



FAMILY UPDATE FROM VENTA CARE CENTRE

Monday, December 14, 2020

To our Residents and Family Members

We have some great news to report!

We are happy to inform you that we have 9 more residents who have now recovered. We can also report we have 7 recovered staff and they are able to return to work safely.

The current total now is 23 residents and 4 staff that are positive for COVID-19. Almost all the residents are asymptomatic.

All residents were swabbed again today, and we will wait for the results in the next coming days.

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

Helen will be making calls to those families whose loved ones 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 email at kbecker@ventacarecentre.com .

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 VISTIOR FOLLOW THE PERSONAL PROTECTIVE EQUIPMENT PROCESS. NON-COMPLIANCE WILL NOT BE TOLERATED AND MAY RESULT IN YOUR VISITNG PRIVLAGES 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.

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 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 or 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.

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.

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