



**FAMILY VISITATION
UPDATE FROM VENTA CARE CENTRE**

Monday, May 3, 2021

Dear valued Venta Care Residents and Families,

Happy Mothers Day from Venta Care Centre!

Venta has developed a visitation plan just in time for Mothers day weekend. We know how important it is to reconnect with your loved ones especially on this occasion and wanted to ensure a process was in place prior to the official launch of the new public order (CMOH Order 16-2021) on **Monday, May 10th, 2021**.

To facilitate this visitation with your mother, a staff member will be calling one of the two named Designated Support Persons beginning Tuesday, May 4th, 2021 to schedule the date and time for your visit.

Visitations will be held in a Designated Indoor Space from Friday, May 7th through to Sunday, May 9th, 2021. To accommodate all mothers and their families, we have arranged 45-minute visits on Friday, May 7th and Saturday, May 8th, and 30-minute visits on Sunday, May 9th, 2021. Visitation is limited to the two named Designated Supports Person(s) at this time.

Even if you are unable to visit your loved one, please note that your mother will be honored with a Mother's Day celebration hosted by Venta.

NOTE: *If there is an outbreak on the unit where your loved one resides, visitation may be restricted if directed by the Medical Officer of Health.*

This new visitation plan does not affect approved essential visitors nor virtual calls and window visits previously booked online.

We are working on a visitation process for everyone with resident and family involvement that complies with the new CMOH orders. The new order will increase the number of Designated Support Persons from two to four. Please email the full name and contact information of the two additional Designated Supports Persons to Terra Fleming at tfleming@ventacarecentre.com as soon as possible. A newsletter outlining the new visitation process will be provided soon.

Thank you for your continued patience and support.

Dr. Peter Birzgalis
CEO Venta Care Centre



FAMILY UPDATE FROM VENTA CARE CENTRE

Thursday, May 6, 2021

To our Residents and Family Members

Venta Care Centre's plans to have inhouse Mother's Day visits for residents and families has been unfortunately cancelled.

As of May 5, 2021, one of our staff has tested positive for COVID-19. The CDC and Alberta Health Services has placed Venta Care Centre under Investigation to determine if there are any further cases. Swabbing has begun on the affected unit. If you have not been contacted your loved one is not at risk.

Venta Care remains fully staffed and follows the required Infection Prevention Control protocols as outlined by the MOH orders.

Unfortunately, as the weekend and Mother's Day is fast approaching, the results from the swabbing will not allow us enough time to allow indoor visitations to be held safely. Those with prebooked indoor appointments will be contacted to make necessary changes.

Venta Care Centre is committed to keeping you informed. We ask that you refrain from calling the nursing units for information. If there has been a change of health status to your loved one you will be contacted directly by one of our team members.

We wish to thank you for your support while we fight this Pandemic together.

Respectfully
Dr. Peter Birzgalis
CEO Venta Care Centre



FAMILY UPDATE FROM VENTA CARE CENTRE

Tuesday, May 11, 2021

To our Residents and Family Members

As previously disclosed, on May 3rd, 2021 a staff member had tested positive for COVID-19. We were placed 'Under Investigation' by the Centre for Disease Control (CDC) and proceeded to swab all residents and staff from the affected unit. Based on the results, an additional staff member on that unit tested positive for COVID-19. All resident results are NEGATIVE.

Today the Medical Officer of Health (MOH) has placed that unit on 'Outbreak.' We continue to follow all appropriate Infection Prevention Control measures and are provided clinical guidance through Alberta Health Services and our Medical Director, Dr. Gandham. We will be completing a second round of swabbing this week and inform you of the results.

Venta Care Centre is committed to transparency and keeping you up to date with any changes.

Thank you for your continued patience and support.

Respectfully

Dr. Peter Birzgalis

CEO Venta Care Centre



UPDATE FROM VENTA CARE CENTRE

Wednesday, May 18, 2021

To Essential Designated Family Members

In order to better accommodate your visit with your loved one, Venta Care Centre has updated its visitation process for Essential Visitors.

Up to three (3) approved Essential Visitors may visit their loved one in their room during facility visitation hours – 9:00 am to 6:00 pm – seven days a week. There will be no need to book visitations in advance through our online booking portal.

Adherence to PPE usage and physical distancing must be maintained.

If all persons are from the same household, the facility may be able to accommodate more visitors at once. We ask that you contact the facility prior to making these arrangements so that we can determine if we can accommodate your request (space permitting).

Thank you for your patience and cooperation throughout this process.

Respectfully
Venta Management Team



FAMILY VISITATION UPDATE FROM VENTA CARE CENTRE

Tuesday, May 18, 2021

To our Residents and Family Members

Venta Care Centre has developed a safe visitation plan with resident, family, and staff involvement that complies with the new CMOH Order 16-2021 which came into effect May 10, 2021.

Based on the sites risk tolerance assessment all of the following visitation options will be made available beginning **Wednesday, May 19, 2021**:

- Virtual phone calls or Skype sessions,
- Indoor visitation in a designated indoor space for up to two (2) Designated Support Persons at one time,
- Indoor visitation in the residents' room for up to two (2) Designated Support Persons at one time,
- Outdoor visitation in a designated outdoor courtyard space (weather permitting) for up to four (4) Designated Support Persons at one time.

All visits shall be reserved online at www.ventacarecentre.com utilizing the online booking tool.

Designated Family/ Support Persons and other visitors (if applicable) must adhere to Venta Care Centre's Safe Visitation policy and guidelines (*include link to attached VCC Updated Policy here*)

Safe Visitation Guidelines:

- Upon entry the Designated Family/ Support person(s) or other visitor will have their health screened. If you have **any** of the symptoms identified or recent known exposure to COVID-19 you will not be permitted to enter Venta Care Centre, even if you have been vaccinated.
- All visitors are required to wear a mask to enter the facility and will be provided a clean mask/ face shield (and other PPE as required) once the health assessment screening is complete. PPE must be worn continuously throughout the visit. Instructions on how to put on and take off your mask and any other PPE will be provided to you.
- Ensure consistent hand hygiene is used. Alcohol-based hand sanitizer should be used before, during, and after all visits.
- Only visit with the resident(s) you are supporting or visiting.
- A maximum of two (2) Designated Family/ Support persons will be permitted at one time for indoor visits to ensure physical distancing is adhered to.
- A maximum of four (4) Designated Family / Support persons will be permitted to visit outdoors at one time due to facility layout.
- Designated family/ support person under the age of 14 must be accompanied by an adult.

If a visitor does not abide by facility safe visitation practices, they may be refused entry. Venta Care Centre has a Complaint / Concerns Resolution and Monitoring Process for dispute resolution. Please address any questions or concerns you may have with Venta's process for visiting and the interpretation and implementation of Order 29-2021 to Sarah Elsokari 780-476-6678 selsokari@ventacarecentre.com.

Please note these changes have no effect on current essential visitors or their visitation schedules.

We wish to thank you in advance for your understanding and co-operation.

Respectfully
Dr. Peter Birzgalis
CEO Venta Care Centre