



WEEKLY UPDATE FROM VENTA CARE CENTRE

Thursday, August 20, 2020

Dear valued residents and families,

Venta Care Centre does not have any confirmed cases of COVID-19. NO RESIDENTS HAVE TESTED POSITIVE FOR COVID -19. We continue to do our due diligence and take all the precautionary measures in accordance with Alberta Health Services guidelines.

NEW

Yesterday the MOH informed the public that Edmonton's active COVID-19 cases have more than doubled Toronto's. She also said that "This may be an Edmonton –specific wake- up call" It is critical that each one of us think about our activities in and around the community. The Edmonton Zone is under a "WATCH". There are many health care facilities around us that have COVID-19. There infections have been linked to house and church gatherings. We must practice frequent hand hygiene and ensure we are masking as directed. We cannot let up.

This week we would like to acknowledge all the health care professionals at our centre and others who are fighting against COVID-19. Our thoughts and prayers go towards all patients and care facilities that have been impacted these past several weeks. We want to thank you, our families and residents for your patience and continued diligence in helping us keep COVID-19 out of Venta Care Centre. We know this is not easy, but we will require your continued patience and understanding. Thank you.

Due to the current surge in COVID-19 cases in the Northgate Region, Venta Care Centre has made the decision to temporarily discontinue outside visits and postpone indoor designated space visitations. We are also suspending external food deliveries at this time. We will continue to accept essential items such as: shampoo, body wash, toothpaste etc. We would like to thank you in advance for your patience and support of this proactive decision to keep your loved ones safe. Please know that phone and skype visits are still available. If you had an outside visit booked please contact Recreation and they will assist in providing you an alternative.

ANY QUESTIONS SHOULD BE DIRECTED TO – KIMBERLEY BECKER 780 377 4408

Our team wants you to know that we remain dedicated to preventing COVID -19 from entering into our facility.

Again we know that everyone is feeling frustrated with the restrictions and we understand and are sympathetic to the situation. We ask that all communication be respectful. **Any type of hostile aggression whether it is, verbal or physical, will not be tolerated.** We are all doing our very best under this extraordinary situation. Any noncompliance with the MOH orders or VCC policies may result in suspension.

Some of the measures Venta Care Centre has been taking to keep everyone healthy and safe include:

- Utilizing proper Hand Hygiene practices which is the most important defense in infection control. All residents and staff are encouraged to wash or sanitize their hands as frequently as possible and avoid touching their eyes, mouth and nose.
- All staff are following the continuous masking policy. Please note that we do not accept "City of Edmonton Face Covering Exemption Cards"
- We are communicating regularly with our staff about the importance of being aware about their activities outside of work and how they have an enormous responsibility to our residents. (They take this responsibility seriously)
- We continue to screen as per the MOH Order and monitor residents and staff symptoms, travel history, etc.
- Newly admitted residents or residents who have been readmitted to Venta from hospital are placed on 14-day precautionary isolation.
- Maintaining adequate resources to ensure safe and uninterrupted care for your loved one during this time.
- Residents also are able to enjoy the outdoors using all social distancing practices.
- **If you have any questions please call Kimberley Becker – 780 377 4408.**

Thank you all so much for your support for our team during this time. We share all your feedback with them. Our reviews on our online visits are awesome. We are so glad you are enjoying your chance to connect with your loved ones. Please also feel free to write a google review for our staff , we will make sure they get all of your amazing messages of support.

Venta Care Centre wishes you good health and thanks you for your continued cooperation.

Please visit our website at www.ventacarecentre.com for more information and updates.

Dr. Peter Birzgalis
CEO Venta Care Centre