



FAMILY UPDATE FROM VENTA CARE CENTRE

Friday, January 1st, 2021

To our Residents and Family Members

Happy New Year! Welcome 2021!

Yesterday was a GREAT DAY! We vaccinated 70 Residents with the Moderna Vaccine. Today we completed the vaccination process.

Our staff will continue to receive their vaccinations over the next few days.

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 Kimberly Becker 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 continue to be 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.

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.

There will not be an update via email or on the phone line until Monday January 4th unless there are changes.

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



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



FAMILY UPDATE FROM VENTA CARE CENTRE

Wednesday, January 6, 2021

To our Residents and Family Members

Good Afternoon,

We have some updates for you today.

We have one new resident test positive for COVID-19 and 2 staff. These positive cases are from our last round of resident and staff swabs.

We have 29 RECOVERED Residents and 17 RECOVERED staff. We currently have 8 residents and 2 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 have had some questions asking if your loved ones were vaccinated. If you provided consent yes, they were vaccinated. Residents who were not vaccinated were contacted directly. All residents were monitored for 72 hours post vaccine. The next vaccine dose will be administered as per the manufacture's instructions.

Our staff continue to be vaccinated.

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 will be 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.

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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



FAMILY UPDATE FROM VENTA CARE CENTRE

Friday, January 8, 2021

To our Residents and Family Members

We had one new resident test positive for COVID-19 yesterday evening. There have been no new staff cases to report.

We have 32 RECOVERED Residents and 17 RECOVERED staff. We currently have 6 residents and 2 staff who are COVID positive.

Our total numbers are trending down, and things are looking very good. Starting today we will be sending communication out every other day unless there is a significant change. There will be updated phone messages as per new update written communication. There will be no weekend updates unless there are changes.

A total of 4 residents that have passed away since the outbreak in November. 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 continues to make 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 have had some questions asking if your loved ones were vaccinated. If you provided consent, they were vaccinated. Residents who were not vaccinated were contacted directly. All residents were monitored for 72 hours post vaccine. The next vaccine dose will be administered as per the manufacture's instructions.

Our staff continue to be vaccinated.

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 that 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 Kim 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 Visitor** being allowed to visit during this time. **IT IS MANDATORY THAT EVERY VISTIOR FOLLOWS THE PERSONAL PROTECTIVE EQUIPMENT AND PROCESS. NON-COMPLIANCE WILL NOT BE TOLERATED AND MAY RESULT IN YOUR VISITING PRIVLAGES BEING SUPSPENDED. 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 continue to be 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 Only. Items dropped off other than Tuesdays will not be retrieved or delivered as our team members are providing services for the residents.

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



FAMILY UPDATE FROM VENTA CARE CENTRE

Wednesday, January 13, 2021

To our Residents and Family Members

Good Afternoon,

We have some updates for you today.

Our last resident swabbing was completed on Monday. The results are in... **THERE ARE NO NEW CASES OF COVID-19!**

We can also report we have no new positive staff at this time.

We have 32 recovered Residents and 17 recovered Staff. We currently have 6 residents and 1 staff who are COVID positive.

Our total numbers are trending down and stabilizing, things are looking very good. Starting today, we will be sending communication every few days Monday through Friday unless there is a significant change. There will be updated phone messages as per new update written communications.

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 continues to make 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 have had some questions asking if your loved ones were vaccinated. If you provided consent they were vaccinated. Residents who were not vaccinated were contacted directly. All residents were monitored for 72 hours post vaccine. The next vaccine does will be administered as per the manufacture's instructions.

Our staff continue to be vaccinated.



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 kbecker@ventacarecentre.com.

Virtual calls will take place next week as per previously schedule. Moving forward, we will start calls weekly as per the schedule below. This is to ensure all get a chance to communicate with there loved one.

MONDAYS - UNIT 300/400

TUESDAYS - UNIT 100/1200

WEDNESDAYS - UNIT 1400/1500/1600/1700

THURSDAYS - UNIT 2200/2500/2600

FRIDAYS UNIT - 2400/2700

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 VISTIOR FOLLOWS THE PERSONAL PROTECTIVE EQUIPMENT AND PROCESS. NON-COMPLIANCE WILL NOT BE TOLERATED AND MAY RESULT IN YOUR VISITNG PRIVLAGES BEING SUPSPENDED. IT IS THE PRIMARY CONTACT THAT IS RESPONSBILE 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.

DUE TO OUR TEAM MEMBERS PROVIDING SERVICES FOR THE RESIDENTS, PICK UP AND DROP OFF's WILL CONTINUE TO BE ON TUESDAYS ONLY. ANY ITEMS DROPPED OFF OUTSIDE THE SCHEDULED DAY WILL NOT BE RETREIVED OR DELIVERED. THANK YOU FOR YOUR UNDERSTANDING.



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 the designated days.

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



FAMILY UPDATE FROM VENTA CARE CENTRE

Tuesday, January 19, 2021

Good Evening To our Residents and Family Members

THERE ARE NO NEW CASES OF COVID-19 as of today. We are waiting the results from our resident swabbing yesterday.

We can also report we have no new positive staff at this time.

We now have 36 recovered residents and all 19 of our staff who tested positive are fully recovered. 2 residents still remain COVID positive.

Our total numbers are trending down and stabilizing, things are looking very good. We will be sending communications out every few days unless there is a significant change. There will be updated phone messages as per new update written communication.

Our total deaths remain at 4 residents from the start of the pandemic. 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.

Laundry for units 100/1200, 2200/2500/2600 and 300 continued to be 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.

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.

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.

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



FAMILY UPDATE FROM VENTA CARE CENTRE

Monday, January 25, 2021

To our Residents and Family Members

Good Afternoon,

Today we have completed another round of resident swabs and are pending the results. If there are any changes with your loved one Helen Doan (Director of Nursing) will contact you directly.

Currently, we have no *new* positive staff or residents.

We have **37** recovered Residents and **19** recovered Staff!

We currently have **1** Resident and **0** Staff who are COVID positive.

There are a total of 4 residents that have passed away since the beginning of the outbreak.

We will be receiving the second dose of vaccines for your loved one Tuesday and Wednesday. If you have signed the consent, your loved one will have the second dose administered. Nursing is keeping track of when each dose is due, and we are ensuring that we are compliant with Alberta Health Services and the manufactures instructions.

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.

We are committed to full transparency and open communication.

If you have any questions, please do not hesitate to call Helen Doan at 780-377-2326.

Respectfully

Dr. Peter Birzgalis

CEO Venta Care Centre



FAMILY UPDATE FROM VENTA CARE CENTRE

Wednesday, January 27, 2021

To our Residents and Family Members

Good Evening,

We want to extend a thank you to all of you for helping Venta Care Centre be compliant and successful during the COVID outbreak.

Venta Care Centre would like to announce that we have had **no** new resident or staff cases of COVID-19 for 3 weeks now! In addition, many of our residents have received their second vaccinations today.

Today Venta Care Centre has received a tentative outbreak lift date on **February 3, 2021** (with the caveat that no new COVID cases arise).

With this amazing news, we would like to ensure you that all staff will continue utilizing the recommended personal protective equipment and essential visitors will require specified personal protective equipment as well.

Please allow us time to arrange for services such as laundry, deliveries, recreation, etc. over this week.

Even with the vaccine administrations, the Medical Officer of Health has predicted that the new COVID variance will be even more aggressive in nursing homes and in the community. **Venta Care Centre still needs your collaboration and support to ensure that we keep the residents safe.**

In summary;

We have had **37** recovered Residents and **19** recovered Staff!

We currently have **1** Resident and **0** Staff who are COVID positive.

There are a total of **4** residents that have passed away since the beginning of the outbreak. We want to express our continued sympathies to all families who have lost a loved one during this time.

We are committed to full transparency and open communication.

If you have any questions, please do not hesitate to call Helen Doan at 780-377-2326.

Respectfully

Dr. Peter Birzgalis

CEO Venta Care Centre