



## FAMILY UPDATE FROM VENTA CARE CENTRE

*Saturday, December 12, 2020*

### *To our Residents and Family Members*

Venta Care Centre has a total of 30 residents and 10 staff who have tested positive for COVID-19. We have had two residents who have now recovered. Almost all the residents are asymptomatic.

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 they must be directed to Kimberley Becker 780 377 4408/780 952 9596 or email to [kbecker@ventacarecentre.com](mailto:kbecker@ventacarecentre.com).

We would like to extend our thanks for all your support during this time. Your kind word 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 suspended during this time. We ask for your patience over the next few weeks as 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 FOLLOW THE PERSONAL PROTECTIVE EQUIPMENT PROCESS. 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.

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.

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

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

**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 all 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.



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