



WEEKLY UPDATE FROM VENTA CARE CENTRE

Friday, July 17, 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.

There continues to be a steady increase in COVID 19 cases in the province. We are asking all of our residents, staff and families to keep being diligent. There are still health care facilities experiencing COVID-19 outbreaks. Venta is **NOT** one of them and will be doing everything we can to prevent the outbreak here. This is the result of everyone's hard work and dedication to the process. We understand that this has been a very difficult time for residents and families. It looks like we still have a way to go as the Health Minister has indicated that "we are not out of the woods".

The Minister of Health has just this week indicated that she is easing some of the restrictions for Long Term Care. She will be rescinding the CMOH Order 14 and effective **JULY 23, 2020** will replace it with CMOH Order 29-2020. This is exciting news; I am sure for all of our residents and families. Venta is in the process of working on a "DESIGNATED VISITING SPACE". We are sure you can appreciate this will take time to prepare our selected space for visiting. We are also required to write a "Safe Visiting Policy" EVERY ATTENDANCE OF A VISITOR **MUST BE PREARRANGED** Venta will be updating their online booking process. We will update everyone when this has been completed. There will also be written communication to advise all of you of the new policy and rules in place at Venta Care Centre and the rules in the new CMOH order.

PLEASE BE AWARE THE NEW ORDER DOES NOT COME IN TO EFFECT UNTIL JULY 23, 2020. VENTA WILL DO IT'S BEST TO HAVE THE "DESIGNATED VISITING SPACE" READY. THERE WILL BE NO CHANGE IN THE EXISTING RULES UNTIL JULY 23, 2020.

Venta will be collaborating with Residents and Families regarding new visiting processes, by way of a survey. You can look for this in your inbox or on the website early next week. We look forward to hearing your feedback and working with us to provide a safe way forward.

We know that everyone is feeling frustrated with the restrictions and we understand and are not unsympathetic 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 revisiting individual's ability to visit.

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.
- 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 were 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