

Visitors Policy

November 25, 2020

COVID-19 is a respiratory illness which can be spread from one person to another through contact and droplets. The effects of this illness are heightened for older adults and those with compromised immune systems, especially residents living in congregate settings like long-term care homes.

The Province announced restrictions on visitors in Long-Term Care in March of 2020 when COVID-19 was declared a global pandemic. We understand these restrictions have been difficult on residents and visitors. Trinity Village Care Centre recognizes that being able to connect with family and friends is essential to the emotional health and well-being of the people who live at Trinity Village Care Centre. We are committed to working with family and care partners to support these connections while maintaining a safe environment for residents and staff.

Visiting Guidelines

- Every resident will have the opportunity to have visits.
- Consideration will be given to equity (ensuring that residents receive what they need to be healthy and well), equality (ensuring that all residents have access) and safety of residents and staff.
- Scheduled visits may be prioritized for residents experiencing clinical/emotional decline.
- When a visit is supervised, where possible, staff will remain respectfully away to provide privacy, however still available if required for support. If required, staff member will remain with resident if they cannot independently participate in visit.

Types of visitors at Trinity Village Care Centre

To schedule visits, please complete application on-line <https://www.trinityvillage.com/Latest-News-and-Updates.htm> or contact Trisha Hickey, Screening Coordinator 519-893-6320 ext. 237.

General Visitors – Visits with a resident for a social reason. These visits are scheduled and take place in a designated area indoors. Visitors must screen in and are required to have a COVID test with a negative result within 14 days. One general visit per resident per week with up to 2 visitors at a time. Length of visit: 30 Minutes. **Discontinued as per Dr. Hsiu-Li Wang update on November 16, 2020. Waterloo Region updated to Orange – Restrict on November 16, 2020**

Essential Visitor – Includes a person performing essential support services (ie. Food delivery, maintenance or health care services), visiting a very ill or palliative resident, Government inspectors and Support workers (ie person visiting to perform essential services for home or resident (i.e. physicians, nurse practitioners). **Essential visitors are required to provide proof of a negative COVID-19 test result in the past week, and verbally attest to not subsequently testing positive. *Unless requires immediate access in an emergency or palliative situation. This is determined on a case to case basis.**



Caregiver – A type of essential visitor. Each resident and/or their substitute decision maker (SDM) may designate a maximum of two caregivers. Caregivers provide direct care and support to the resident, which may include assisting with meals, mobility, personal hygiene, cognitive stimulation and emotional support. Visits are scheduled and visitors are welcome between the hours of 10:00 a.m. and 7:45 p.m. Visitors are required to complete mandatory training, to have a negative COVID test in the previous 14 days of each visit. These visits must be scheduled. One caregiver may visit at a time. Length of Visit: Up to 1 hour. **Caregivers are required to provide proof of a negative COVID-19 test result in the past week, and verbally attest to not subsequently testing positive.**

Outdoor Visitors – Visits with a resident outside the home for social reasons. These visits take place in a designated area on the property. Outdoor visitors need to wear a face covering and maintain physical distance but do not need to be tested for COVID-19. These visits must be scheduled. **Discontinued due to weather.**

Virtual Visitors – Individuals visiting a resident for a social visit through a virtual platform. These visits are scheduled with the House Recreationists. Visit Length: Up to 20 Minutes

Support Person- Individuals who support a Visitor with communication, mobility, person care. A support person must be identified at time of scheduling the visit. **Required to provide proof of a negative COVID-19 test result in the past week, and verbally attest to not subsequently testing positive.**

Protecting yourself and protecting Trinity Village Care Centre

To reduce the risk of transmitting COVID-19 at Trinity Village Care Centre, visitors are asked to follow these guidelines:

- Those visiting indoors must be tested for COVID-19 within the 14 days prior to each visit and attest to receiving a negative result. If a positive result is received after visiting Trinity Village Care Centre, visitors are asked to notify the home immediately. Consideration will be made for emergency situations.
- Participate in active screening and temperature check before entering Trinity Village Care Centre and truthfully answer all screening questions.
- Monitor for symptoms of COVID-19 and do not come to Trinity Village Care Centre and get tested if feeling unwell.
- Practice hand hygiene upon entering the building, before exiting and frequently while visiting. Hand sanitizer is available throughout the building.
- Wear the provided surgical mask at all times as well as face shield and other personal protective equipment if required at all times inside the building. Ensure the mask covers the nose, mouth and chin at all times and avoid touching the mask before performing hand hygiene.
- All visitors must maintain a physical distance of two metres (six feet) at all times. All visitors must refrain from sitting on residents' bed and/or chairs. Chairs will be provided to visitors visiting in residents' rooms.
- Ensure any items brought for residents are left with the Screener at the main entrance so they can be quarantined for 72 hours before they are delivered.
- Refrain from bringing in pets, food or beverages or purchasing food or drinks from the vending machines.



- Use the washroom before visiting. If necessary, use the designated visitor washroom on the main floor.
- If visiting a resident in the home area, visitors will be:
 - Escorted directly to and from the Home Area and only visit in the residents' room.
 - Follow all guidance from Screeners and or the Registered Nurse
- When in the community, those visiting Trinity Village Care Centre should practice hand hygiene, maintain physical distance, wear a mask in public spaces and limit their “social bubble”.

Outbreak Protocol:

Even with robust safety measures in place, outbreaks may happen. In the event of an outbreak, Trinity Village Care Centre will follow the direction of Public Health. The following chart provides guidance on the types of visitors and when they may access the Home with a limit of 2 visitors per home area.

	Support Worker	General Visitor	Essential Visitor/Caregiver*	Outdoor
Not in outbreak	Yes	Yes	Yes (1 per visit)	Yes
Confirmed and/or Suspected Outbreak	Yes	No	At direction of Public Health	Case by Case
Resident in isolation	Yes	No	1 caregiver at a time	No

Education Requirements for Visitors

Before visiting and prior to the first visit and bi-weekly thereafter, caregivers are required to complete training on how to safely provide direct care, including donning and doffing PPE and hand hygiene. Trinity Village Care Centre will provide this training. This is currently in person. We will be moving to an online option, date to be determined for the following documents:

- Guidance document entitled [Recommended Steps: Putting on Personal Protective Equipment \(PPE\).](#)
- Video entitled [Putting on Full Personal Protective Equipment.](#)
- Video entitled [Taking off Full Personal Protective Equipment.](#)
- Video entitled [How to Hand Wash.](#)

Ending a Visit and Prohibiting Visitors

Trinity Village Care Centre strives to ensure that visits will be a positive experience for the resident and the visitor. However, given the risk associated with the spread of COVID-19, Trinity Village Care Centre will end a visit if a visitor fails to adhere to the Homes policy or the health and safety requirements.

If the concern continues and negatively impacts the health and safety of the resident or staff, visits may be temporarily prohibited.



Questions?

Please contact Trisha Hickey, Screening Coordinator 519-893-6320 ext 237 or email thickey@trinityvillage.com

We are all in this together. Thank you for your support.

Revisions

- September 2020- initiated
- November 17, 2020 -updated to reflect the memo from Dr. Hsiu-Li Wang on November 16, 2020
- November 25, 2020 – updated to reflect new Updated Long-Term Care Sector Surveillance Testing Strategies on November 22, 2020

