring to solve the issue permanently.

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 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 across from 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. **ABSOLUTELY NO POSTING ARE ALLOWED IN THE ELEVATORS.** Inappropriate posting will be removed at managements discretion.

Community Cupboard- Thank you to all who have donated to our Community Cupboard. We kindly ask that residents refrain from dropping off **expired food items** at the office as we have no choice but to dispose of these items into the garbage for health and safety issues. We are in current need of coffee, peanut butter and porridge. As always cash donations are accepted and used to purchase staple items for those in need in our community.

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!

Portable heaters are available when colder temperatures impact the ability of a resident to live comfortably in their suite. **These heaters cannot stay in a resident's suite indefinitely.** Should colder weather result in a resident requesting a portable heater the Centre will monitor the weather and pick up the heaters when the colder temperatures are over.

Centre Events

November 30~ The Feast of St. Andrew

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!! **THIS IS A RESIDENT ONLY EVENT.** Please note that we have hired an entertainer for this event to make the day extra joyful!

Annual Resident Christmas Dinner

Will be held on December 11, 2021 from 4pm- 6pm in the Auditorium. Tickets must have been purchased in advanced and pre-seating arrangements have been made according to resident requests. There will be entertainment and plenty of smiles.

Door Decorating Contest

We encourage residents to decorate the outside of their suite doors for the Centre's annual door decorating contest. Judging of doors will take place on Monday, December 20, 2021 and prizes will be awarded!!

Christmas Sweater Day

Please join the staff and wear your favorite Christmas sweater on Tuesday December 21, 2021.

Chair Yoga

Unfortunately, the exercise group will have its last class on December 7, 2021. We thank Andrea for her tremendous service to the community in leading this class. We are happy to welcome Bonnie back for Keep Fit in the new year.

Keep Fit with Bonnie

Join Bonnie twice a week starting in the new year. Benefits of being physically active: reduces risk of falls, stronger muscles and bones, better sleep, improves mood and much more.

When: Mondays and Thursdays. **From January 10th until May 19th** except for statutory holidays.

Time: 10:00 – 11:00 AM

Where: Auditorium

Registration: At the main office by January 7th.

Cost: Fee of \$50 is **paid directly to Bonnie at the first class by resident themselves.** This is a great deal at less than \$1.50 per class! Please be aware that this exercise class is not funded by the Centre.

NEW~Mindful Mondays Series

Come watch the recording on grief and loss during the pandemic by the Alberta Council on Aging. Strategies to manage grief and loss for ourselves and those we support as Alberta and the world transition to post-pandemic life.

When: Monday, December 6th

Time: 10:30 – 11:30 AM

Where: Pink room

Watch for additional programming in this series on information posters.

Fit Fridays

In November there were short sessions presented by Susan regarding exercise equipment use, balance and mobility as well as fitness tips. These short sessions (10-20 minutes each) were well attended and appreciated by all who joined. Susan will continue these sessions varying the topics for wellness. Please stay tuned in the new year!

Christmas Art and Craft Sale

Support our resident vendors by purchasing your gifts here at this 2-day event. A variety of choices plus the convenience makes this sale something to look forward to.

When and times: Thursday December 2nd 10:30 AM - 4:30 PM

Friday December 3rd 10:30 AM- 3:30 PM

Where: Atrium

Farmers Market

The Farmers Market will be here from 10am to 12pm on the following Thursday's: December 2, 9 and 23, 2021.

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.

December Tree Decorating

The theme for December decorating is Christmas. Please be aware that the main tree will have our traditional Christmas decorations on it during this season.

News from Susan

Christmas Decorating St. Andrew's Centre

The Christmas trees and decorations will be set out in the common areas for all help with Christmas decorating. Join in brightening up the common areas with Christmas décor.

When: December 1st

Time: 10:30 AM – 2:30 PM

Where: Throughout the main floor in all common areas (Games room, pink room, sunroom, atrium, café).

All Residents are invited to participate!!

Gardening Towers

You may notice that our gardening towers are empty. We will use the month of December to complete maintenance on the towers and start a new harvest of produce in January. Resident participation in assisting with the towers is welcomed. Please do not hesitate to talk to me if you wish to be involved.

Maintenance Department

Please be aware that if you feel your suite is not warm enough residents must put in a workorder through the office. We will inspect the heating system to ensure that all heating elements in your suite are operating correctly prior to issuing you a portable heater.

Finance Office

Invoice payments are **due upon receipt**. If we do not receive your payment by the **15th of the month**, you will be contacted by the Finance Office and your account may be suspended automatically until full payment is made. Overdue invoices of 30 days or more will have accounts/services suspended and residents will have to pay per purchase indefinitely. ****PLEASE NOTE** accounts exceeding \$500.00 may be flagged and called sooner than the 15th of the month.**

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 20th of every month** to avoid paying the fees for the next month.

Garden Café

We are now offering loaves of fresh homemade bread. The Café will accept orders on Mondays and pickup of orders will be on Thursdays. The cost per loaf is \$4.00.

Due to the flooding in B.C. we may experience some shortages with our produce/product orders. Please be understanding as we try our best not to make unnecessary changes to your daily menu items.

Hospitality

Please join us in welcoming Cody and Elizabeth to the hospitality team.

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. -Tess

Garbage chutes

- Please do not leave garbage, boxes, bottles, cans, small appliances etc. on the floor. Residents 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

It is a busy time of the year at the Centre with plenty of visitors and deliveries. We kindly ask that you refrain for letting individuals enter the building without first being screened at our Health Assessment Desk. If no one is at the assessment desk upon arrival, please instruct your visitors to wait for security to arrive to give them access into the building. No residents should be allowing visitors access through alternate entrances without first being health screened.

Centre Library News

We are suspending the acceptance of donated books for the library until the end of the year. We appreciate your patience as well allow our wonderful volunteers the opportunity to go through our current inventory to clean up and re-organization.

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, December 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

Large indoor gatherings will be reassessed month by month due to provincial regulations mandates. Events such as cards, bingo, shuffleboard, etc continue on 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– November 17, 2021- 1:30pm

Chair: Sr. Anne C.

Co- Chair: Wanda

1. Call the meeting to order: 1:31 pm
2. Welcome and introductions.
3. Attendance: Wanda (COO), Patricia (Admin - minute taker), Gerry C., Sr. Anne C., Helen D., Louise F., Dolores H., Sharon L., Gail R., and Karin V.

Absent: Joan B., Ellen B., Rita K., Pat S., Dolores S., Dora V., Annette Marie W. and Lorraine W.

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

1st Gail R.

2nd Louise F.

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

None noted as incomplete or outstanding

7. Standing Agenda Items:

7.1- Food Service: A letter was given to Wanda with the complaint of cold supper meals when purchased after 5:30 pm. The complaint has been brought to Lonnie's attention. Please continue to provide feedback to the Café or any department in a timely manner to have any concerns addressed.

A committee member expressed their appreciation for the addition of freshly baked bread available at the Garden Café. The committee is grateful for the new variety of new items becoming available.

7.2- Maintenance/Housekeeping: It was noted that the hospitality department is working very hard to accommodate all housekeeping requests. They are actively recruiting for additional staff to help with the workload and to fill in hours.

7.3- Social/Leisure Activities: The Resident only Christmas Dinner is on Saturday, December 11th. There have been 137 tickets sold so far. The dinner will be held in the Auditorium, however, depending on the attendance, the event may be moved to the Atrium to accommodate a larger crowd.

St. Andrew's Day will be on Tuesday, November 30th. There will be a resident only FREE BBQ lunch. There will be an entertainer to help make the day joyful!! Lunch runs from 11:30 am -1 pm, all residents are invited to attend!!

7.4- Security: The committee would like to express their gratitude for the security staff and their services.

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

Suggestion Box:

8.1- Recliners in Sunroom: request to have a few of the recliners moved back into the sunroom- we have moved 2 back to look out the window for residents to enjoy, rest and relax.

Committee Concerns:

8.2- Resident Population and Vacancy Rate: we are currently experiencing a high vacancy rate largely due to the pandemic. With restrictions beginning to change, residents who have been waiting to be moved to long-term care are now being moved to the appropriate facilities. Meanwhile, new applicants remain hesitate to move due to fear of COVID. We have also experienced many residents becoming ill unexpectedly. There are currently 39 vacant suites – a majority are inside bachelors, and about 280 residents.

8.3- Resident Balconies Snow Removal: residents who wish to have their balconies cleared of snow are responsible to do the shoveling themselves. The Centre is not responsible for the removal of snow on resident balconies or patios. Please be mindful of the balconies below you should you decide to do so.

8.4- BC Flooding Contingency Plan: a concern was brought up regarding the flooding in BC and how that might affect the Garden Café's supplies. The Food Services department has a contingency plan in place in the event of a disruption in product delivery. The Garden Café receives their groceries from reputable suppliers who will provide notice should certain items become unavailable. When these disruptions occur, the suppliers will work on getting items from different locations.

9. Administration Sharing:

9.1- We will slowly begin to move our past practices back into use regarding some events. This refers to set up's, etc. All events will have safety specific guidelines to follow in accordance with direction from the Chief Medical Officer of Health. A survey will be created to gauge resident comfort levels with respect to current restrictions.

9.2- A reminder that any issues related to the Parish must be taken up with Father Andrew as the Centre has no say in the practices of the Church.

9.3- With the Christmas shopping season upon us we remind residents to plan to be home to accept package deliveries as we cannot guarantee their safety if left unattended at the suite door or dropped off in the office.

9.4- A reminder that our maintenance department does not lend out any of St. Andrews property such as tools or supplies for any reason.

Meeting Adjourned at 2:30pm.

Next meeting: **Wednesday, December 15, 2021** at 1:30pm in the Fr. Irwin Room.

St. Andrew's Centre

December 2021

St. Andrew's Centre

2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	Shuffleboard 2pm	30 Feast of St. Andrews - Free Resident BBQ Lunch 11:30am-1pm Chair Yoga 6:15pm	1 Centre Christmas Decorating- 10:30am Carpet Bowling 10am Whist 6pm	2 Farmers Market 10am-12pm Shuffleboard 2pm Bridge 6pm	3 Art/Craft Sale 10:30am Atrium	4 Bingo 6pm
5	6 Shuffleboard 2pm Mindful Mondays- Grief and Loss 10:30am in Pink room	7 Chair Yoga 6:15pm	8 Carpet Bowling 10am Whist 6pm	9 Farmers Market 10am-12pm Shuffleboard 2pm Bridge 6pm	10	11 Bingo 6pm
12	13 Shuffleboard 2pm	14	15 RCC Meeting 1:30pm Carpet Bowling 10am Whist 6pm	16 Shuffleboard 2pm Bridge 6pm	17	18 Bingo 6pm
19	20 Shuffleboard 2pm Door Decorating Contest Judging Day!	21 Wear Your Christmas Sweater Day!	22 Carpet Bowling 10am Whist 6pm	23 Farmers Market 10am-12pm Shuffleboard 2pm Bridge 6pm	24	25 Merry Christmas
26	27 Shuffleboard 2pm Main Office Closed	28 Main Office Closed	29	30	31	Jan. 1 Happy New Year

Reassessing the Visitor Policy

St. Andrew's Centre will not require visitors to provide proof of COVID-19 vaccination, however, we would like to determine whether or not proof of vaccination should be required to access the common areas.

1. What is your relation to St. Andrew's Centre?

- a. I am a resident
- b. I have a loved one(s) living at St. Andrew's Centre
- c. I work at St. Andrew's Centre
- d. Other: _____

2. Do you believe that visitors should have access to the Garden Café?

- a. Yes, I am comfortable with visitors accessing the Garden Café with unverified vaccination status.
- b. Yes, but proof of vaccination must be provided.
- c. No, visitors should not be permitted to dine at the Garden Café at this time.

3. Do you believe that visitors should have access to common areas aside from the Garden Café?

- a. Yes, visitors should have access to common areas with unverified vaccination status.
- b. Yes, but proof of vaccination must be provided.
- c. No, visitors should not have access to common areas at this time.

Additional comments may be placed on the back of this page. Please return this form to the box located by the main office before Dec. 4, 2021.

You may also access this survey online through our website @standrewscentre.com