

Frequently Asked Questions

Q: What precautions has Strathcona Place Society taken to ensure our safety?

A: The safety of our staff, volunteers, and members is paramount to our reopening strategy. Strathcona Place staff has spent the last few months working tirelessly to ensure that our reopening will take every possible measure to prevent the spread of COVID-19. These measures are included but not limited to:

- An assessment of every room in the centre to determine maximum occupancy while adhering to physical distancing guidelines.
- Plexiglass barriers installed at the front desk and various activity areas.
- Increased sanitation policies using AHS approved cleaner.
- Regular, intensified cleaning procedures.
- Access to Health Canada approved hand sanitizer.
- Symptom, travel history, and temperature checks at the door.
- Clear physical distancing markers where necessary.
- A reduction of the number of individuals inside the center through:
 - o Blended or online programming.
 - o Services moving to online options with limited, appointment based in-person meetings.

Q: When will my favourite program return?

A: Strathcona Place will be reintroducing programming on a rolling basis. As our capacity for reopening safely grows, we will add programs as soon as it is safe and practical to do so.

Unfortunately, certain programs are higher risk than others. Until a full reopening is possible, certain programs may be suspended indefinitely.

Please check our programming update, program guide, and social media for details.

Q: How are capacities for classes and programs determined?

A: Strathcona Place has assessed every activity space in the centre and determined maximum capacity of every space. Unfortunately, to adhere to physical distancing guidelines, the capacity for certain programs has been reduced.

Q: Do I have to wear a mask?

A: In accordance with Bylaw 19408, we will be enforcing mandatory masks or face coverings for visitors of Strathcona Place Society. You must wear a mask/face covering while inside the building unless:

1. You are unable to place or remove a mask/face covering without assistance.
2. You are eating or drinking in a designated space.

Masks, masks with valves, and face shields are available at the front desk for a small fee.

Q: What supports are available for me right now?

A: Both the Strathcona Place Outreach Team and the Community Volunteer Income Tax Program continue to provide services. In-person meetings are on an appointment basis.

The SPOT Team is currently running a food hamper program for seniors. Please contact the SPOT Team for more details.

Strathcona Place is also running a Phone Pal program, where volunteers are matched with seniors. Find out more here:

<https://strathconaplace.com/programs>.

Q: Is there a definitive reopening date?

A: As a part of our phased reopening plan, there is no definitive reopening date. At the time of writing, Strathcona Place has limited in-person activities and appointment-based services. As we reopen, our aim is to be flexible in response to any possible changes in public health orders. Please continue to check our newsletter, website, and social media for the latest updates.

Q: What happens if there is a positive COVID-19 case in the centre?

A: We take any potential positive case extremely seriously. In accordance with AHS guidelines, Strathcona Place is tracking the name, address, and contact information of all visitors to Strathcona Place.

In the event of a potential positive case, Strathcona Place will work closely with AHS to undergo contact tracing, intensive cleaning, and any other potential required measures.

Q: How do I sign up for classes?

A: The best way is to visit our website strathconaplace.com. Programs are in the section "Senior Services." If you do not have a computer, you may call the centre at 780-433-5807.

Q: How do I sign up for the newsletter?

A: Sign up for our email newsletter at strathconaplace.com.