



FAMILY UPDATE FROM VENTA CARE CENTRE

Thursday, December 24, 2020

To our Residents and Family Members

MERRY CHRISTMAS EVE!!

The total now is 25 Fully Recovered Residents and 12 Fully Recovered Staff.

We currently have a total of 11 residents and 3 staff that are COVID positive. Many of the residents are asymptomatic.

Since our outbreak in November, we have had 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.

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.

EFFECTIVE JANUARY 4th 2021 RECREATION WILL OPEN ONLINE BOOKINGS EVERY SECOND WEEK. YOU WILL BE ABLE TO BOOK ONLINE UNDER THE RECREATION AIDE A SECTION.

ANY APPOINTMENTS THAT WERE BOOKED ON OUR WEBSITE BEFORE THESE CHANGES, HAVE BEEN CANCELLED.

PLEASE FOLLOW THE BOOKING SCHEDULE BY THE UNIT YOUR LOVED ONE IS ON.

MONDAY JAN 4th - UNIT 300/400 MAY BOOK ONLINE

TUESDAY JAN 5th - UNIT 100/1200 MAY BOOK ONLINE

WEDNESDAY JAN 6th - UNIT 1400/1500/1600 MAY BOOK ONLINE

THURSDAY JAN 7th - UNIT 2200/2500/2600 MAY BOOK ONLINE

FRIDAY JAN 8th - UNIT 2400/2700 MAY BOOK ONLINE



PLEASE ONLY BOOK FOR THE DAY THE UNIT YOUR LOVED ONE IS ON. IF YOU BOOK ON A DAY THAT IS NOT YOUR DESIGNATED DAY THE CALL WILL NOT TAKE PLACE. WE ASK FOR YOUR KIND COOPERATION AS WE WORK TO ENSURE ALL FAMILIES AND RESIDENTS GET A CHANCE TO CONNECT.

PLEASE DO NOT CALL THE RECREATION TEAM TO REQUEST SPECIAL CALLS, AS THIS PLACES THEM IN AN UNFAIR POSITION.

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.

NO GIFTS OR DROP OFFS OF ANY KIND WILL BE DONE STARTING TODAY UNTIL TUESDAY DECEMBER 29, 2021.

MOVING FORWARD DUE TO OUR TEAM MEMBERS PROVIDING SERVICES FOR THE RESIDENTS. PICK UP AND DROP OFF'S WILL BE TUESDAYS ONLY.

Laundry for units 100/1200, 2200/2500/2600 and 300 remain suspended. Please no drop offs or pick ups. If your loved one 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.

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