



## FAMILY UPDATE FROM VENTA CARE CENTRE

*Tuesday, December 8, 2020*

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

Venta Care Centre has now a total of 21 residents and 8 staff that have tested positive for COVID-19. All the unit's upstairs are affected and units 100 and 1200 on the lower floor. 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 for COVID-19.

Venta Care Centre had an unannounced Government Auditor attend the site this morning to ensure compliance with all the Medical Officer of Health's Orders. She found no violations and was pleased with what she saw. We are please to see auditors attend the site. It also provides you as families reassurance that we are following all orders.

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 as 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 VISTIOR FOLLOW THE PERSONAL PROTECTIVE EQUIPMENT PROCESSES. NON-COMPLIANCE WILL NOT BE TOLERATED AND MAY RESULT IN YOUR VISITNG PRIVLAGES BEING SUPSPENDED.** 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 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 units 100 and 1200 are suspended during this time, please no drop offs or pick ups. If your loved is on unit 1000 or 300, you may continue to drop off and pick-up laundry on the designated days.

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.

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

We have received many 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 very grateful to them.

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