



FAMILY UPDATE FROM VENTA CARE CENTRE

Saturday, December 5, 2020

To our Residents and Family Members

Alberta has recorded its highest number of COVID-19 cases this week. There are over 79 facilities in outbreak.

Venta Care Centre's has one additional case of COVID-19 to report. There are 6 staff and 18 residents who have tested positive. All three unit's upstairs are now affected. **We are fully staffed.**

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

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 visits have returned after a short interruption. Appointment spots have been opened for Tuesdays and Fridays. If you have a loved one who is on an affected unit and you wish to book a phone/skype visit, you will need to email recreation@ventacarecentre.com. These visits will take place on Wednesdays. Once the recreation department receives your requests, they will email or call to confirm time. **If you have a request to connect with your loved one, please direct those requests by email to recreation or Kim Becker to their appropriate emails. Please do not contact or make these requests to the nursing team. We want to focus their attention and time to nursing.**

We are open to having in person visits in our designated visiting area for those who have loved ones in unaffected units, however, we remind you that the Medical Officer of Health has advised that you consider your need to be physically present in the building. We ask that given the current number of COVID-19 cases in the community, you weigh your decision carefully given we are in Outbreak. If you wish to book an in person visit you must email kbecker@ventacarecentre.com with your request. Your requests will be taken into consideration.

For any **Essential** visitors being allowed to visit during this time, IT IS MANDATORY THAT EVERY VISITOR FOLLOW THE PERSONAL PROTECTIVE EQUIPMENT PROCESSES. 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 members 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 well aware it is the Christmas season and being away from your loved one is difficult. We understand that everyone is seeking a way to let their loved ones 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.

Laundry for the second floor is suspended during this time. There will be no drop offs or pick ups. If your loved one is on the first floor, the drop off and pick up days and times remain the same.



Please use discretion when calling the nursing units as our team is continuing to provide quality care to all our residents.

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