

# Trinity Village — STUDIOS —

**Studios Update November 21, 2020 – 6:00pm**

## **Visiting Update:**

Trinity Village Studios recognizes that being able to connect with family and friends is essential to the emotional health and wellbeing of the people who live at Trinity Village. We are committed to working with family care partners to support these connections while maintain a safe environment for residents and staff.

We have been informed by the RHRA that they have put the Region of Waterloo into **High Alert** Status; this affects all the retirement homes in our region. **This means they believe that there is widespread transmission and infection within the sector in the community.** Below is a summary of the changes that have been put into effect immediately by the RHRA and the Ministry of Ontario with the guidance of Public Health.

## **VISITING CHANGES:**

- 1. General Visitors:** Prior to this announcement we were able to let 1 person come at a time to visit a resident in the chapel. Now that we are in **High Alert** status general visitors are not allowed. This means that all visits that are scheduled in the chapel are now postponed until we come out of **High Alert** status. Jenny will be in touch with anyone who had visits booked and will offer times for video chats.
- 2. Personal Care Service Providers (hairdresser and nail care):** Our hairdresser Lori and our esthetician Donna will **NOT** be able to come into TVS while we are in **High Alert** status.
- 3. Short Absences:** Residents are still only allowed to leave TVS property for essentials. This includes medical appointments, picking up prescriptions and getting personal items as needed. While we are in **High Alert** status residents are **still not able** to go to their family's houses for social visits, go to restaurants, etc. If residents have to leave TVS for the above-mentioned reasons it is still a requirement that residents and the family member that they are with ALL wear face coverings/masks.



**“A Caring Community Which Values And Fosters The Worth And Lifestyle Of All”**

2727 Kingsway Drive, Kitchener, Ontario N2C 1A7 Tel: 519.893.6320 Fax: 519.893.3432 [www.trinityvillage.com](http://www.trinityvillage.com)

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4. **Social Activities within TVS:** While we are in **High Alert** status, we are still unable to run any programs/activities. Jenny will be trying to provide them with activities that they can do on their own.

If you would like to book a virtual visit please contact Jenny at [jmay@trinityvillage.com](mailto:jmay@trinityvillage.com) or call her at 519-896-3112 ext. 248. We do expect that there will be a higher demand for virtual visits so please be patient as we try to accommodate everyone.

**Thank you very much for keeping your loved ones safe and for not taking them home during the last week and now while we are in high alert.**

We would also encourage everyone to bring any essential items that your family members need to them instead of the residents having to go out to get them. Essential items can be dropped off with the screener and will be delivered directly to your loved ones.

Sincerely,

TVS Management

**Please note that the RHRA in collaboration with the Ministry for Seniors and Accessibility will identify the retirement homes that require additional actions due to:**

- **Widespread transmission in the community (Alert); or**
- **Widespread transmission and infection spread within the sector in the community (High Alert)**

**If Waterloo Region enters into an Alert or High Alert status and visiting policies need to be revised, we will update all families on the website and by email.**



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