

**FAMILY UPDATE FROM VENTA CARE CENTRE**

FRIDAY, December 25, 2020

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

MERRY CHRISTMAS!!

The total Fully Recovered Residents remains at 22 and 12 Fully Recovered Staff.

Our current total of COVID positives are now 14 residents and 3 staff. There have been no new positive cases today.

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

Since our outbreak in November there have been 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 continues to make calls to those families whose loved ones have tested positive to provide a medical update daily. Once a resident is RECOVERED, she 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](mailto:kbecker@ventacarecentre.com).

**EFFECTIVE JANUARY 4<sup>th</sup>, 2021, THE RECREATION TEAM WILL OPEN ONLINE BOOKINGS EVERY SECOND WEEK. YOU WILL BE ABLE TO BOOK ONLINE UNDER RECREATION AIDE A.**

**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 4<sup>th</sup> - UNIT 300/400 MAY BOOK ONLINE**
- **TUESDAY JAN 5<sup>th</sup> - UNIT 100/1200 MAY BOOK ONLINE**



- WEDNESDAY JAN 6<sup>th</sup> - UNIT 1400/1500/1600 MAY BOOK ONLINE
- THURSDAY JAN 7<sup>th</sup> - UNIT 2200/2500/2600 MAY BOOK ONLINE
- FRIDAY JAN 8<sup>th</sup> - UNIT 2400/2700 MAY BOOK ONLINE

**PLEASE ONLY BOOK ON 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 A UNFAIR POSITION.**

NO GIFTS OR DROP OFFS OF ANY KIND WILL BE DONE OVER THE WEEKEND. PICK UP'S AND DROP OFF'S WILL RESSUME ON TUESDAY DECEMER 29, 2020.

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

Laundry for units 100/1200, 2500/2600 and 300 remain suspended. 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.**

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