



## WEEKLY UPDATE FROM VENTA CARE CENTRE

*Friday, September 19, 2020*

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

Venta Care Centre continues to be COVID FREE!

This past week, we continued to watch COVID-19 cases rise in our Province. Yesterday Dr. Hinshaw announced the easing of visitor restrictions for Long Term Care. We are sure that this is of interest to you. This memo will outline what steps Venta Care Centre is able to accommodate based on our Risk Assessment, given we are in a high risk area in Edmonton. As Dr. Hinshaw made clear, there is leeway for facilities to determine their level of risk.

Today, Friday September 19<sup>th</sup>, the Resident Council held a meeting with 25 residents' in attendance to discuss the new easing of visitor restrictions in Long Term Care. Our residents had an open discussion, and 95% felt that it is too risky with the increasing numbers of COVID-19 in our area to allow visitation in resident care areas. They agreed that indoor "Designated Visitation" areas are preferred at this time. We also discussed the rules that would be implemented for the safety of our residents and staff.

We have previously shared that Venta has 3 indoor "Designated Visiting Spaces". Venta Care Centre will be opening these visitation spaces on Wednesday Sept 23<sup>rd</sup>. This will impact the number of skype and phone visits. While we work out the details please be patient. We will only allow 2 visitors per visit. All visitors who enter will be subject to a screening process, hand sanitizing and temperature check. There is a continuous masking policy in place that is not negotiable. There is to be no physical contact and all social distancing rules must be adhered to. Please understand and be aware that the situation is fluid and visitations can change at any time due to illness of a resident or an outbreak. Please do not attempt to come if you are experiencing any symptoms.

There also have been a significant number of phone calls being received regarding special requests for visits. **NO CALLS REGARDING VISITATION SHOULD BE DIRECTED TO ANY NURSING PERSONNEL AS THIS IS AN INTERRUPTION IN CARE.** All requests must be directed to Kimberley Becker at 780 377 4408 [kbecker@ventacarecentre.com](mailto:kbecker@ventacarecentre.com). Please leave a message and we will return your call when we are able.

For your continued information, VCC is suggesting that you access the latest information on Alberta Health Care Services website and follow the links. There is a lot of information and is of value for many concerns that you may have. In the meantime we continue with strategies to prevent any risks.

Again we thank you for your continued participation and support. We ask that all communication be respectful. **Any type of hostile aggression whether it is, verbal or physical, will not be tolerated.** Any noncompliance with the MOH orders or VCC policies may result in suspension.

Some of the measures Venta Care Centre has been taking to keep everyone healthy and safe include:

- Utilizing proper Hand Hygiene practices which is the most important defense in infection control. All residents and staff are encouraged to wash or sanitize their hands as frequently as possible and avoid touching their eyes, mouth and nose.
- All staff are following the continuous masking policy.
- We are communicating regularly with our staff about the importance of being aware about their activities outside of work and how they have an enormous responsibility to our residents.
- We continue to screen as per the MOH Order and monitor residents and staff symptoms, travel history, etc.
- Newly admitted residents or residents who have been readmitted to Venta from hospital are placed on 14-day precautionary isolation.
- Maintaining adequate resources to ensure safe and uninterrupted care for your loved one during this time.
- Residents also are able to enjoy the outdoors using all social distancing practices.
- Skype Visits and Window visitations.
- **If you have any questions please call Kimberley Becker – 780 377 4408.**

Thank you all so much again for your continued words of encouragement during this time. We share all your feedback with our staff. Please also feel free to write a google review for our staff, we will make sure they get all of your amazing messages of support.

Venta Care Centre wishes you good health and thanks you for your continued cooperation.

Please visit our website at [www.ventacarecentre.com](http://www.ventacarecentre.com) for more information and updates.

Dr. Peter Birzgalis  
CEO Venta Care Centre