

Trinity Village

September 18th 2020 – 6:00pm

Thank you to all who joined in the Virtual Town Hall Information Session – We welcomed and appreciated your feedback and interest in doing this again!

Next week we are planning to have the online “Visitor Request Form” available on the Website to begin arranging visits. We understand these restrictions have been difficult on residents and visitors. Trinity Village 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. We are committed to working with family and care partners to support these connections while maintain a safe environment for residents and staff. In the meantime please continue to book your facetime, phone call, short term and long term absences as posted below.

Hair Salon and Esthetician Services

We are pleased to announce the resumption of the hair salon and esthetician services for the residents. Public Health has been consulted on the re-opening procedures. Appointments are scheduled for one house at a time starting with Oak Ridge.

Following the completion of all home area appointments will resume as per residents' schedule by home area.

Directive #3 update Aug 28, 2020

Short stay Absence - are for health care-related, social or other reasons and do not include an overnight stay with the exception of single-night emergency room visits

Temporary Absence – are for personal reasons and for one or more nights. Homes must review and approve all temporary absences based on a case-by-case risk assessment as outlined in Directive #3

Absence “Leaving The Property” Policy:

- Scheduling Absences occurs Tuesday to Thursday - Absences can occur 7 days a week

- Absences are prearranged and are to occur between the times of 10:00 am – 7:45 pm

- Those requesting the absence are responsible for arranging the transportation if not taking in their personal car.

(Please see FAQ section at the bottom of this document for transportation options and contact information)

- Submit requests (include resident name, house name, room number, date, time and reason for absence) to Maria Menounos mmenounos@trinityvillage.com or 519-893-6320 ext 245

PLEASE NOTE: This is ONLY for Absence’s (Leaving The Property). Booking for internal visits has not changed, please see below for who to contact to book a visit.

Trinity Village is responsible to comply with all Ministry of Health directives to ensure maximum resident and staff safety.

How to Schedule a Visit?

All visits as of Sept 14 will be scheduled for indoors, visits must be prescheduled by contacting the following:

Care Centre: Contact Program Manager, Maria Menounos preferably by email mmenounos@trinityvillage.com or call 519-893-6320 ext. 245

Studios: Contact Retirement Program Manager, Jenny May preferably by email jmay@trinityvillage.com or call 519-896-3112 ext. 248

INDOOR VISITS - 30 MINUTES

- May include up to 2 visitors maximum.
- Must verbally attest to having a received negative COVID-19 test result within 2 weeks of the visit. Trinity Village is not responsible for providing the testing.
- Mandatory surgical/procedure mask must be worn at all times.
- Indoor visits are held in the Gathering Place for Care Centre residents and in the Chapel for Studios residents.
- As per the Ministry of Health, Public Health there are NO Pets allowed.

Prospective visitors should consider their personal health and susceptibility to the virus in determining whether visiting is appropriate. If a visitor does not comply with these requirements, it will be the basis for the discontinuation of their visit.

At check-in: visitors will be informed of the meeting location and proceed to that spot. A map will be available with the screeners at the main entrance. Home staff will bring the resident to the designated location for the duration of the visit. Visits will be limited to 30 minutes. Please respect the time allocated for this visit.

Each will be sitting on either side of a table at least 6ft apart respecting the physical distancing rules. At this time, although it might be difficult, we ask that you refrain from trying to touch/hug/kiss your loved one.

At this time, we do not accept any food items or packages (gifts, flowers, etc).

ESSENTIAL VISITORS

- Essential visitors coming in to visit with a resident in the end of life stage
- Visitor to wear a mask at all times and complete hand hygiene throughout the visit
- One visitor at a time
- Visitor to contact Nurse Manager to receive building entry 519-893-6320 ext. 314 and be escorted to the resident's room
- Visitors are required to self-isolate at home for 14 days and monitor for any symptoms and call Public Health

TIPS FOR A MEANINGFUL VISIT

- Talk about your day.
- Update about the grandchildren, old familiar friends, neighbours, church family, etc.
- Share what you did on your vacation or around your home.
- Share a familiar prayer, song...
- Read a favorite poem, short story, favorite recipe, Bible story....
- News articles, daily news from their home town.
- Show large (8x10) pictures of family/friends or collage of photos

Trinity Village strives to deliver a person-centered approach that empowers our elders, their care partners, and families. In all circumstances, we continue to look to and uphold our values:

People – Integrity – Excellence – Partnerships

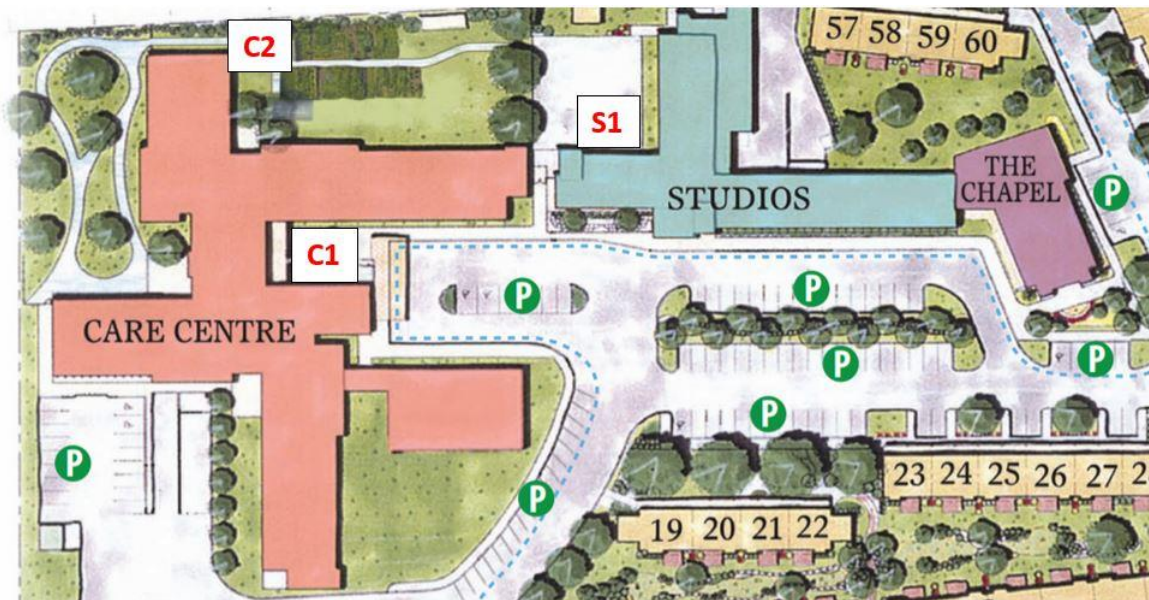
to guide us forward as we carry out our mission to build a caring community that values and fosters the worth and lifestyle of our elders and their care partners.

With re-opening comes risk and planning of a phased manner that meets the health and safety needs of residents, staff, and visitors. Additionally, to ensure maximum resident and staff safety, a retirement home co-located with a long-term care home will adopt the long-term care home's visitation policies if those policies are more restrictive. The co-located home can still develop independent policies for short absences and new admissions.

Please carefully read and follow the visiting guidelines outlined.

Respectfully – Debby Riepert, COO

In Person Visits Map – Care Centre C1, C2, Studios S1 indicates the outdoor gates available for family visits.



Current Visiting Approach:

The ministry is outlining principles to follow in the resumption of visiting at long-term care and retirement homes in Ontario. Since March 13, visits have been restricted to essential visitors. Although this policy was difficult for residents and loved ones, it was necessary to protect residents and staff during the pandemic.

But the role that families, visitors, and loved ones play in providing caregiving and emotional supports are important in the quality of life for residents. To support residents, the ministry is proposing a gradual, staged resumption of visits guided by the following principles:

1. Safety - Balance and meet the health and safety needs of residents, staff, and visitors, to ensure that risks are mitigated.

2. Emotional Well-being: Allowing visitors is intended to support the emotional well-being of residents and their families/friends, through reducing any potential negative impacts related to social isolation.
3. Equitable access: Provide equitable visitation access, consistent with resident preference, and within reasonable restrictions that safeguard residents.
4. Flexibility: The physical/infrastructure characteristics of the home, its staffing availability, and the current status of the home with respect to Personal Protective Equipment (PPE) levels for staff and residents must be taken into consideration.

Visitors should consider their personal health and susceptibility to the virus in determining whether visiting is appropriate. Where it is not possible or advisable for in-person visits, homes should continue to provide virtual visiting options.

As the pandemic situation evolves in Ontario, this direction regarding visits will be adjusted as necessary, keeping the safety and emotional well-being of residents and staff at the forefront.

Trinity Village Care Centre (TVCC) Testing Summary

NO CHANGES as of May 29, 2020

RESIDENTS						
DATE	POSITIVE SYMPTOMATIC	POSITIVE ASYMPTOMATIC	NEGATIVE	DEATHS	RESOLVED	TOTAL POSITIVE
May 29 th	0	0	95 (4 OR, 29 PW, 27 MB, 9 WG, 26 CO)	18 (5 OR, 1 MB, 11 WG, 1 CO)	31 (19 OR, 2 MB, 10 WG)	0

STAFF					
DATE	POSITIVE SYMPTOMATIC	POSITIVE ASYMPTOMATIC	NEGATIVE	RESOLVED	TOTAL POSITIVE
May 29 th	0	0	160 (22 OR, 26 PW, 21 MB, 21 WG, 29 CO, 41 other)	45 (22 OR, 2 MB, 1 PW, 9 WG, 11 other)	0

Legend

OR= Oak Ridge; WG= Walnut Grove; PW= Pine Woods; CO=Cherry Orchard; MB=Maple Bush
(Symptomatic = experiencing symptoms, Asymptomatic = experiencing NO symptoms)

FREQUENTLY ASKED QUESTIONS

This section is dynamic and is updated daily.

1. What previously announced Protocols continue?

Screening Protocol

- Visiting hours are stopped until further notice – Exception Pre-Arranged outdoor visits.
- Residents temperatures taken twice daily morning and evening
- Staff screened, temperatures taken beginning and end of shift
- Contractor work limited to life safety and essential services. All contractors screened prior to entry.

Essential Visitors Protocol

- Exception for residents in end of life stage
- Escort to and from room, remain in room, visit length limited to one person one time
- Visitor required to self-isolate at home for 14 days monitor for any symptoms and call Public Health

New Resident Admission Protocol

- Prior to move in a negative swab test result must be received and to move in within 24 hours and isolate to room for 14 days

Personal Protective Equipment -

- All staff on home areas are wearing appropriate PPE (face mask with shield, mask, gown, gloves) that are medical grade from reputable providers

Further Measures

- TVCC Implemented staff cohort to home area
- TVCC residents isolated to room
- Concerted effort toward social distancing site wide
- TVS cohort measures for meal service

2. What is the staffing level during the COVID-19 outbreak?

Staffing levels are being maintained.

3. What is the process if I take my loved one home?

As per the direction from the WWLHIN

- Resident will be discharged from Trinity Village
- Residents will remain in their home area until COVID-19 is declared over
- When Trinity Village is cleared, admitting back into the home will resume, resident's taken home will be put on a readmission priority list with the WWLHIN to be readmitted as soon as possible. This process may take time depending on the number of bed vacancies within the region

4. What is the meal service during COVID- 19 outbreak?

Dining room service has resumed by limiting the number of residents at a time to maintain social distance.

5. Can I send packages, food, gifts, or cards to my loved one?

We are only accepting cards at this time, please note that all mail is held for 1 day prior to distributing – this has been in effect since March 24th

6. What are the criteria for declaring the outbreak over at Trinity Village?

The outbreak is declared over by the local Medical Officer of Health or designate in collaboration with the Outbreak Management Team when there are no new cases in residents or staff after 14 days from the latest of:

- Date of isolation of the last resident case; OR
- Date of illness onset of the last resident case; OR
- Date of last shift at work for last staff case.

7. Are Hairdressing services allowed in long term care and retirement homes?

Barber services start the week of August 24th and Hairdressing Services the week of Sept 1st.

8. Where do I get tested for COVID-19?

For locations in Waterloo Region where COVID-19 testing is occurring please visit;

<https://www.regionofwaterloo.ca/en/health-and-wellness/community-assessment-centres.aspx>

For locations in WDG Region where COVID-19 testing is occurring please visit;

<https://www.wdgpUBLICHEALTH.ca/your-health/covid-19-information-public/assessment-centres-wdg>

9. Where do I check my COVID results?

Click the link below, scroll down to the bottom of the page, click I Accept. This will bring you to the Verify with Health Card, enter your information and click Verify Patient at the bottom of the page. This will bring you to your test results.

<https://covid19results.ehealthontario.ca:4443/login>

9. What are my other transportation options for Absences?

Public Transportation

Mobility Plus (must be a registered user with a valid MobilityPLUS ID number & book well in advance)
(519) 744-2241 (Booking Hours Monday-Sunday 8:30 a.m. - 10:15 p.m.)

<https://www.grt.ca/en/rider-information/using-specialized-services.aspx#>

Wheelchair Taxi Cab

United Taxi

519-888-9999

<https://unitedtaxi.ca/>

City Cabs

(519) 747-7777

<https://www.citycabs.ca/>

Non-Emergency Patient Transfer

Voyago

1-855-263-7163

<https://www.voyageurmedical.ca/>

ONE Transportation

519-572-7315

www.onetransportation.ca

New Canadian Medical Transfer

519-571-1171

www.ncmt.ca

