



FAMILY UPDATE FROM VENTA CARE CENTRE

Tuesday, December 22, 2020

To our Residents and Family Members

MERRY CHRISTMAS WEEK!!

We have some incredible news, there are now 15 residents and 12 staff that have **RECOVERED!!!**

The current total now is 17 residents and 3 staff that are positive for COVID-19. Almost all the residents are asymptomatic.

We had a round of resident swabbing on Monday and we are awaiting those results. We will keep you informed.

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

There are a total of 3 residents that have passed away. Although any loss is devastating, we need to share this added explanation for your understanding and context.

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. Once a resident is RECOVERED, Helen will no longer make daily calls to the family. 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 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. The update phone line number is 780 377 4403.

Phone/skype/facetime visits are underway. We hope you enjoying connecting with your loved one. Somethings 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. 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 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.

Laundry for units 100/1200, 2200/2500/2600 and 300 is suspending 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.

MOVING FORWARD DUE TO OUR TEAM MEMBERS PROVIDING SERVICES FOR THE RESIDENTS. PICK UP AND DROP OFF'S WILL BE TUESDAYS 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. 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 very lovely notes of support for our staff. We are sharing you feedback with them.

We are committed to full transparency and open communication.

Remember you have real life hero's working here!

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