



FAMILY UPDATE FROM VENTA CARE CENTRE

Monday, November 30, 2020

To our Residents and Family Members

Venta Care Centre's has some new news to report, we have one additional case of COVID-19. There are two staff and now 7 residents who have tested positive. The one new positive case is on unit 2200. This means that there are two units that are now affected. All the residents on the new unit have been placed on appropriate precautions. **We are fully staffed.**

Today we have swabbed the residents again. We will be expecting the results in the next few day. You will only be contacted if your loved one tests positive for COVID-19. All the families and residents on the affected units have been notified.

One member of the Infection Prevention and Control team 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.

Today we had a visit from a Provincial Audit Team. Part of her 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 reviewed documents and observed staffing, client care and safety as well as infection prevention and control. We can share with you that this visit went extremely well, and she was very pleased with what she observed and all our processes and standards of practice. When she left, she indicated there were no recommendations.

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 last week. Appointments spots have been opened for Tuesdays and Fridays. If you have a loved one who is on an 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. Your requests will be taken into consideration.

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 are on two units 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.

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