



## URGENT FAMILY UPDATE FROM VENTA CARE CENTRE

*Tuesday, November 17, 2020*

### ***To our Residents and Family Members***

In the past 12 hours we have been informed that one of our staff have tested positive for COVID-19. We have informed AHS and have been instructed to start the swabbing process for all residents as well as staff. At this time, we do not have any residents who have tested positive for COVID-19. We have implemented our protocols. We have been told by the CDC we are NOT in outbreak but are listed as under investigation.

We can share with you that we have our required PPE and our staff have been trained. Venta Care Centre has been continuously masking and has also been wearing face shields. This is an added layer of protection for your loved one.

In the next few day, we will be working on a plan to keep you connected to your loved ones. Please be patient as we work through this.

Venta Care Centre is committed to keeping you informed. We have a dedicated phone line that will be updated at 4:00 pm daily, the number to call is 780 377 4403. This will be a recorded message. 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 can also share with you that Venta Care Centre is fully staffed.

For any concerns or questions please call Kimberley Becker 780 952 9596

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Respectfully  
Dr. Peter Birzgalis  
CEO Venta Care Centre