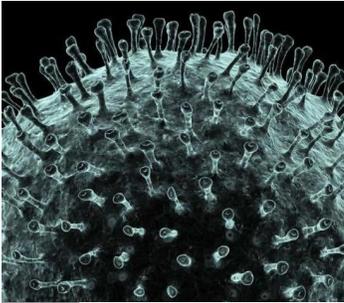


# COVID 19 QUESTIONS AND ANSWERS



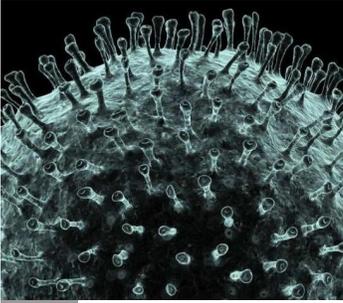
Venta Care Centre

## OH&S / INFECTION CONTROL INFORMATION

VENTA CARE CENTRE WOULD LIKE TO ADDRESS SOME COMMON QUESTIONS THAT ARE BEING ASKED ON THE PHONE.

- 1. What is Coronavirus (COVID-19)?** COVID 19 is a new strain of virus that has not been previously identified in humans. This means the people have no immunity against it.
- 2. What are the Symptoms of COVID-19?** The common symptoms are; Fever, a new cough or a chronic cough that is worsening, shortness of breath, sore throat, runny nose, painful swallowing, headache, chills, muscle or joint aches, feeling unwell in general, nausea, vomiting, diarrhea or a loss of appetite, loss of sense of smell or taste, conjunctivitis
- 3. How does Venta Care Centre assess each Resident?** The Medical Officer of Health has approved a symptom check list that Venta Care Centre ensures is being monitored twice a day. If there are any symptoms that show up between these assessments a further assessment of that Resident will occur and the Doctor will be notified. Any symptoms that occur during the night are assessed and documented and tracked.
- 4. How is COVID-19 spread?** This virus is transmitted through tiny droplets of liquid produced by people who have the virus, and then spread from person-to-person by: coughing, sneezing, talking, laughing and singing, touching objects or surfaces the virus has landed on and then touching your eyes, nose and mouth. People who have COVID-19 can spread it to others before they start to feel sick.
- 5. How do I know that my Loved One has tested positive for Covid-19?** Once a week all Residents are swabbed for Covid-19. Once the results are in, Residents who are Negative are continually being observed for any signs or symptoms following the above protocols. If a swab comes back Positive, Nursing Management will give the designated family member a telephone call and inform you of the results and what the general health status is for that person.
- 6. What happens next, if they are Positive?** A member of the Nursing Team will contact the family and let you know what is happening. Some Residents remain asymptomatic during this time, that means, they do not show any signs or symptoms of COVID-19. Others may display some symptoms, these will be discussed with you, as each person may show something different from each other. You will be notified of any new symptoms and what we can do for them. Each Positive Resident is tracked on each shift to monitor for any changes.  
The Medical Director of Care is notified and he will examine them and determine the course of action for us to follow in our Nursing Practice. A Nurse Practitioner is also available from Alberta Health Services to provide additional assessments on a daily basis. Most symptoms seem to be mild. Medications may be prescribed according to the AHS "COVID-19 Infection Medical Management Pathway for COVID Positive or Suspected" cases. All Positive cases are immediately put on this pathway for Interventions that can be initiated when required.

# COVID 19 QUESTIONS AND ANSWERS



**7. Will someone call me every day?** You will be notified each day with the progress of your Loved One. Information regarding their symptoms will be discussed. Residents are put on a 14 Day Isolation immediately, with a Positive Result. Each Unit that has Positive Residents is put on Isolation Precautions for all Residents even if they are Negative.

**8. If a Resident is Positive, when are they swabbed again?** Residents who are Positive will not be re-swabbed for 90 days as per directions from the Minister of Health or if they exhibit no further symptoms they will not be required to be swabbed again. This is an Order from the Minister of Health.

**9. When are they considered recovered?** Typically, after 14 days, if there are no further symptoms a Nurse Practitioner or the Medical Director will individually reassess each person and determine that they are recovered.

**10. Do we send the Resident to Hospital?** Each case is evaluated and discussed with the family. Depending on the Goals of Care and the wishes of the family we will make those decisions at that time. Currently, Venta Care Centre is able to provide care for their Residents in their home.

**11. What Medications are you using?** Each case is different, not all Positive cases need to be treated with Medications. If there is a need to treat with a Medication, you will be informed as this would be concurrent with a change of symptoms. You will be told what Medications are recommended by the Physician and the reason for them and the desired outcome of why we are using that Medication.

**12. How does Care change?** Venta Care Centre is ensuring that all Continuing care Health Standards are followed, there are no changes to the care your loved one is receiving. All medications, nursing care, activities of daily living are being provided to your loved ones. Care is still provided, the difference being, now entry into each room requires a complete change of gown, mask, face shield and gloves, this on its own takes up time. No staff member can simply walk into a room without following the protocols. Hand Sanitizing occurs in between each of the tasks of putting on PPE. Residents all receive care as before, meals are eaten in their rooms. Those that require to be fed are fed in their rooms with a Health Care Aide or Support Worker.