



FAMILY UPDATE FROM VENTA CARE CENTRE

Friday, November 27, 2020

To our Residents and Family Members

Venta Care Centre's has no additional COVID-19 cases to report and we are holding at two staff and 6 residents.

Thank you for all those who attended the Zoom meeting last night. It was our pleasure to share with you what Venta Care Centre is doing to keep your loved one safe. If you have questions, please email them to kbecker@ventacarecentre.com she will be happy to respond. In the next few weeks, we will be sending out another invite to attend our next Zoom meeting.

This week we completed another round of swabbing for staff and we are waiting on more results. We will keep you informed.

One of the Infection Prevention and Control team members from AHS came to visit our site on November 25, 2020. She toured the building as well as the unit on outbreak. She was impressed with what she saw and commented on how clean the facility was. Our housekeeping staff on the unit was knowledgeable and able to answer her questions.

On Monday November 30th, we will have a visit from a Provincial Audit Team member. Part of their role is to provide support to Operators in the monitoring of quality. This is a proactive assessment to provide assurance of preparedness for an active or potential COVID-19 outbreak. While on site, she will review documents and observe staffing, client care and safety as well as infection prevention and control. We look forward to welcoming her in.

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 returned this week. Appointment spots have been opened for Tuesdays and Fridays. If you have a loved one who is on the 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 request they will email or call to confirm time or set up another time.

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.



Just a reminder, you will NOT receive a call from us if your loved one is negative. If your loved one has COVID-19 you will be contacted by phone. These residents and staff that are affected remain on one unit and all our protocols are in place. **We are fully staffed.**

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

We are committed to full transparency and keeping you informed.

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