



WEEKLY UPDATE FROM VENTA CARE CENTRE

Friday October 09, 2020

To our Residents and Family Members

Happy Thanksgiving Everyone!!!!

Venta Care Centre is still COVID-19 free!

This weekend is Thanksgiving, as Dr. Hinshaw said on Thursday October 8th, there are voluntary restrictions in place for gatherings. Let us do our part in reducing the spread.

The Edmonton area, specifically the north and south sides of the city, are experiencing a consistent increase in COVID-19 cases. Please continue to follow all COVID-19 health and safety practices: washing your hand well and often, using hand sanitizer, masking practices well in the community, physical distancing measures, and minimizing your exposure to groups over 15.

The indoor visits have been very successful. We would like to thank all our Residents and Families who have been so kind as we prepared our indoor "Designation Visitation" spaces. There are some Families who have chosen out of an abundance of caution, to continue with the window visits, this is great! We will continue with window visits for all those who wish to use this method of safe visitation, weather permitting.

There are a few reminders that are needed:

- Named designated visitors may not be changed out freely. If there is an extenuating circumstance where a designated visitor needs to be changed, that request must be made in writing to kbecker@ventacarecentre.com.
- One of the named designated visitors MUST be present at the visit.
- If you are the primary contact and have been sent the forms that are required to attend a visit, it is your responsibility to send the forms to any other visitor that will be attending.
- The primary contact is responsible for disseminating all visitation information to any other friends or family.
- If you have not named TWO designated visitor yet please sent those names to tfleming@ventacarecentre.com.
- All special requests or questions MUST be made in writing to kbecker@ventacarecentre.com. If you do not receive a response within 48 hours, please follow up with a phone call to 780 377 4408.
- No food or drink is allowed in the designated visiting areas.
- Any gifts or snacks must be dropped off at the front in the bins provided, on the designated drop off days (Tuesdays & Fridays).
- DO NOT COME IF YOU HAVE ANY COVID SYMTOMS.

Please read the Outlined Visitation Process:

The designated entrance is located on the north side of the building in our staff parking lot behind the car dealership. You will need to park on the street and proceed to the ally way between the car dealership and Venta Care Centre staff parking lot. There you will see signs directing you to our "Screening Area". Please follow the signs.

- Print and complete all forms from the website or from the attachment with this letter before coming in. If you are unable to print in advance, please let screener know when you arrive and a copy will be provided to you.
- Come through the double glass "Screening Doors".
- Hand Sanitize.
- Sign in the visitor log book.
- Follow the spacing circles/arrows on the floor.
- Stop and wait for screener to call you forward.
- Present signed forms to screener.
- Take off your mask and dispose of it in the garbage provided. If you are wearing a reusable mask put it in your pocket.
- You will be provided a mask to wear. (Wearing a mask is mandatory, there are no exceptions).
- Your temperature will be taken.
- We will validate all information on the forms.
- Once cleared, you will be seated at one of the "Designated Visiting Spaces".
- Your visit will be 15 minutes in length, we will allow extra time if possible. Please be respectful, our team is doing their best.
- When your time is up you will be escorted to the exit.

Other Housekeeping Items:

There is no back to back bookings. If a double booking occurs, the second booking will be automatically be cancelled. This is to allow the opportunity for all Residents to visit their loved ones.

There is no sharing or exchange of food in our "Designated Visitation" space. The current drop off system is still in place.



The visitation is fluid and can change at any time based on current outbreak or resident illness, or at the resident choosing.

No walk ins will be accepted for visitation, all visits must be booked and approved.

Do not attend if you are experiencing symptoms or have any known contact with any persons suspected or confirmed with COVID-19. We will be happy to reschedule your visit.

Children under 18 are not permitted due to the current community risk of exposure.

Any special request must be submitted by email to Kimberley Becker – kbecker@ventacarecentre.com a minimum of 48 hours during business days and a minimum of 72 hours on weekends. We will respond by email or a phone call. **Please do not call the nursing stations or nursing managers for these concerns, they must be direct to the email provided.**

Venta Care Centre does have a complaint/concerns process refer to the general information booklet located online.

Again, we thank you for your continued 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. Please visit our website at www.ventacarecentre.com for more information and updates.

Kindest of Regard

Your Senior Management Team