



## FAMILY UPDATE FROM VENTA CARE CENTRE

*Monday, December 7, 2020*

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

Venta Care Centre currently has 20 residents and 8 staff that have tested positive for COVID-19. All the unit's upstairs are affected and one unit on the lower floor is affected, that unit is 100. Out of an abundance of caution we have decided to proactively isolate the whole building. You will be contacted if your loved one tests positive.

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, so 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. 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. Please feel free to send items such as cards or new books, as these are great items for Christmas.

Laundry for the second floor and unit 100 is suspended during this time. Please no drop offs or pick ups. If your loved is on unit 1000, 1200, or 300 you may continue to drop off and pick-up laundry on the designated days.

Over that last few days there have been some questions from our families. We understand and share your concerns with the increase in COVID positive residents and staff. We are taking every precaution to ensure we are following best practice with all processes (using PPE, and practicing hand hygiene, extensive cleaning of all high touch surfaces). Staff are not working when they are sick. All staff are required to complete self screening throughout their shift. Staff that are unwell are mandated to call in sick. There are asymptomatic people who may have the virus and do not know it. Venta Care Centre offers staff swabbing two times per week as directed by the MOH. Staff are working on their designated units. No staff are working at other sites.



There is a resident screening process that happens twice per day. This assessment is completed by the regulated RN/LPN. If a resident does show any signs or symptoms, a swab is completed and sent to the lab.

Dr. Gandham or a Nurse Practitioner are in the building daily to provide medical support to our team.

Due to the high number of facilities in outbreak, all these sites are swabbing and sending their swabs to the lab as well. I am sure you can imagine the laboratories are very busy trying to process all swabs. In some cases, we are seeing results come back a week later.

Some families have enquired about the use of rapid test. We have reached out to our Medical Director to provide an answer to you. He would be the best to provide that information.

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

We have received many very lovely notes of support for our staff. We are sharing you feedback with them.

Venta Care Centre is very proud of the staff who work here, from laundry, kitchen, housekeeping, maintenance, and our care staff who show up each day to serve the residents. Their commitment and dedication are remarkable, and we are every grateful to them. It is a privilege to work in the resident's home.

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