



## **FAMILY UPDATE FROM VENTA CARE CENTRE**

*Wednesday, December 16, 2020*

### ***To our Residents and Family Members***

We have 10 residents who have now recovered. We can also report we have 7 recovered staff.

We have had two more residents test positive from our last pending swabs from Monday. Two more staff have also tested positive.

The current total now is 24 residents and 6 staff that are positive for COVID-19. 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 updates 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](mailto:kbecker@ventacarecentre.com).

There is some more FANTASTIC NEWS! Venta Care Centre has been chosen as one of the Long-Term Care sites where staff will receive the COVID-19 Vaccination. Alberta Health will be contacting our staff to set a date for their vaccination. We are so grateful.

Most of you had a chance to participate in the HEALTH QUALITY COUNCIL OF ALBERTA CONTINUING CARE COVID-19 FAMILY EXPERIENCE SURVEY. The survey was conducted between August 24<sup>th</sup> to October 30<sup>th</sup>, 2020. There were 138 survey's sent and 80 people responded. Some quick facts about the family members who responded.

- 85% were between 55-74 years of age
- 72% identified as woman
- 78% reported they were still able to connect with the residents (virtually, in-person, or another way)
- 40% connected with the resident in-person

We have sent the survey bar graph results that were provided to us, so you could see how Venta Care Centre did compared to the Edmonton Zone and then Alberta.

The survey asked a wide range of questions about families experience with: Visiting restrictions, communication with the site, Personal Protective Equipment use, staffing issues and addressing care concerns, Family members involvement in care, and Care Services.

There was also a family member comment sections. We would like to share some comments for your review.



- *THANK YOU FOR THE OPPORTUNITY TO SHARE MY THOUGHTS, VENTA DID (AND IS STILL DOING) AN EXCEPTIONAL JOB OF KEEPING THE MOST MARGINALIZED MEMBERS ON OUR SOCIETY SAFE. I CANNOT THANK THE SITE ENOUGH FOR TAKING CARE OF THE RESIDENT DURING THESE CHALLENGING TIMES. I ADMIT, IT IS VERY DIFFICULT NOT TO PHYSICALLY HUG OR VISIT (MY LOVED ONE) IN THE ROOM, HOWEVER, IT BRINGS ME GREAT PEACE OF MIND THAT THE RESIDENT HAS BEEN COVID FREE AND SAFE. I AM BEYOND GRATEFUL THAT THE RESIDENT IS VERY MUCH-LOVED AT THE SITE. THIS IS SUCH A BLESSING. THE CARE WORKERS WILL HAVE A SPECIAL PLACE IN HEAVEN RESERVED FOR THEM.*
- *THE SITE DID A GREAT JOB RESPONDING TO THE PANDEMIC AND CONTINUES TO DO SO.*
- *VERY HAPPY WITH EVERYTHING OVERALL. OUR ELDERLY NEED TO BE PROTECTED AND WE THANK YOU! DOESN'T MEAN I LIKED IT BUT WE HAVE TO DO WHAT IS RIGHT.*

This are not all the written comments; however, they are a good sample of the feed back from our families.

We wish to thank all of you who participated. We are humbled by the kind words and high rating Venta Care Centre received from you.

We could not do this with out our Residents and Families who support us. We know that this time has been challenging for everyone. Every decision that was made was made with careful thought, following the Medical Officer of Health's Orders and with the best interest of our Residents in mind. We did our best to collaborate with the Residents though council meetings and through surveys with our Families. It is not always a perfect system, but we thank you for your understanding.

If you are a listed as a primary contact and are not receiving the daily communications, please call Kimberley, we will ensure we get the communications to you. If you have concerns or any special requests, please continue to reach out, we are happy to assist. We will work together. 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 FOLLOWS THE PERSONAL PROTECTIVE EQUIPMENT PROCESS. 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.

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 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 and they can not always drop what they are doing and answer the phone. 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 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. It is a privilege to work in the resident's home.

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