



WEEKLY UPDATE FROM VENTA CARE CENTRE
Friday October 30, 2020

To our Residents and Family Members

Venta Care Centre is still COVID-19 free!

This week Dr. Hinshaw asked Operators to revisit their “Safe Visiting Policies” due to the increase in COVID-19 infections in the Edmonton Zone. She is very concerned with the rising cases of COVID-19 and Venta Care Centre shares her concerns and we have reviewed our “Safe Visiting Policy” to comply.

On Tuesday Oct 27, 2020, an email with the new change in policy was sent to all the resident/resident primary contacts. Effective immediately, only the two named designated visitors will be allowed to visit in our designated visiting area. This means there will be no other visitor allowed in at this time. It is the responsibility of the primary contact to share this information with all those who may be affected.

Dr. Hinshaw also asked us to communicate with you and ask you to evaluate your own need to be physically present in the facility during this time.

If you would like to help us reduce the chance of exposure to COVID-19, please email or call the Recreation team to change your in person visit to skype/facetime or phone visit. We remain committed to keeping you connected with your loved ones.

There are a few housekeeping items that VCC would like to address. We know this time has been difficult for everyone and we understand the desire to bring in items for your loved ones. Please be mindful of the type being delivered. Please refer to the General Admission package for items that are not allowed in the facility. You can find this on the website under the Family Education tab. Click on the “General Information Package”. On page 32 of this document, you will find the “General Information Agreement”. We respectfully ask that you abide by this agreement. Although some things may not make sense to you or may not seem pertinent to your loved one, there are valid safety reasons for these prohibited items. Please be advised that all packages are being checked for inappropriate items. Any items that are found to be in violation of the agreement will be removed and you will be contacted to come and collect them up.

We have also recently changed over our IT system and have been experiencing some technical difficulties. We apologize if you have emailed and have not received a response. Please call to follow up.

If you have any questions regarding visitation or any other concern please contact Kimberley Becker at 780 377 4408 or email kbecker@ventacarecentre.com.

Kindest of Regard

Your Senior Management Team