



## WEEKLY UPDATE FROM VENTA CARE CENTRE

Wednesday, September 23, 2020

### To our Residents and Family Members

Venta Care Centre is still COVID-19 free!

We have some great news! The indoor visits have started. All those that have outside window visits scheduled are being moved to the indoor visit. If your visit is in the next day or two you will be personally contact with the new process to follow.

We have three (3) designated visitation spaces for you to enjoy. Please read the New Outlined Visitation Process:

The designated entrance is located on the north side of the building in our staff parking lot behind the car dealership. You will need to park on the street and proceed to the ally way. There you will see signs directing you to our "Screening Area".

- Print and complete all forms from the website or from the attachment with this letter before coming in.
- Come through the double glass "Screening Doors".
- Hand Sanitize.
- Sign the visitor log.
- Follow the spacing circles/arrows on the floor.
- Stop and wait for screener to call you forward.
- Present forms to screener.
- Take off your mask and dispose of it in the garbage provided. If you are wearing a reusable mask put in in your pocket.
- You will be provided with a mask to wear. (Wearing a mask is **mandatory** there are no exceptions).
- Your temperature will be taken.
- We will validate all information on the forms.
- Once cleared, you will be seated at one of the "Designated Visiting Spaces".
- Your visit will be 15 minutes in length, we will allow extra time if possible. Please be respectful, our team is doing their best.
- When your time is up you will be escorted to the exit.

Other Housekeeping Items:

As per the MOH Order 29, each Resident may have up to two (2) **designated family/support persons**. One of the designated family/support persons must be present at all visits. (Please be kind, this is not Venta Care Centre's Rule).

There are no back to back bookings. If a double booking occurs, the second booking will be automatically cancelled. This is to allow the opportunity for all Residents to visit their loved ones.

There will be no sharing or exchanging of food, or personal items. The current drop off system is still in place on Tuesdays and Fridays.

Please continue to follow the physical distancing rules.

The visitation in fluid and can change at any time based on current outbreak, resident illness, or at the residents choosing.

No walk ins will be accepted for visitation. All visits must be booked and approved.

Do not attend if you are experiencing symptoms, or have any known contact with any persons suspected or confirmed with COVID-19. We will be happy to reschedule you visit.

There are no children under 18 permitted due to the current community risk of exposure.

Any special request must be submitted by email to Kimberley Becker – [kbecker@ventacarecentre.com](mailto:kbecker@ventacarecentre.com) a minimum of 48 hours prior to visit during business days, and a minimum of 72 hours on weekends. We will respond by email or a phone call. Please do not call the nursing stations or nursing managers for these concerns, **they must be direct to the email provided**.

Venta Care Centre does have a complaint/concerns process. Please refer to the General Information booklet located on line.

Again we thank you for your continued support. We ask that all communication be respectful. **Any type of hostile aggression whether it is, verbal or physical, will not be tolerated**. Any noncompliance with the MOH orders or VCC policies may result in suspension. Please visit our website at [www.ventacarecentre.com](http://www.ventacarecentre.com) for more information and updates.

Kindest of Regards Kimberly Becker- Director of Operations