



## FAMILY UPDATE FROM VENTA CARE CENTRE

*Monday, December 21, 2020*

### *To our Residents and Family Members*

MERRY CHRISTMAS WEEK!!

Venta Care Centre has real life heroes working here we are very proud of the staff from our laundry, kitchen, housekeeping, maintenance departments, and our care staff who show up each day to serve the residents. Their commitment and dedication are remarkable, and we are very grateful to them.

We have 10 residents and 11 staff that have now recovered.

The current total now is 22 residents and 5 staff that are positive for COVID-19. Almost all the residents are asymptomatic.

We have some sad news to report, we have had one more death. This brings our total to 3. Our hearts go out to those who have lost a loved one during this time.

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

You will be receiving an attachment from the Minister of Health regarding restrictions that are in place. If you have any questions because of this communication, they must be directed to Kimberley. Venta Care does have a "Safe Visitation Policy" and we are in full compliance with the MOH orders.

If you are a listed primary contact and are not receiving the daily communication, 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. 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/facetime visits are underway. We hope you enjoying connecting with your loved one. Something special will be sent on Christmas Day to you. Just a reminder again that if you had a visit booked previously on our online system those all have been cancelled. The system sends out automatic reminders and these must be disregarded.

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.

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 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.

**MOVING FORWARD DUE TO OUR TEAM MEMBERS PROVIDING SERVICES FOR THE RESIDENTS. PICK UP AND DROP OFF'S WILL BE TUESDAYS ONLY. PLEASE DO NOT PLACE ITEMS IN THE BINS OUTSIDE OF THE SCHEDULED DAY. ITEMS DROPPED OFF OTHER THAN TUESDAY WILL NOT BE RETRIEVED OR DELIVERED. THANK YOU FOR YOUR UNDERSTANDING.**

Laundry for units 100/1200, 2200/2500/2600 and 300 are 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 **TUESDAY** only.

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.**

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