



FAMILY UPDATE FROM VENTA CARE CENTRE

Sunday, December 6, 2020

To our Residents and Family Members

It is with disappointment we share with you that we have two more Residents that have tested positive for COVID-19 and two new staff members. All unit's upstairs are affected and one unit on the lower floor is now affected, that unit is 100/1200. Out of an abundance of caution we have decided to proactively isolate the whole building. The current total is 20 residents and 8 staff.

You will 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 will be interrupted again due to the new residents testing positive for COVID-19. We appreciate this is important to you. We ask for your patience over the next few weeks. We are using our recreation staff to assist with care and feeding. Thank you for your understanding.

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.

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, and we understand that everyone is seeking a way to let their loved one 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 and unit 100 is suspending during this time, please no drop offs or pick ups. If your loved one is on unit 1000, 1200, or 300 you may continue to drop off and pick-up laundry on the designated days.

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