

TRINITY VILLAGE CARE CENTRE

Section:	IPAC Manual – visitor policy	Policy #:	
Policy:	Visitors	Date Effective:	Sept 2020
Scope:	Safety for onsite visitors	Page:	1
Approved by:	DORC		
Reviewed by:	DORC	Last Reviewed:	Mar 2025
<i>All policy revision and replacement information is represented in footnotes below:</i>			

Visitor Policy - Purpose

It is the policy of Trinity Village Care Centre to support the health and wellbeing of our residents, staff and visitors by ensuring the safe environment to those living, working and visiting Trinity Village.

Policy

The Visitor Policy is built to protect the health and safety of our residents and visitors to ensure that our residents are maintaining their mental, physical, social and emotional well-being while enhancing their quality of life.

Safe Entry

To ensure safety for all who enter, it is an expectation, upon entering our facility, that visitors shall be responsible for completing hand hygiene, applying applicable PPE and proceeding to reception to sign in via Trinity Village Care Centre's greeter robot, Buzz. Visitors will enter their name; contact information and the name and location of the residents they are visiting. All current and relevant Infection Control information will be available on Buzz. Any further information or concerns can be addressed with the receptionist during regular visiting hours (8am-8pm), after hours, the Nurse Manager may be contacted.

All visitors are expected to adhere to IPAC practices on the residents' home area as outlined by the administration team. Every visitor is required to wear the appropriate visitor tag while in all home areas and return the tag upon exiting the home.

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

- Participate in passive screening before entering Trinity Village Care Centre.
- Monitor for respiratory or enteric symptoms. Do not come to Trinity Village Care Centre if you feel unwell.
- Practice hand hygiene upon entering the building, before exiting and frequently while visiting. Hand sanitizer is available at all entrances and exits of the building and care units, as well as throughout the building.

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- We recommend that all visitors continue to maintain a social distance of two meters (six feet). Chairs will be provided for visitors visiting in residents' rooms.
- Ensure any items brought for residents are clean and sanitized before bringing it to the room.
- To start bringing in your pet for a visit please submit a request <https://www.trinityvillage.com/Visiting-Pet-Application-TVCC.htm> or contact Program Manager, Maria Menounos (mmenounos@trinityvillage.com)
- Should you want to bring in food or beverages for the resident, please contact: Krista McParland (KMcParland@trinityvillage.com) to confirm that there are no dietary restrictions.
- If necessary, use the designated visitor's washroom on each floor.
- When visiting a resident in the home area, visitors will follow signage within the building

Types of Visitors

1. **Essential Caregiver** - defined as a family member, friend, or person of importance designated by the resident and family or resident's substitute decision-maker with such authority. Designated care givers under the age of 16 years requires approval from a parent or legal guardian prior to initiating essential caregiver duties. Such individuals are expected to understand and comply with all applicable laws including applicable directives, orders, guidance, advice, or recommendation issued by Ontario's Chief Medical Officer of Health or an appointment member of their office as per the Health Protection and Promotion Act.

Under the designation of essential caregiver and consent from the resident/power of attorney (POA), individuals are responsible for the following care tasks as outlined by the resident's care plan:

- Provides or more paid or unpaid forms of support or assistance to meet the needs of the resident, including but not limited to, direct physical support such as activity of daily living; providing social, spiritual or emotional support.

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- Accompany the resident to and from the dining room to assist with eating, attend mealtimes, or for social gatherings.
 - Once designated, essential caregivers are required to complete mandatory infection prevention and control (IPAC) training prior to or upon arrival of their first visit, then annual thereafter.
 - Trinity Village Care Centre will ensure initial training, policy review and acknowledgement upon becoming a Caregiver. Subsequent annual training will be available online through SURGE learning unless in person is required.
2. **Support Person** - defined as an individual who visits a home to provide support to the critical operations of the home or to provide essential services to resident. A support person must be identified at the time of scheduling the visit.
 3. **Compassionate Visitor** - defined as an individual visiting a resident receiving end of life care or imminent palliative care as ordered by the facility's medical director. They are not required to schedule a visit. There is no limitation to the timing of the visit. Visitors (Caregivers or General visitors) can stay as much as 24 hours for compassionate reasons. While the directives for LTCHs set out by the Ontario Ministry of Health (MOH) does not currently place limitation on the total number of visitors present at the bedside for compassionate reasons, Trinity Village Care Centre will limit the total number of visitors at the bedside in a visit to four (4). If there are more than four visitors arriving at one time, we will ask that some of the visitors remain on the main floor lobby entitled Schneider's Lounge, so not to overcrowd the home area hallway.
 4. **General Visitor** - defined as an individual who is not an essential visitor and is visiting the home to provide non-essential services related to either the operations of the home or a particular resident or group of residents. This excludes children under the age of one.
 5. **Children Visitor** - Children under the age of 16 are permitted to visit. Infants under the age of one (1) year are not considered visitors and can therefore visit

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with caregivers or general visitors and will not be considered part of the four (4) visitor per visit limit.

Types of Visits

- Outdoor Visits** - There are designated available outdoor general visiting areas such as the Courtyard and any outdoor space while on Trinity Village Care Centre's property. The seating provided in these spaces may not be sufficient for larger group gatherings and therefore, lawn chairs can be brought onto the property to accommodate visitors. For large group gatherings of six (6) or more individuals, the Floor Supervisor Coordinator must be notified in advance of the gathering to allow for further accommodation of space for the group.
All outdoor visits are subject to both the weather and the residents wishes/preferences. In the event of inclement weather (i.e., extreme heat warning/alert, humidex advisories, rain, snow, etc.) outdoor visits will be cancelled as per the Ministry of Health and Long-Term Care (MOHLTC) June 2020 Guidelines for the Prevention and Management of Hot Weather-Related Illness in Long-Term Care Homes.
- Indoor Visits** - All indoor visits are subject to Infection Prevention and Control guidelines and Public Health recommendations. Visitors are able to utilize the designated resident space (ie. resident room), or any common resident space within Trinity Village Care Centre.
For group gatherings of four (4) or more individuals, either a common space will need to be used or a room may be booked for private family/resident time as it is available. The Floor Supervisor Coordinator must be contacted in advance of the gathering to enquire about availability and to book the allocated room.

Absences

All absences should be communicated as soon as possible, at minimum a week prior to the known/planned absence. These can be submitted via the website through the [Care](#)

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[Centre Absence Request](#). When residents are being taken off-site, proper sign-out procedure must be followed on the Home Area to ensure resident safety.

1. **Medical absences** - are absences to seek medical or health care and include:
 - outpatient medical visits and a single visit (less than or equal to 24 hours in duration) to the emergency department
 - all other medical visits (for example, admissions or transfers to other health care facilities, multi-night stays in the emergency department)
2. **Compassionate and palliative absences** - include, but are not limited to, absences for the purposes of visiting someone during end of life.
3. **Short term (day) absences** - are absences that are less than or equal to 24 hours in duration and include:
 - **Essential absences** include absences for reasons of groceries, pharmacies, and outdoor physical activity
 - **Social absences** include absences for all reasons not listed under medical, compassionate or palliative, or essential absences that do not include an overnight stay
4. **Overnight/ temporary absences** - include absences involving two or more days and one or more nights for non-medical reasons. It includes short-term and extended absences. These will require at least a week's notice for the home to prepare paperwork and medications.

Isolation and testing requirements for residents when returning from absences

As per the guidance outlined in the Ministry of Health's (April 2024) Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings", there are currently no requirements to actively screen, test or, isolate asymptomatic residents upon their return from an absence unless directed by the local public health unit.

Any resident returning from an absence demonstrating symptoms compatible with respiratory and/or enteric illnesses will be isolated and tested based on disease-specific guidance from the Ontario MOH.

Outbreak Protocol

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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 Region of Waterloo Public Health. The following chart provides general/standard guidance on the types of visitors and when they may access the Home.

In the event of an outbreak, signage will be posted within the home and the website will be updated with current practices, safety measures and visiting restrictions.

	Support Worker	General Visitor	Essential Visitor/ Caregiver	Outdoor
No Outbreak	Yes	Yes	Yes	Yes
Enteric / ARI / Influenza Outbreak	Yes	Follow IPAC & Public Health Guidelines	Yes	Yes
COVID-19 Outbreak	Yes	No	Follow IPAC & Public Health Guidelines	Case by Case
Resident in isolation	Yes	No	Four (4) per visit Must wear full PPE	Case by Case

Masking Mandate

Utilizing masks can help us protect ourselves and each other. Masks can decrease the number of resident and staff affected illnesses and severe outcomes such as hospitalization and death in both staff and residents.

Any masking mandate that may be in effect, will be posted within the home and the website will be updated with current practices and safety measures.

Safe Exit

It is an expectation, upon departing from our facility, that visitors shall be responsible for completing hand hygiene, and proceeding to reception to sign out via Trinity Village

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Care Centre's greeter robot, Buzz.

Every visitor is required to return the appropriate visitor tag prior to exiting the facility.

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.

Trinity Village Care Centre has the right to 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 Floor Supervisor Coordinator 519-893-6320 ext. 286 or email adminassist@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
- December 4, 2020 – updated to include Local Public Health Unit Level

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requirements for visitations.

- March 19, 2021 – updated to new guidelines set in Minister’s Directive: COVID-19: Long-Term Care Home Surveillance Testing and Access to Homes Effective March 15, 2021.
- March 23, 2021 – updated to include general visitors restrictions based on COVID-19: visiting long-term care homes published: December 26, 2020.
- April 12, 2021 – updated to reflect Directive 3 updated April 7, 2021
- May 27, 2021-updated to reflect Directive 3 updated May 21st, 2021
- July 16, 2021-updated to reflect Directive 3 updated July 14th, 2021
- August 16th, 2021 – updated to reflect Directive 3 updated July 14th 2021
- October 15th, 2021 – updated to reflect Directive 3 updated October 25th, 2021
- December 16th, 2021 – updated to reflect Ministry Directive of Dec.15th, 2021
- February 7th, 2022 – updates to reflect Ministry Directive of Feb.07, 2022
- March 14th, 2022 – updated to reflect Ministry directive of March 14th, 2022
- April 27th, 2022 – updated to reflect Ministry directives of April 27th, 2022
- May 5th, 2022-reviewed
- May 30th, 2022- reviewed, updated information on outdoor visits relating to the June 2020. Guidelines for the Prevention and Management of Hot Weather Related illness in Long-Term Care Homes
- July 6th, 2022 – updated mandatory vaccination policy guidelines
- October 14th, 2022 – updated to reflect Ministry directive of October 14th, 2022.
- November 4th, 2022 – updated to reflect Vaccination Policy change.
- April 1st, 2023 – updated to reflect new guideline around asymptomatic testing and visitors.
- June 6th, 2023 – review visitor training policy
- June 30th, 2023 – updated to reflect Ministry directive of June 26, 2023.
- September 20th, 2023 – updated universal masking policy
- March 4th, 2024 – updated MOH enhanced masking guidance; removing masking measures. COVID 19 guidance updated.
- May 17, 2024- updated MOH guidance Pandemic Provisions
- November 18, 204- updated Masking Policy
- March 7, 2025 – format updates to policy and procedure – mandated updates made in accordance to MOH guidelines and recommendations, referencing Fixing

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LTC Act

<https://www.ontario.ca/laws/regulation/220246#BK337>