



How Does Venta Care Centre Deal With Visitor Health and Safety

Venta Care Center has a visitors sign in at the front entrance - please sign in. This allows us to know who is in the facility; visitor registration also aids administration in an emergency situation

We have a secure facility - our facility is secure 24/7 to protect you and your loved one.

We have a pet policy- All pets are screened before being allowed in the facility

Security Cameras/audio - the cameras are located throughout the facility the data is collected and archived

We screen our staff for TB - All new employees are screened for tuberculosis (TB)

Infection Control - Hand washing information and hand sanitizers are located throughout the facility, use them.

First Aid Station - located in the 1000 nursing station

Emergency Call Bell Stations - Located in the residents room, Therapy rooms, dining rooms, tub rooms and atrium.

Newsletters and Web site provide health and safety information - This allows VCC to keep you in the loop on health and safety issues at VCC

Foot wear-cleaning stations – Helps us keep the facility clean and the floors dry

No Smoking - Smoking is a health hazard this is for everyone's health

Regular Housekeeping - Good housekeeping keeps infections down and reduces hazards (slip, trips)

Heated Driveway - This feature aids in the reduction of ice formation on the driveways, reducing falls and risk of slippage when entering and leaving the facility.

Weather Radio System -VCC has an emergency weather radio. If a weather emergency is identified appropriate action will be taken

Workplace Violence Policy - This policy is in place to protect all who visit, live or work at VCC

Satisfactions Surveys - VCC conducts surveys on a routine basis, Families are encouraged to respond

Confidentiality - All employees sign confidentiality agreements annually. Resident privacy and confidentiality must be respected. Please do not wander into other residents rooms this is their home we respect their confidentiality and privacy.

Complaint Resolution Process - VCC has a complaint and resolution policy and procedure in place. This allows staff to follow up with residents, families or visitors in an effort to resolve concerns and complaints.

Volunteer Orientation - All visitors or family members volunteering their services at VCC are given a general orientation of the facility. The "Volunteer Orientation Information Booklet" is available from the business office or it can be downloaded from the web site's Family Education page. OH&S issues are covered in this book.

Resident Wander Guard System – Residents that are at a high risk for elopement from VCC have a "wander guard" secured to them. If they attempt to leave or approach the exit doors the wander guard will lock the main exit doors.