



FAMILY UPDATE FROM VENTA CARE CENTRE

Sunday December 13, 2020

To our Residents and Family Members

The current total as of today is 30 residents and 7 staff that are positive for COVID-19. We have had 2 residents and 3 staff that have recovered. Almost all the residents are asymptomatic. We are still awaiting 3 pending results from the lab.

We do have some sad news to report, we have had one death that has been associated with COVID-19. Our hearts go out to the family during this time.

We need to share with you that many residents enter Long Term Care with pre-existing health conditions. These conditions put them at a heightened risk of acquiring new infections, including COVID-19, and facing increased challenges in their recovery from such illnesses. Not only does an illness like COVID-19 directly impact their health, but it can also negatively impact their pre-existing health conditions. This can result in a sudden deterioration in the health of the resident. Although a death may be related to COVID-19, it does not mean that the loss is because of COVID-19 exclusively. We do not want to diminish the loss; these are important facts to remember when deaths are reported. Please keep in mind most of our Residents are asymptomatic or have very mild symptoms.

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 at 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 remain interrupted. 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 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.

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 unit 100/1200 and 300 are suspended during this time. Please no drop offs or pick ups. If your loved one 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. If you are calling the nursing station and there does not seem to be an answer right away, our team is busy providing care, they can not always drop what they are doing and answer the phone as they must always maintain correct Infection Prevention and Control practices. Thank you for your understanding.

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

Venta Care Centre has real life heroes working here we are very proud of the staff, from our 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