



FAMILY UPDATE FROM VENTA CARE CENTRE

Friday, December 18, 2020

To our Residents and Family Members

Our numbers remain steady. 10 residents and 8 staff have now recovered.

The current total now is 24 residents and 5 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 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.

If you are a listed primary contact and are not receiving the daily communications, please call Kimberley and 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. **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/facetime visits during the Christmas season we understand are important to connect with your loved one. We have emailed yesterday regarding how we will proceed with connecting you to your loved one over this next week. If you have any questions, please direct them to Kimberley Becker.

For any **Essential Visitors** being allowed to visit during this time, **IT IS MANDATORY THAT EVERY VISITOR FOLLOWS 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.

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 currently, 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.



NEW, NEW, NEW: MOVING FORWARD, DUE TO OUR TEAM MEMBERS PROVIDING SERVICES FOR THE RESIDENTS. PICK UP AND DROP OFFS WILL BE TUESDAYS ONLY.

Laundry for the second floor and unit 100/1200 and 300 remain 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 day.

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 continues to have real life heroes working here and we are very proud of all the staff who show up each day to serve the residents. Their commitment and dedication are remarkable, and we are every grateful to them.

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