



FAMILY UPDATE FROM VENTA CARE CENTRE

Monday, December 28, 2020

To our Residents and Family Members

We hope you are all enjoying the holidays!

The fully recovered Resident count is now at 25 and 15 Staff that are also fully recovered.

We currently have 11 residents and 2 staff who are COVID positive.

We have completed another round of resident swabbing today. If there are any changes with your loved one, Helen will be contacting you.

Helen continues to make calls to those families whose loved ones have tested positive to provide a medical update daily. 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.

Since our outbreak in November, there have been 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.

RECREATION HAS OPENED ONLINE BOOKINGS FOR EVERY SECOND WEEK. YOU WILL BE ABLE TO BOOK ONLINE UNDER THE 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.

UNITS 300/400 – Every Second Mondays, Starting Jan 4th (Jan 18th, Feb 1st etc.)

UNITS 100/1200 – Every Second Tuesday, Starting Jan 5th (Jan 19th, Feb 2nd etc.)

UNITS 1400/1500/1600/1700 – Every Second Wednesday, Starting Jan 6th (Jan 20th, Feb 3rd etc.)



UNITS 2200/2500/2600 – Every Second Thursday, Starting Jan 7th (Jan 21st, Feb 4th etc.)

UNITS - 2400/2700 – Every Second Friday, Starting Jan 8th (Jan 22nd, Feb 5th etc.)

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 AND PROCESS. NON-COMPLIANCE WILL NOT BE TOLERATED AND MAY RESULT IN YOUR VISITING PRIVILEGES BEING SUSPENDED. IT IS THE PRIMARY CONTACT THAT IS RESPONSIBLE FOR ENSURING THAT ALL VISITORS ARE AWARE AND FOLLOW THE RULES IN PLACE.** These processes are in place for the protection of the residents, family members and staff. Please work with us as we work to keep everyone safe.

Laundry for units 100/1200, 2200/2500/2600 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.

PICK UP'S 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 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