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St. Andrew's Centre

July 2022

From the Office of the Chief Operating Officer

During this start of the summer season and with the recent lifting of the CMOH restrictions in our Centre, I find myself reflecting on the role St. Andrew's has played in helping our Seniors over the last few years. I can't think of a greater honor than having you trust us to protect what matters most- **You** and the place you call home.

In my personal quest for ongoing learning, I recently finished reading a book called- "Disrupting the Status Quo of Senior Living- A Mindshift". This book has challenged me to accept where I may have made organizational mistakes, challenged my views of what I have been taught to believe Seniors wish for as they age and inspired me to rethink our "hospitality model" of business.

One statement stood out and continues to impact me daily: "Under a hospitality model of business residents become consumers and recipients of the services we provide, rather than seeing themselves as citizens of our community without any expectation of reciprocity. There is a stark difference between being a citizen of a community and being a consumer."

Our Mission statement aims to provide safe housing for seniors with access to support services and social opportunities that enhance and maintain one's highest level of wellness. As an organization we do not want to assume that we are best suited to define, make decisions, and take care of your perceived needs. Citizens have roles, responsibilities, and accountabilities while consumers relinquish their power. Consumers can be led to believe that leadership has all the answers (and I can assure you I do not), and I have been told by some that I must be the one to fix all the problems.

I feel that we have had positive, engaging, and inspirational meetings with our Citizens, board members, internal/external partners, and staff these last few weeks who are committed to creating an inclusive, empowering community. I strongly believe that everyone's benefits when the organization is accountable- not only to our internal and external stakeholders but also to our community and social causes that make us all connected.

You have our St. Andrew's team commitment that we'll continue working hard to be worthy of your trust and to make a positive impact on the place you call home. Most of all we encourage our citizens, their loved ones, and our community collaborators to unite with us on this journey.

Wishing you all a joyous summer filled with sunshine and special moments!

Wanda

IMPORTANT NOTICES



MAIN OFFICE CLOSED Canada Day – Friday, July 1st 1

Security Staff are on duty to assist with EMERGENCIES. Contact Security @ 780-452-4444



Thursday, July 7th starting at 2:00pm GENERATOR TESTING

The Maintenance Department will be performing routine testing of the building's emergency generators. Elevators may be out of service, ONE AT A TIME for short periods of time during the testing.



FEEDING ANIMALS

Please do not leave food outside of the building or on balconies for wild animals, such as: birds, squirrels and cats. This can lead to disruption and mess. It also tends to bring rodents and other animals closer to the building.

Also, please do not feed the Koi Fish in our pond or our new Budgie Brothers, Bert & Ernie. They are on controlled diets and are actively being monitored and fed by assigned staff members and volunteers.



BRUNCH TICKET REFUNDS

Please be reminded that since the *Mother's Day Brunch* event in the *Garden Café* was cancelled, we are offering refunds on pre-purchased tickets. If you haven't already done so, please bring your Mother's Day Brunch ticket(s) to the Main Office for a full refund.



WEST OUTDOOR PARKING LOT

St. Andrew's Parish new meeting house construction has begun. During construction parts of the parking lot (particularly at the south end) will be inaccessible for residents, visitors and parishioners.

For more information, please contact the Parish Office directly @ 780-451-6601.



TREE REMOVAL

Removal of tress from the Annex North and East side yards will begin on July 6th. We appreciate your patience and cooperation while this project is in process.

STAFF ANNOUNCEMENT

Please welcome the newest addition to our team! **George** has many years of cooking experience as a Red Seal Journeyman Cook and has worked with other senior housing facilities in Edmonton.

CENTRE ANNOUNCEMENTS

On June 30, 2022 the Chief Medical Officer of Health (CMOH) orders are being rescinded in our facility.

The following measures can/will be removed from our community:

- 1. Removal of enhanced environmental cleaning, operators can return to pre-pandemic normal.
 - St. Andrew's has decided we will continue to clean high-touch areas 1x/day at 9am for the safety/well-being of our community.
- 2. Entry health screening for staff and visitors is no longer required.
 - St. Andrew's has always had a visitor sign-in policy, which was not dutifully enforced in the past.
 - Visitors will still be required to enter through the main lobby and sign a visitor log prior to entrance into our facility for safety reasons.
 - The main facility doors will remain locked for the safety of our community, residents all have perimeter keys to enter the building.
 - Visitors may use the Enterphone to announce their arrival and be granted entrance into the Centre by their loved one if the front desk is unattended. The resident presses #6 on their landline to allow entry.
- 3. Residents returning from absence are no longer required to self-screen for 10 days.
 - Resident must notify Centre of absence from the facility in the event of an emergency situation.
- 4. Staff and visitors are no longer required to continuously mask upon entry into the Centre.
 - Masks can be worn at the discretion of each individual's comfort level.

Please ensure access to the building is ONLY GRANTED to your own visitors.



Please note that in the event of a declared COVID outbreak immediate outbreak measures can be used for the health of the community.

RESIDENT ILLNESS

If for any reason you feel unwell outside of your normal health parameters, please isolate in your suite until you are well to decrease potential exposure to the greater community.

If you suspect that you may have COVID 19 please:

- Isolate in your suite -- 5 days of isolation followed by 5 days of continuous masking is still required in our community if you suspect or are a confirmed case of COVID 19.
- Contact Administration (Covid testing/PCR testing is still available to our community).

CENTRE EVENTS

PETTING ZOO

<u>Thistle Hill Petting Farm</u> is coming soon with a variety of smaller animals. Invite family and friends to this event for all ages. It will be a hotdog-lunch day plus there will be carnival type games for extra fun! Look for notices with more information.



WHEN: Tuesday, July 12th **TIME:** 10:00 am – 12:00 noon **WHERE:** East Courtyard (Front)

FARMERS' MARKET



When: Bi-Weekly on Thursdays July 7th & 21st

Time: 9:30 am – 1:30 pm

Where: ATRIUM

ETS SENIORS ON THE GO!

Excursion to The Muttart Conservatory

In partnership with the **Edmonton Transit Service (ETS)** for a postponed Senior's Week celebration, we have organized a transit service information session and an outing to the newly renovated *Muttart Conservatory*!

WHAT: The ETS will provide a 30-minute orientation on the transit system before we board a charter bus that

will take us to the *Muttart Conservatory*.

This will be a free outing however residents will be responsible for packing/purchasing their own food

and beverages.

Due to limited capacity, we can only accommodate 20 residents including 3 non-foldable walkers and 5

foldable walkers. Please sign-up at the main office.

WHEN: Thursday, July 14th from 10am – 1pm

WHERE: The information session will be held in the Fr. Irwin (Reception) Room at 10am.

All residents are welcome to attend this presentation, however, only those who sign up for the outing

will board the charter bus to the *Muttart* (maximum 20 residents).

We will arrive at the *Muttart* at 11am where residents will be free to tour the facility at their own pace

until we reboard the bus and head back to the Centre at 1pm.

Please see the main office or contact *Patricia at 587-525-8710* for more information!

AMENITIES

Special Touch Hair Salon

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. **Open Tuesday through Friday.**



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



It's official...our summer has arrived! Hopefully you can get out to enjoy some of our sunnier days. Also, it's a great time to clean out all those old medications that you no longer are using or have expired. You can drop them off at the *CareRx Tuck Shoppe* in the North Atrium on Mondays and Fridays from 8:30am - 4:00pm. You can also just stop by if you have any questions and to say "Hi" to Audrey at the shop.

Sole Mates Footcare Ltd.

Sandra Dickerson operates a <u>Mobile Foot Care Service</u> for residents of the Centre. For more information or to book an appointment,







Dr. Harkirat Sidhu

Dr. Sidhu is on-site for resident appointments in the Centre **two evenings each week**, <u>starting at 5:00pm</u>. <u>Pre-booking is required</u>. Mark your name in an open time slot on the whiteboard in the hallway just past the east tower elevator lobby.

Please note that Dr. Sidhu is not affiliated with the Centre. Contact him directly with any questions or concerns you may have.

Community Cupboard

Donations of food and household staples, and monetary contributions are always appreciated to keep the cupboard stocked. Please DO NOT give EXPIRED food products.

As always, if you have any need, please do not hesitate to ask one of the Main Office staff. We are here to help.

Fitness Room

You will see a new piece of equipment called the "Cubii Jr" with information on it posted up. This is a good addition for ankle mobility. NOTE: Starting July 13th I will be working out Wednesdays at 4:15pm. You are invited to join me or use it as a time to ask questions.

Please remember that the Fitness Room is for residents, staff and guest suite renters only. All use is at your own risk.

ACTIVITIES

MOVIE NIGHTS

When: Fridays @ 7:00 pm

Where: TV Room



Check notice board for weekly film titles.

WHISTWhen: Wednesdays @ 6:00 pmWhere: Games RoomBRIDGEWhen: Thursdays @ 6:00 pmWhere: Games RoomCANASTAWhen: Sundays @ 5:30 pmWhere: Games Room



CARD BINGO When: Monday/Wednesday/Friday @ 2:00pm

Where: Games Room

WALKING GROUP

When: Tuesdays and Fridays @ 10:00 am

Where: Meet in the Atrium for a 20-30 minute **OUTDOOR** walk,

and then coffee-time at the Garden Café.

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All levels of walkers are welcome.

SHUFFLEBOARD

When:

Mondays & Thursdays @ 2:00 pm

Where: Games Room

CRIBBAGE

When: Mon @ 6:30 pm & Tues @ 6:00 pm

Where: Games Room



\$3.00 BINGO

When: Saturdays @ 6:00 pm

Where: Games Room

CARPET BOWLING

Taking a break for the summer months. Will recommence in September.



ACTIVITIES

(cont'd)

RESIDENT COMMUNITY COMMITTEE (R.C.C.)

- The Resident Community Committee meeting minutes from Wednesday, June 15th are included in this publication.
- The next meeting is scheduled for: **Wednesday, September 21**st @ **1:30pm** in the **Reception Room (Fr. Irwin)**, after taking a break for the summer months.
- The Centre has a bulletin board for RCC information and notices. It can be found in the atrium next to the piano.

RESIDENTS' ASSOCIATION (R.A.)

Find information about the Residents' Association and planned activities on the easel mid-atrium near the mailboxes, and on the bulletin boards near the parcel locker across from the mailboxes.

- Canada Day Celebrations, activities and entertainment are planned to begin at 2:30pm on Friday, July 1st in the
 Atrium, Games Room and Courtyard (weather permitting). All residents are welcome. Details are posted on the easel.
- Resident Birthdays for the months of <u>March, April and May</u> will also be celebrated on July 1st!
 Add your name to the **Quarterly Birthday List** for June, July or August, to be included in the celebrations for your birth-month! The sign-up list is on the bulletin board near the parcel locker across from the mailboxes.

SUSAN'S NEWS



Contact Susan anytime @ 587-525-8713 or susan@standrewscentre.com

Welcome to our new feathered friends. The name suggestions were fantastic. With an overwhelming request for a particular set of names, we now call the green budgie 'Bert' and the blue budgie 'Ernie'.

As this pair adjust to their new home, they have been observed to prefer quiet talking/quiet whistling. Thank you to our volunteer for covering and uncovering them to allow for a solid 12 hours of rest.



GARDEN CAFÉ



The Garden Café Restaurant is open from 9:00 am to 6:30 pm EVERY DAY serving:

 Breakfast
 9:00 am - 11:00 am

 Lunch
 11:00 am - 1:30 pm

 Dinner
 4:30 pm - 6:30 pm

DELIVERY IS AVAILABLE for a \$2.50 charge per trip.

To order dinner for delivery, please call the Café directly @ 587-525-8718 before 4:00pm.

The 4-week rotating Summer Menu is in effect now through to October. Copies are available at the Café and online.

BARBEQUE STEAK DINNER

Wednesday, JULY 13th

4:00 pm - 6:00 pm

\$22.50 each

RESIDENTS ONLY

Pre-Purchase Tickets at the Café (only 100 tickets are available)

Dinner will be served in the Auditorium.



MAINTENANCE DEPARTMENT

MAINTENANCE HOURS: Monday – Friday 8:00 am – 4:30 pm (except holidays)

Saturday 9:00 am - 3:00 pm

Please <u>call the main office @ 780-452-4444 to request Work Orders</u> for Maintenance tasks in your suite.

Most requests are completed the same day, and at no charge to the resident.

You will be advised if fees are applicable to your request before the work order is dispatched to staff.

AIR CONDITIONERS

With warmer weather on its way, residents may be planning on having <u>window air conditioners</u> installed. Please be aware of the following:

- St. Andrew's Centre does not provide air conditioners.
- Units can have a MAXIMUM output of 8,000 B.T.U.
- MAXIMUM DIMENSIONS are <u>Height of 15 inches</u> and <u>Width of 20 inches</u>
- Must be installed by Centre Maintenance staff (submit work order, no charge)
- Must be removed in the Fall by Centre Maintenance staff (submit work order, no charge)

FINANCE DEPARTMENT

ACCOUNT CHANGES

- Parking Rental
- Storage Rental
- Meal Plans
- Banking Information

Please inform the Main Office of changes **before the 20th of the month**.

This is important to ensure charges for the following month are correct.

ACCOUNT BALANCES

Monthly Invoices for Garden Café, Hospitality Services, and incidental charges are <u>due upon receipt</u>. Accounts with invoices not paid in full by the 15th of the following month may be subject to suspension and/or finance charges.



...to all our residents, and their families, who routinely ensure their invoices are paid promptly!

GIFT CERTIFICATES can be purchased at the Main Office.

They can be made in any amount you like and are excellent for gifting!

- Garden Café Gift Certificates can be used for Food Services, Meals, or Groceries.
- Hospitality Gift Certificates are for Housekeeping, Laundry, or Special Cleaning services.





NOTE: Gift Cards are not redeemable for cash and cannot be replaced if lost.

TO REDEEM A GIFT CERTICATE for the Garden Café:

- ✓ Present Garden Café Gift Certificates to the Café Cashier before ordering.
- ✓ A "Meal Sheet" will be created to track the purchase(s) made, and the unused balance (if any) until the full amount is used up.

TO REDEEM A GIFT CERTICATE for Hospitality Services:

- ✓ Present Hospitality Services Gift Certificates to the Hospitality Attendant at the time service is provided.
- ✓ The amount of the Gift Certificate will be applied to the invoice for services rendered.
- ✓ If the entire Gift Certificate balance is not used, a credit on account will be held by the Finance Office for future services.

HOSPITALITY DEPARTMENT



- One Hour of Housekeeping
- Fridge Cleaning
- Stove Cleaning
- **❖** Window Cleaning
- **❖** Vacuuming of Fridge Coils
- All services must be completed on the same day.
- No substitutions of services allowed.
- Must be booked within 60 days of purchase.



"So let the sun shine in, face it with a grin. Smilers never lose and frowners never win. So let the sun shine in, face it with a grin Open up your heart and let the sun shine in."



Let the sun shine in.... to your home!

It's a great time to take advantage of our <u>WINDOW CLEANING</u> service and enjoy the summer sun and all the season brings to us!

Bachelor Suite \$ 46.50 One-Bedroom Suite \$ 58.50 Two-Bedroom Suite \$ 74.50

For the convenience of our Residents' families and loved ones, St. Andrew's Centre is pleased to provide Guest Accommodations.

There are 5 fully-furnished suites, each with all necessary items for a comfortable and convenient stay.

Our well-appointed Guest Suites each include; linens, dishes, pots, pans and small appliances.

Contact our Hospitality Department for pricing, availability and reservations.

For all services, please contact **Tess @ 587-525-8714** for full details and scheduling.

For immediate assistance please call the Main Office @ (780)452-4444 if you spill something on the floor in a common area or have other concerns about the cleanliness of our building, and for everyone's safety.

Resident Community Committee

Minutes-June 15, 2022- 1:30pm

Chair: Gail R

Co- Chair: Wanda

1. Call the meeting to order: 1:31 pm

2. Welcome and introductions: Welcome to Fran and Joe

3. Attendance: Wanda (COO), Susan (ADMIN- minute taker), Gail R, Doreen B, Sharon L, Fran M, Joe M, Patti P, Linda H, Delores H, Delores S, Ellie M, Karin V, Louise F.

Absent: Gerry C

4. Reading/Acceptance of minutes from last meeting- 1st Karin V. 2nd Dolores S.

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, accept Agenda- 1st Sharon L 2nd Patti P
- 6. Business arising from the last meeting/old business: None
- 7. Standing Agenda Items:

7.1- Food Service: Father's Day Brunch will be served on June 19th in the Garden Café, supper cards accepted.

There is a steak dinner planned for July 13, pre-purchase of tickets is required, max 100 people.

Request for additional hot beverage/tea choices such as Sanka (decaf) and peppermint tea. There used to be Sanka. Wanda will check on these items.

Menu items were discussed and today a new chef started. Requests to have fried rice more as a starch, different casseroles for supper choices, not just for lunch. Wanda informed the group that all menu items must be approved by a dietician. Wanda to talk to Lonnie about the above.

Great feedback on the rice bowls, dried garlic ribs and chili and that those would also be great supper choices, not just for lunch. Improvements suggested are not always fries but increase salads and offer the breakfast wraps at lunch.

Baking: Kay is making pretzels now and the turnovers are new and good. Discussed raw vs cooked vegetables, smaller vegetable trays as option to snacks on meal plans.

Discussed Sundae Mondays which have returned for the summer.

Wanda led a general discussion on bringing citizens of our community together to talk to the heads of departments. Having a focus group regrading meal suggestions, etc. with Lonnie might be a good idea.

7.2- Maintenance/Housekeeping:

New program as of June 1 where housekeepers leave a comment card in residents suites for feedback on service provided. Hospitality feedback has 62 cards that came back in the first 2 weeks. Maybe do something like it for everyone using the dining as well.

Doreen asked about cleaning outside windows and will put in a work order for the 3rd floor annex window.

Conversation on trees- all the spruce trees are coming out then new grass will be put in. Cement being completed. New north fence and then for personal balcony dividers on the 1st floor will be put back after construction is completed.

7.3- Social/Leisure Activities: Thistle Hills Petting Zoo July 12th 10AM-noon.

Discussed an additional wellness workshop. The first one was a success and had positive feedback.

Do we do this again or move to another subject? There will be more ideas looked at for next year.

Yoga was mentioned and activities will start again in the fall.

7.4- Security: Concerns as they must do so many things. Wanda announced we are moving to 24 hour/7 days a week security.

Greeter program discussed for Saturday and Sundays.

Soon a new greeting plan will be brought forward at an information meeting. The meeting will be to express ideas for citizens to join a new internal program.

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

Suggestion Box/Emails-

8.1- Gift Certificate purchase for family. Gift Certificates can be purchased by family for the resident for housekeeping/laundry.

The finance office is working on a plan for residents to purchase gift certificates for our café so they can purchase for loved ones.

- 8.2- Feeding the "wild" animals and birds. These issues have been in the newsletter. Will put it in newsletter again. Possibly taking out the spruce tree might help. Feeding birds brings rodents, etc. closer to the building.
- 8.3- Resident access to BBQ. It was brought up at the focus group for the inner courtyard and residents did not want access to a BBQ. Comments to Chef Lonnie and he can just create a 'steak' night and residents would be happy to purchase rather than cook for themselves.
- 8.4- Linda asked about walker servicing. With Covid those were not happening by outside organizations but is being looked into by Susan.

She also talked about blood pressure clinics and suggested residents could lead a blood pressure clinic session as can use their machines.

Footcare is still available in the building through the hair salon and mobile clinic.

9. Administration Sharing:

9.1- June Annual AGM and meeting with Archbishop Smith- will not be an in-person event due to the pandemic/recent outbreak at Centre and upcoming visit to the City from the Pope. Archbishop Smith will record a message for the community which will be played in the Atrium and the annual report issued to the board will be available to the residents in paper form and on the website.

The video will be posted online and through Facebook, Instagram, and our website page The AGM is 3rd Tuesday every June.

Resident association will go ahead with their meeting that day -June 21st.

9.2- Greentree Landscaping- we had a consultation with a landscaping company regarding development of the courtyard areas.

Went through inner and outer courtyards. Ideas from focus group were mentioned. Needs: shade/quiet place.

They will have a 3D plan that Ryan can show us. Residents can see this and there can be comment cards.

9.3- Lifting of Restrictions- Wanda was pleased to announce that as of June 30th restrictions cease to exist in our facility. Enhanced cleaning will be reduced (not eliminated) at least to 1x/day. Visitors won't need to wear masks or be screened. Staff won't have to wear masks (personal choice). Masks are still required in other care facilities.

Isolating in suites when people are ill remains in place for a minimum of 5 days/ masks for additional 5 days.

Main Entrance doors will stay locked on a move forward with 24 hours security and visitors will still need to sign in letting security know who and what suite # and they will be directed to the Enterphone system.

Meeting Adjourned at 3:20 pm. Next meeting Wednesday, September 21, 2022, at 1:30pm in the FR Irwin Room.

Reminder that RCC breaks for the month of July and August as per committee request.

St. Andrew's Centre

Game Activities take place in the Games Room unless otherwise noted.

July 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
June 26 Canasta 5:30pm 3 Canasta 5:30pm	Card Bingo 2pm Shuffleboard 2pm Cribbage 6:30pm 4 Card Bingo 2pm Shuffleboard 2pm Cribbage 6:30pm	28 Walking Group 10am Atrium Cribbage 6pm 5 Walking Group 10am Atrium Cribbage 6pm	Shop Easy Fashions 9:30am – 1:30pm Games Room Card Bingo 2pm Whist 6pm 6 Card Bingo 2pm Whist 6pm	Shuffleboard 2pm Bridge 6pm 7 Farmer's Market 9:30am – 3:30pm ATRIUM RIVER CREE CASINO OUTING GENERATOR TESTING starting @ 2pm Shuffleboard 2pm	July 1 OFFICE CLOS RESIDENT ACTIVITIES & QUARTERLY BIRTHDAY PARTY Walking Group 10am Card Bingo 2pm MOVIE NIGHT 7pm TV Room 8 Walking Group 10am Atrium Card Bingo 2pm MOVIE NIGHT 7pm TV Room TV Room	2
Canasta 5:30pm	Card Bingo 2pm Shuffleboard 2pm Cribbage 6:30pm	PETTING ZOO 10 am – 12 noon EAST COURTYARD Walking Group 10am Cribbage 6pm	13 Card Bingo 2pm BBQ STEAK DINNER 4:00 – 6:00 pm Auditorium Residents Only Tickets \$22.50 Each PURCHASE AT CAFÉ Whist 6pm	Table 14 ETS Seniors on the Go! Muttart Conservatory 10am – 1pm Shuffleboard 2pm Bridge 6pm	Uslking Group 10am Atrium Card Bingo 2pm MOVIE NIGHT 7pm TV Room	16 Bingo 6pm

St. Andrew's Centre

July 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
July 17	18	19	20	21	22	2	23
Canasta 5:30pm	Card Bingo 2pm Shuffleboard 2pm Cribbage 6:30pm	Walking Group 10am Atrium Cribbage 6pm	Card Bingo 2pm Whist 6pm	Farmer's Market 9:30am – 1:30pm ATRIUM Shuffleboard 2pm Bridge 6pm	Walking Group 10am Atrium Card Bingo 2pm MOVIE NIGHT 7pm TV Room	Bingo 6pm	
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Canasta 5:30pm	OFFICE CLOSED Aug 1 OFFICE CLOSED Aug 1 Heritage Day Card Bingo 2pm Shuffleboard 2pm Cribbage 6:30pm	Walking Group 10am Atrium Cribbage 6pm	Card Bingo 2pm Whist 6pm	Farmer's Market 9:30am – 1:30pm ATRIUM Shuffleboard 2pm Bridge 6pm	Walking Group 10am Atrium Card Bingo 2pm MOVIE NIGHT 7pm TV Room	Bingo 6pm	6

While every effort is made to provide up-to-date calendar event listings, they are subject to change. Please check notice boards also.