



WEEKLY UPDATE FROM VENTA CARE CENTRE

Thursday, April 9th, 2020

Dear valued Residents and Families,

Venta Care Centre would like to thank you for your continued support during these uncertain times and we wish you a safe and Happy Easter Weekend. 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 Prime Minister 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 has the information, guidance and appropriate personal protective equipment so they can continue to provide quality and safe care for your loved ones.
- We remain closed to visitors.
- We are conducting mandatory screenings, including a temperature check and a questionnaire for staff entering the care facility.
- Effective immediately, due to high call volume to the nursing stations, **designated call times will be from:** 10-11 am, 1-2pm, and 6-7pm.
- If there are changes with your loved ones, you will receive a call.
 - We continue to encourage virtual visits. Please contact recreation 377-4412 for a Facetime/ Skype appointment.
- Effective immediately, Venta Care Centre will no longer be accepting food items. Concession items are sold at Venta Care Centre on Tuesdays and Thursdays and this can be added to the monthly invoice if your loved one would like additional treats.
 - Please call recreation to arrange 780-377-4412.
- Effective immediately, 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. The bag must be clearly labeled as to what room it will be delivered to, do not touch other items in the bins.
 - The bins will be clearly labeled by drop off and pick up.
- Please be advised that Venta Care Centre reserves the right to move residents rooms at any time to facilitate resident care needs. Venta Care Centre will make every effort to notify you of a change in a timely fashion.

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