



### Greetings from the Office of the Chief Operating Officer,

These past few weeks as I listened and watched the news, I couldn't help but shake my head due to the warnings of increased cases of a new variation of illnesses and the "crumbling" EMS system. Today I asked myself if I was listening close enough to what was truly being said. The question in my mind now is: How might an investment in culture and people to behave in a way that positively impacts how people "feel" have different outcomes?

Every organization has issues, some are fixable with money, others are not. Every year our Centre works diligently to plan, execute, and complete fixable issues involving money by selecting an area in need of repair to improve our Centre within a reasonably sound and secure budget. Sometimes the Centre is required to make decisions that will impact our facility immediately, without notification as an area "surprises us" and requires attention. As an organization we work everyday to meet our **Value of Community- We are more than a building with people in apartments. Our presence makes a positive difference.**

Consistently our team explores ideas, initiatives, programming, and partnerships that will create possibilities to meet our **Value of Service- We are servant leaders, ensuring our residents are offered safe housing, warm hospitality, and social opportunities.** This can be a challenging objective for an all-inclusive, diverse population. As staff we have learnt through multiple interactions with our citizens that we cannot presume to know what individuals may want or need. Our goal is to make operational decisions with as much transparency as possible to eliminate misinformation or discontent in our community. Much of this process involves feedback from those who live at St. Andrew's Centre.

Trust is not unconditionally given, I believe it is the result of people feeling heard, seen, and honored. Listening does not mean I agree with someone, it only means that I seek to understand how someone else sees the world. I am constantly working on trying to listen to someone without judgement, without fixing and without finding commonalities with myself. My hope is that through this process the by-product produced is a trusting relationship with all internal and external stakeholders.

There can be times when a citizen can feel like they have no control, are not heard, are not seen, are not cared for, and are not connected to their neighbors. Those beliefs can have real consequences or result in a crisis of "feeling" with adverse impacts. So what skills are needed to fix this dilemma as it occurs?

Our organization is constantly learning about being adaptive. We seek to diagnose issues to recognize what can be fixed with our internal knowledge and understanding and identify which issues persist despite the knowledge we have. Our collaborative efforts with stakeholders share the responsibility for the direction, decisions, and outcomes of our organization by demonstrating individual and collaborative judgement and assistance from outside partners when necessary. We can lead ourselves and each other through progressive change so that everyone understands that they help to shape our environment and have real input into our community, that sets positive direction and allows us to grow with optimism. We strive for goals that are attainable yet impactful perhaps even courageous at times but fundamentally engaging to all who live, work, and visit our Centre.

**We welcome everyone to be a part of our rejuvenating journey!**

*All the Best, Wanda*

# IMPORTANT NOTICES



**MAIN OFFICE**      **CLOSED**      **Heritage Day – Monday, August 1<sup>st</sup>**

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



**GENERATOR TESTING**      **Monday, August 8<sup>th</sup> starting at 2:00pm**

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.



**VISITING ANIMALS**

The Centre allows the visitation of animals to the facility. For the health and safety of everyone we ask that all animals be on a leash, be carried by the owner, or be transported in a carrier upon entrance to the facility.

Animals should visit in a residents room out of respect of all who reside at the Centre due to health concerns and/or anxiety/fear concerns.

Absolutely no animal can be in an area in which food is being served unless they are a certified service dog with the appropriate identification (tag, vest, etc.). Owners must keep their animals in control at all times, as disruptive animals will be required to leave the Centre.

Pet therapy programs used are at the discretion of the Centre only.

NO animal is allowed to relieve themselves in our Atrium.



**HEAT WAVE**

The Centre has set up some cots in the TV/Pink room for any residents who are needing relief from the heat for sleeping. The area is air conditioned. If you use a cot, please leave the bedding unmade so that the Hospitality Staff will know to change it for fresh for the next user.

There are also other air conditioned areas you can take advantage of to cool down, such as the Café dining room and the Auditorium. Please seek shade when outdoors and keep hydrated during these hottest of summer days!



**WEST OUTDOOR PARKING LOT**

St. Andrew's Parish new meeting house construction is progressing. 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.

# CENTRE ANNOUNCEMENTS

## Annual Suite Inspections

August is the month that yearly suite inspections occur. For the health/safety of our building, maintenance and management enters each suite to inspect plumbing, electrical, fire safety equipment, thermostats/heating systems, pests, etc. All tenants will get advanced notice of the day and timeline of entry.

## Every suite gets inspected, with no exceptions, and documentation is placed on the tenant file.

Suites found to be a health/safety hazard due to hoarding, excess garbage, uncleanliness, etc. will receive verbal and written notices listing lease expectations and timeline for completion of requirements to meet lease standards. Tenants do not have to be present for the inspection to occur but are welcome and can discuss individual concerns with the inspection team upon arrival.

We also appreciate any notes left in the suite noting areas of concern. Your inspection team is typically Wanda and Joe. We thank you in advance for your cooperation.

## Development Plans for the Inner/Outer Courtyard

Plans were present to the community for the construction of the inner and outer courtyard development on July 19<sup>th</sup>.

Thank you to the 50 residents who attended the informational sessions. We have had much positive feedback and some additional suggestions come in.

We are now working with the project manager on changes and pricing. We are very excited to get started on the project and hopefully completing the inner courtyard before the snow flies.

## Concrete/Landscaping on North and East Annex

Concrete has been poured on the North Annex part of the building. The new suite patios and sidewalks are looking fabulous. The landscaper will begin fence reconstruction, ground leveling and sod installation soon.

We are investigating tree installation on the East side of the building as well as suite patio fencing (on both sides) given that this project has progressed ahead of schedule with the fabulous weather we have been experiencing.

Please continue to stay away from the construction area for your safety as the ground is uneven and has debris from tree removal in different areas.

## Elevator #2

We are currently waiting on a part for elevator number 2 on the west tower. We understand that it can be frustrating to wait for the elevator to arrive at peak times. **We thank you for your cooperation and patience!**

Second floor West tenants have the option of using the east tower elevator by crossing the pedway to the East tower.

## CENTRE EVENTS

### ART & CRAFT SALE

**WHEN:** Thursday, August 4<sup>th</sup> **TIME:** 9:30 am – 1:30 pm **WHERE:** Atrium

Alongside the Farmers' Market on August 4<sup>th</sup>, you will see some of our citizens with their hand-crafted items for sale. The market runs from 9:30 am – 1:30 pm. Come down, grab some groceries, and see what great gift ideas you can find.



### FARMERS' MARKET

<b>When:</b>	Bi-Weekly on Thursdays	<b>Aug 4<sup>th</sup> &amp; 18<sup>th</sup></b>
<b>Time:</b>	9:30 am – 1:30 pm	<b>Sept 1<sup>st</sup></b>
<b>Where:</b>	ATRIUM	

### RESIDENT COMMUNITY COMMITTEE (R.C.C.)

- There was no *Resident Community Committee* meeting in July, and therefore there are no meeting minutes to be included in this publication.
- The next meeting is scheduled for: **Wednesday, September 21<sup>st</sup> @ 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.

- **Residents' Association FIRST SUMMER SPECIAL EVENT is on Tuesday, August 2<sup>nd</sup>! In the Auditorium starting at 7pm** Memberships are available. Details are posted on the easel.
- 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.

## 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.**



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

### CareRx

Welcome to the sunny days of August. Hopefully everyone is getting out to enjoy our beautiful summer. While you are out, make sure to drop by the St. Andrew's Tuck Shoppe to sign up for your prescriptions to be delivered to your suite and don't forget to say Hi to Audrey.

Hours of operation are Mondays and Fridays 8:30-4:00pm. The Tuck Shoppe will be closed for the Heritage Day holiday on Monday August 1<sup>st</sup> and also on Friday August 5<sup>th</sup> and will reopen on Monday August 8th. If you have any refill requests or questions you can call the pharmacy at 780-444-3257- Extension 2507. Merci and see you soon.

### **Sole Mates Footcare Ltd.**

Sandra Dickerson operates a **Mobile Foot Care Service** for residents of the Centre. For more information or to book an appointment **contact her directly @ 587-926-0422**, or e-mail **[sandradickerson82@gmail.com](mailto:sandradickerson82@gmail.com)**.



### **Dr. Harkirat Sidhu**

Dr. Sidhu is on-site for resident appointments in the Centre **two evenings each week, starting at 5:00pm. Pre-booking is required.** 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 pleased to help.

# ACTIVITIES

## WHIST

When: Wednesdays @ 6:00 pm

Where: Games Room

## BRIDGE

When: Thursdays @ 6:00 pm

Where: Games Room

## CANASTA

When: Sundays @ 5:30 pm

Where: Games Room



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## 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*.



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.



## FRIDAY MOVIE NIGHTS

Suspended Until Further Notice

Check notice board for updates.



# MAINTENANCE DEPARTMENT

**MAINTENANCE HOURS:**      **Monday – Friday**      **8:00 am – 4:30 pm** (except holidays)  
   **Saturday**                              **9:00 am – 3:00 pm**

Please call the main office @ 780-452-4444 to request Work Orders 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 window air conditioners 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 Height of 15 inches and Width of 20 inches**  
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)



## **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.

**Along with many everyday à-la-carte food and beverage choices, and grocery items.**

Check out our **Garden Café Frozen Entrées** priced @ only **\$8.00 each!**

- Beef Stir Fry with Rice • Butter Chicken with Rice • Chicken Alfredo with Rice • Chicken Fettuccine
- Chicken Pot Pie • Chili Con Carne • Chilean Ribs • Meat Lasagna • Seafood Newburg • Shepherd’s Pie
- Spaghetti & Meatballs • Sweet & Sour Pork • Beef Barley Soup • Cream of Mushroom or Tomato Vegetable Soup

**Be sure to fully thaw them in your refrigerator and thoroughly reheat before serving.**

The *Garden Café* accepts payment by Cash, Debit Card, Punch Card or St. Andrew’s Swipe Card only.

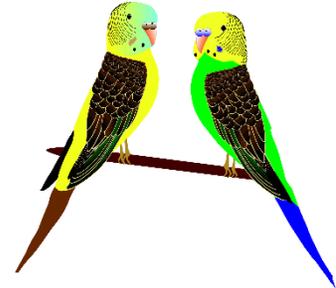
# SUSAN'S NEWS



Contact Susan anytime @ 587-525-8713 or [susan@standrewscentre.com](mailto:susan@standrewscentre.com)

## **Birds**

The birds, Bert and Ernie, are covered about 12 hours at night to ensure adequate rest and quiet time. However, they might also be covered for short periods during the day if they become agitated. Talking and whistling softly is their preferred communication.



## **Atrium**

Beautiful tropical plants have been generously donated. These new plants are a Yucca Cane, Kentia Palm, Elephant's Ears, and a Banana Plant. Thank you so much for enhancing the atrium for all to see.

## **Planting Room**

This new area between the games room and pink/tv room is in transition. The planting table has been brought up and I will be looking for a new volunteer to assist with painting it. This room will change over the next few weeks.

**IMPORTANT:** It is extremely important to ensure the doors (both the sliding doors to courtyard and door to the planting room) remain closed. This will prevent insect infestations which is why the tower gardens are empty yet again. Pests are also a constant battle in the atrium, so these doors remaining closed is beneficial globally.

## **Exercise room**

Wednesdays 4:15 – 5:00 pm you will find me in the exercise room doing my personal workouts. This is a GREAT opportunity to come ask questions, workout with someone, keep motivated or learn something new. Over the last couple of weeks, the conversations have been fantastic.

Walking is a great exercise however, it takes more than this to increase strength, balance, posture, circulation and prevent falls. See you Wednesdays.

## **Gardens**

During this warm weather, fellow gardeners are ensuring other garden boxes do not become too dry. We recognize that not everyone can be out daily or in this heat. The ideal times to water are first thing in the morning and later at night.

***Thank you to all the volunteers. You make such a difference in this community, your home!***

# FINANCE DEPARTMENT

## ACCOUNT CHANGES

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

Please inform the Main Office of changes **before the 20<sup>th</sup> 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 **due upon receipt**. Accounts with invoices not paid in full by the 15<sup>th</sup> of the following month may be subject to suspension and/or finance charges.

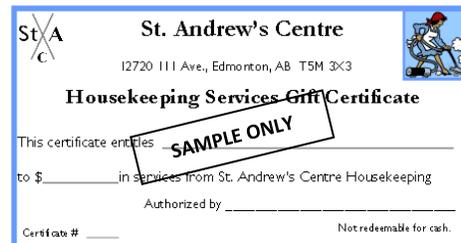
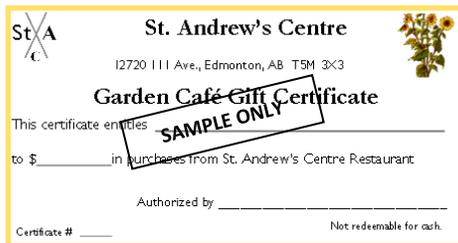


...to all our residents, and their families, who routinely ensure their invoices are paid promptly!

**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 CERTIFICATE 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 CERTIFICATE 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



*“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 WINDOW CLEANING service  
and enjoy the summer sun and all the season brings to us!**

<b>Bachelor Suite</b>	<b>\$ 46.50</b>	<b>One-Bedroom Suite</b>	<b>\$ 58.50</b>	<b>Two-Bedroom Suite</b>	<b>\$ 74.50</b>
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**Housekeeping** – Hourly housekeeping services are available by appointment. Fees based on time.

**Laundry** – Hourly laundry services are available by appointment. Fees based on time taken, and number of loads.

\*Maximum of 3 loads per service. (Coins for machines @ \$4/load, detergent @ \$2/load and softener @\$1/load are extra if not provided by resident)

**Garbage Disposal** – Available by request. Fee to be determined per request.

**Window Washing** – Available by request. Fee depends on suite style as shown above.

**Carpet Cleaning** – Available by request. Fee to be determined per request.

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.

**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.

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

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
July 31 Canasta 5:30pm	August 1 <div style="border: 1px solid black; padding: 2px; transform: rotate(-5deg); display: inline-block;">OFFICE CLOSED</div>  Heritage Day Card Bingo 2pm Shuffleboard 2pm Cribbage 6:30pm	2 Walking Group 10am Atrium Cribbage 6pm <div style="border: 1px dashed black; padding: 5px; text-align: center;"> <i>Residents' Association</i>  <b>SUMMER EVENT</b>                      @ 7pm                      Auditorium                      MEMBERSHIPS AVAILABLE                 </div>	3 Card Bingo 2pm Whist 6pm	4 <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>Farmer's Market</b>                      9:30am – 1:30pm                      AND  <b>ART &amp; CRAFT SALE</b>                      ATRIUM                 </div> Shuffleboard 2pm Bridge 6pm	5 Walking Group 10am Card Bingo 2pm MOVIE NIGHT 7pm TV Room <div style="border: 1px solid black; padding: 5px; transform: rotate(-5deg); display: inline-block;">SUSPENDED Until Further Notice</div>	6 Bingo 6pm
7 Canasta 5:30pm	8 <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>GENERATOR TESTING</b>                      starting @ 2pm                 </div> Card Bingo 2pm Shuffleboard 2pm Cribbage 6:30pm	9 Walking Group 10am Atrium Cribbage 6pm	10 Card Bingo 2pm Whist 6pm	11 Shuffleboard 2pm Bridge 6pm	12 Walking Group 10am Atrium Card Bingo 2pm	13 Bingo 6pm
14 Canasta 5:30pm	15 Card Bingo 2pm Shuffleboard 2pm Cribbage 6:30pm	16 Walking Group 10am Cribbage 6pm	17 Card Bingo 2pm Whist 6pm	18 <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>Farmer's Market</b>                      9:30am – 1:30pm                      ATRIUM                 </div> Shuffleboard 2pm Bridge 6pm	19 Walking Group 10am Atrium Card Bingo 2pm	20 Bingo 6pm

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>August 21</b> Canasta 5:30pm	<b>22</b> Card Bingo 2pm Shuffleboard 2pm Cribbage 6:30pm	<b>23</b> Walking Group 10am Atrium Cribbage 6pm	<b>24</b> Card Bingo 2pm Whist 6pm	<b>25</b> Shuffleboard 2pm Bridge 6pm	<b>26</b> Walking Group 10am Atrium Card Bingo 2pm	<b>27</b> Bingo 6pm
28 Canasta 5:30pm	29 Card Bingo 2pm Shuffleboard 2pm Cribbage 6:30pm	30 Walking Group 10am Atrium Cribbage 6pm	31 Card Bingo 2pm Whist 6pm	September 1 <b>Farmer's Market</b> <b>9:30am – 1:30pm</b> ATRIUM Shuffleboard 2pm Bridge 6pm	2 Walking Group 10am Atrium Card Bingo 2pm	3 Bingo 6pm
4 Canasta 5:30pm	5 <div style="border: 1px solid black; padding: 2px; display: inline-block; transform: rotate(-2deg);">OFFICE CLOSED</div> <b>LABOUR DAY</b> <b>Holiday</b> Card Bingo 2pm Shuffleboard 2pm Cribbage 6:30pm	6 Walking Group 10am Atrium Cribbage 6pm	7 <div style="border: 1px solid black; padding: 5px; display: inline-block;">GENERATOR TESTING starting @ 2pm</div> Card Bingo 2pm Whist 6pm	8 Shuffleboard 2pm Bridge 6pm	9 Walking Group 10am Atrium Card Bingo 2pm	10 Bingo 6pm

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