



FAMILY UPDATE FROM VENTA CARE CENTRE

Thursday, December 10, 2020

To our Residents and Family Members

We have some great news to report!

We are pleased to be able to share that we have 2 residents who are now RECOVERED! We are also able to tell you that most of the other residents remain asymptomatic or have very mild symptoms.

The current total is 27 residents and 9 staff that have tested positive for COVID-19. All the unit's upstairs are affected and 2 units on the lower floor are also affected (100/1200) & (300).

You will be contacted if your loved one tests positive for COVID-19.

Helen will be making calls to those families whose loved ones who have tested positive to provide a medical update daily. Please be respectful of her time. If you have other than medical questions, they must be directed to Kimberley Becker 780 377 4408/780 952 9596 or email kbecker@ventacarecentre.com. We have also attached with this update, a Frequently asked Question sheet for you to review. If you have any questions regarding this fact sheet. PLEASE CALL KIMBERLEY BECKER AT THE NUMBERS ABOVE.

Venta Care Centre continues to send out communications to the primary contacts only. We acknowledge that many of you have family who would like to receive the information as well so it is imperative that you forward and share this information with them.

Phone/skype visits will be interrupted again due to the new residents testing positive for COVID-19. We appreciate this is important to you but we ask for your patience over the next few weeks. We are using our recreation staff to assist with care and feeding. Thank you for your understanding.

For any **Essential Visitors** being allowed to visit during this time, **IT IS MANDATORY THAT EVERY VISITOR FOLLOWS THE PERSONAL PROTECTIVE EQUIPMENT PROCESSES. NON-COMPLIANCE WILL NOT BE TOLERATED AND MAY RESULT IN YOUR VISITING PRIVILEGES BEING SUSPENDED.** These processes are in place for the protection of the residents, family member and staff. Please work with us as we work to keep everyone safe.

There have been several questions about gifts during this time. We are aware it is the Christmas season and being away from your loved one is difficult, and we understand that everyone is seeking a way to let their loved ones know they are not forgotten and loved. Please do not send food items at this time this would include food gift baskets. Flowers would be a great way to cheer your loved one up. Please request a plastic vase as glass is not allowed. Please feel free to send cards or new books as these are great items for Christmas.

Pick up and drop off days are as follows, Tuesday's and Friday's. We will not retrieve or deliver outside of these days.



Laundry for the second floor and units 100/1200 and 300 are suspended during this time. Please no drop offs or pick ups. If your loved is on unit 1000, you may continue to drop off and pick-up laundry on the designated days.

There is a resident screening process that happens twice per day. This assessment is completed by the regulated RN/LPN. If a resident does show any signs or symptoms, a swab is completed and sent to the lab.

Dr. Gandham or a Nurse Practitioner are in the building daily to provide medical support to our team.

Due to the high number of facilities in outbreak all these sites are swabbing and sending their swabs to the lab as well. I am sure you can imagine the laboratories are very busy trying to process all swabs. In some cases, we are seeing results come back a week later.

Please use discretion when calling the nursing units as our team is continuing to provide quality care to all our residents.

We have received many lovely notes of support for our staff. We are sharing you feedback with them.

Venta Care Centre is very proud of the staff who work here, from laundry, kitchen, housekeeping, maintenance, and our care staff who show up each day to serve the residents. Their commitment and dedication are remarkable, and we are every grateful to them.

We are committed to full transparency and open communication.

If you have any questions, please do not hesitate to call Kimberley Becker at 780 952 9596.

Respectfully
Dr. Peter Birzgalis
CEO Venta Care Centre