



FAMILY UPDATE FROM VENTA CARE CENTRE

Friday, December 11, 2020

To our Residents and Family Members

We have some more news to report. More results have come in today from our swabbing on Monday.

The current total is 30 residents and 9 staff that have now tested positive for COVID-19. 2 residents have recovered. Almost all the residents are asymptomatic. We are still awaiting 3 results from the lab.

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

Helen will be making calls to those families whose loved ones have tested positive to provide a medical update daily. Please be respectful of her time. If you have other questions other than medical questions the must be directed to Kimberley Becker 780 377 4408/780 952 9596 or emailed to kbecker@ventacarecentre.com .

We would like to extend our thanks for all your support during this time. Your kind words and faith you have in us are very much appreciated.

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. 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. 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 VISTIOR FOLLOW THE PERSONAL PROTECTIVE EQUIPMENT PROCESSES. NON-COMPLIANCE WILL NOT BE TOLERATED AND MAY RESULT IN YOUR VISITNG PRIVLAGES BEING SUPSPENDED.** 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 there loved one 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, new books, as these are great items for Christmas.

Pick up and drop of 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 unit 100/1200 and 300 is 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.



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.

Venta Care Centre has real life heroes working here we are very proud of the staff, 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 would like to thank one of our neighbours in the community for bringing in flowers for those residents who do not have loved ones.

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

We are committed to full transparency and open communication.

Respectfully
Dr. Peter Birzgalis
CEO Venta Care Centre