



FAMILY UPDATE FROM VENTA CARE CENTRE

Monday, January 4, 2021

To our Residents and Family Members

Happy New Year!

We have 29 RECOVERED Residents and 16 RECOVERED Staff. We have 7 residents and 1 staff who are COVID positive.

There are a total of 4 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.

Helen will be making calls to those families whose loved ones have tested positive to provide a medical update daily. Once the resident has recovered, she will no longer make calls to the primary contact.

We do our best to communicate and be fully transparent with what is happening in the facility. We continue to be fully staffed; this is a remarkable accomplishment as other facilities have not been so fortunate. Our cleaning process and all Infection Prevention Control practices are in place. All our staff are screened each time they enter the building and are provided all PPE required. All resident care is being provide according to the Continuing Care Health Service Standards. Venta Care Centre has shared with you before we have had 4 AHS and Alberta Health audits to ensure our compliance and we have received 100%. You can be confident your loved ones are being care for and loved. We are in full compliance with all the MOH Orders (you can view them on the AHS website, as these documents are very lengthy) If you have questions that you are wondering about or would like answered please email Kimberley Becker at kbecker@ventacarecentre.com she is most happy to respond.

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. The update phone line number is 780 377 4403

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 Tuesdays. **DUE TO OUR TEAM MEMBERS PROVIDING SERVICES FOR THE RESIDENTS ITEMS DROPPED OFF OTHER THAN TUESDAYS WILL NOT BE RETRIEVED OR DELIVERED.**

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