

Trinity Village - CARE CENTRE -

May 17, 2024

Visitor Policy

Types of visitors at Trinity Village Care Centre

To schedule visits, please contact Administrative Assistant at 519-893-6320 ext. 237 or email adminassist@trinityvillage.com.

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, advise, 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.
- 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.

Essential caregivers are required to sign in and out of the home at the reception desk for each visit. Essential caregivers are also required to follow IPAC practices on the resident’s home area as outlined by the administration team. Each visitor is required to always wear the appropriate visitor tag while in all home areas and return the tag upon exiting the home.

Provincial set limits have now been revoked. However, Trinity Village Care Centre reserved the right to continue to limit visitors to four (4) essential caregivers and/or general visitors during a single visit. If there are more than four visitors arriving during a single visit, Trinity Village Care Centre requires visitation to occur in groups of four (4), with each group waiting on the main floor for their designated visit time to prevent overcrowding of accessible spaces such as the resident’s room, home area, or hallways.

Essential Caregiver - describes an individual who is a family member or friend of a resident or a person of importance to a resident.

Who is designated by the resident or the resident’s substitute decision-maker with authority to give that designation. In the case of an individual being under 16 years of age, has approval from a parent or legal guardian to be designated as a caregiver.

Who can comply with all applicable laws including any applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the *Health Protection and Promotion Act*

Who provides one or more forms of support or assistance to meet the needs of the resident, including providing direct physical support such as activities of daily living or providing social, spiritual or emotional support, whether on a paid or unpaid basis. Upon caregiver request, resident/POA shall provide consent for caregiver(s) and have support added to the care plan.

Essential Caregivers can accompany the resident in the dining room to assist them with eating or to join in for a meal and for social gatherings.

Essential Caregivers are required to complete mandatory training upon first visit and then once a year.

Essential Caregivers need to sign in/sign out for every visit at the reception desk.

Provincial set limits have now been revoked. However, Trinity Village Care Centre will continue to limit visitors to 4 essential caregivers and/or general visitors at one time. If there are more than four visitors arriving at one time, we will ask that some of the visitors remain on the main floor, so not to overcrowd the Resident room/home area hallway.

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.

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.

End of Life (EOL) – 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, so not to overcrowd the home area hallway.

Children Visitors –

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

Outdoor Visits:

Available outdoor general visiting areas are designated to 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 gathers and therefore, lawn chairs can be brought onto the property to accommodate visitors. For large group gatherings of six (6) or more individuals, the Screener Coordinator must be notified in advance of the gather to allow for further accommodation of space for the group.

All outdoor visits are subject to both the weather and the resident's 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.

The seating provided outdoors may not be sufficient for larger groups; visitors may wish to bring their own lawn chairs. In case of large outdoor group gatherings with more than 6 visitors, please notify Screener Coordinator in advance so we can assist in the accommodation of space.

Available outdoor general visiting areas are in the Courtyard or outdoors on the property. These visits are subject to weather and resident wishes and preferences. In case of inclement weather (heat alert/warning, humidex advisory, rain etc.) outdoor visits will be cancelled. This decision is based on the MOHLTC June 2020. Guidelines for the Prevention and Management of Hot Weather-Related illness in Long-Term Care Homes.

ABSENCES:

There are four types of absences:

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.

Masking Update

Effective March 4, 2024, visitors and staff are not required to wear a surgical mask when in the facility. However, as required in the Infection Prevention and Control Standard and the Recommendations for Outbreak Prevention and Control in Institutions in Congregate Living Settings Document for non-outbreak situations in LTCHs continues to be:

- Required for staff, based on a point of care risk assessment before every resident interaction, and based on the return to work protocols; staff may consider wearing a mask during prolonged direct resident care defined as one on one within 2 meters of an individual for 15 minutes or longer; and
- Recommended for visitors and caregivers, but not required.
- Face Mask (for respiratory outbreaks) • Masking is recommended for staff, clients/patients/residents, and visitors during respiratory outbreaks or seasonal increases in respiratory illness

* Visitors and Caregivers are to complete passive screening before entering the home. If a visitor is feeling unwell, they are required to self-isolate at their private residence until respiratory symptoms have improved for 24 hours (48 if enteric) and they are no longer febrile. If visiting for compassionate end of life purposes, visitors and essential caregivers are required to report their status to the Screening Coordinator and follow all IPAC practices as outlined by the infection control team.

Protecting yourself and protecting Trinity Village Care Centre

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.
- 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.

Education Requirements for Essential Caregivers

Prior to the first visit and annually thereafter, Essential Caregivers are required to complete training on how to safely use IPAC measures, including donning and doffing PPE, hand hygiene and respiratory etiquette. Trinity Village Care Centre will provide initial training, policy review and acknowledgement in person when becoming a Caregiver. Following the educational training your annual training will be available online through SURGE learning unless in person is required.

https://www.publichealthontario.ca/-/media/Documents/F/2023/factsheet-ipac-pci-for-patients-families-visitors.pdf?rev=f7fd8de58eb24bcbacdbe6c91ba335b8&sc_lang=en

<https://www.publichealthontario.ca/en/Videos/I/2021/IPAC-FullPPE-On>

<https://www.publichealthontario.ca/en/Videos/I/2021/IPAC-FullPPE-Off>

<https://www.publichealthontario.ca/en/Videos/I/2021/IPAC-Handwash>

<https://www.publichealthontario.ca/en/Videos/I/2020/IPAC-Handrub>

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

	Support Worker	General Visitor	Essential Visitor/Caregiver	Outdoor
Not in outbreak	Yes	Yes	Yes (4 visitors per visit)	Yes
Enteric/ ARI/ Influenza Outbreak	Yes	Yes	Yes (4 visitors per visit)	Yes

COVID 19 Outbreak	Yes	No	4 caregivers at a time or in the direction of Public Health. Must wear full PPE	Case by Case
Resident in isolation	Yes	No	4 caregivers at a time Must wear full PPE	Case by Case

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 Administrative Assistant 519-893-6320 ext. 237 or email screeningcoordinator@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 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