

WEEKLY UPDATE FROM VENTA CARE CENTRE

Monday, April 27th, 2020

Dear valued Residents and Families,

Venta Care Centre would like to thank you for your continued support during these uncertain times. We would like to assure all family members that we have **no confirmed COVID-19** cases at this time (letter sent). Venta Care Centre continues to do our due diligence and take all the precautionary measures in accordance to the Government of Canada and Alberta Health Services.

Venta Care Centre has undertaken important measures and implemented extensive restrictions to protect the residents. We want to outline all of the areas we have taken action to manage COVID-19 among these vulnerable populations.

- We are ensuring all staff have the information, guidance and appropriate personal protective equipment, so they can continue to provide quality and safe care your loved ones.
- We continue mandatory staff screenings, including a temperature check and a questionnaire before staffs enter the care facility.
- We remain closed to visitors.
- Skype is very successful at the care center- please book your appointment online (ventacarecentre.com)
- Dr. Gandham (Medical Director) is in the building every week to cover all physicians.
- Thank you to all families for your cooperation:
 - We want to remind you that due to high call volume to the nursing stations. **Designated call times are from:** 10-11 am, 1-2pm, and 6-7pm.
 - **Laundry drop off/pickups will only be on Tuesdays and Fridays** (this does not include statutory holidays) 10-noon, and 3-5 pm. You must call the business office at 780-377-4400 to arrange within this time.
 - Please ensure that if you leave valuables during the drop off times that it is handed off.
 - As we are no longer accepting food items, resident can buy from concession on Tuesdays and Thursdays and this can be added to the monthly invoice if your loved one would like additional treats.

Please be assured that your loved one is being provided all their necessary medications and care. We will continue to monitor the situation and follow all the required guidelines to ensure the safety and well-being of our residents, families, and staff.

We are providing regular updates on the emerging COVID-19 global pandemic weekly.

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

Please visit our website at www.ventacarecentre.com or the [Alberta Health Services website](#) for more information and updates

Dr. Peter Birzgalis
CEO Venta Care Centre