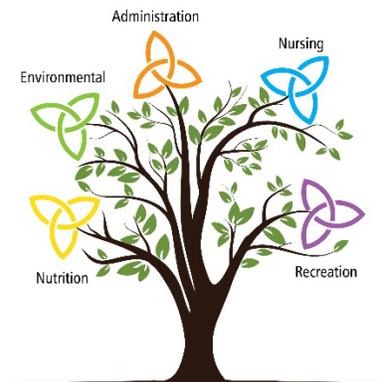




**Trinity Village Care Centre**

# **VISITOR HANDBOOK**



2727 Kingsway Drive

Kitchener, Ontario, N2C 1A7

519-893-6320

[www.trinityvillage.com](http://www.trinityvillage.com)

Please note this information can be available in larger font, different colour font, and transposed into another language. Please inform staff of your needs.

**Our MISSION:** “A Caring Community Which Values and Fosters the Worth and Lifestyle of All”

**Our VISION:** Trinity Village will be a dynamic community leader, fostering a compassionate and engaging, holistic lifestyle in an eco-friendly environment, through best practices, partnerships, research, and innovation. Trinity Village will be a dynamic community leader, fostering a compassionate and engaging holistic lifestyle in an eco-friendly environment, through best practices, partnerships, research, and innovation.

**Our VALUES:** As a Christian-based organization, our day-to-day activities are focused on building a community of caring, service-oriented people. We value People, Integrity, Excellence, and Partnerships

**Our PHILOSOPHY OF CARE:** Our philosophy of care is *The Eden Alternative*. The seeds of The *Eden Alternative* are planted in the people’s hearts. It is, after all, with our hearts, rather than our eyes, that we see what is essential in this world.

**Resident Bill of Rights:** Across from Reception.

**Organizational Chart:** Across from Reception.

**Public Communication Binder:** Located at Reception.

**Emergency Codes:** Follow staff directions see Emergency Code Guide Poster.

**Complaint Process:** See Poster across from Reception.

**Mandatory Reporting** – Responsibility to Report immediately to House Manager or Nurse Manager (Abuse, Residents request for help).

**Privacy / Confidentiality:** See poster across from Reception.

**Infection Protection and Containment Measures:** Located at Front Entrance.

## TYPES OF VISITORS

**Essential Visitors:** As per [O. Reg. 246/22](#) under the [Fixing Long-Term Care Act, 2021](#), there are four types of essential visitors:

- A caregiver, as defined under section 4 of [O. Reg. 246/22](#)
- A support worker who visits a home to provide support to the critical operations of the home or to provide essential services to residents
- A person visiting a very ill resident for compassionate reasons including, but not limited to, hospice services or end-of-life care are permitted 24 hours a day.
- A government inspector with a statutory right to enter a long-term care home to carry out their duties

1. **General Visitors:** General visitor is a person who is not an essential visitor and is visiting to provide non-essential services related to either the operations of the home or a particular resident or group of residents. General visitors include those persons visiting for social reasons as well as visitors providing non-essential services such as personal care services, entertainment, or individuals touring the home. Homes should prioritize the mental and emotional well-being of residents and strive to be as accommodating as possible when scheduling visits with general visitors.

**Visitor Training:** Prior to visiting any resident for the first time and if there are any updates or changes, General Visitors, Personal Care Service Providers, and Essential Visitors to read and watch:

- [Trinity Village Care Centre Visitor's Policy](#)

- [Public Health Ontario: Infection Prevention and Control Tips for Visiting All Health Care Settings](#)
- [Public Health Ontario: Interim Infection Prevention and Control Measures Based on Respiratory Virus Transmission Risk in Health Care Settings](#)

**Essential Visitors:** are the only type of visitors allowed when there is an outbreak or when a resident has failed screening, is symptomatic, or in isolation. Check the website for updates by clicking [here](#).

**Visiting Hours:** Recommended visiting hours for residents is daily between 10am to 8pm. Residents have mealtimes at 8:30am, 12:15pm & 5:00pm. Recreation activities occur daily. Click [here](#) to access each individual home area recreation calendar. A hard copy of the calendar is also available on the recreation wall.

**Café:** The café is open to the public Monday to Friday from 8am-2pm. Residents receive complimentary coffee and tea; food items are available for purchase. See below regarding **resident diets**.

**Resident Diets:** Each resident has an identified dietary requirement for safety and allergy purposes. All food items/drinks being sent or brought into the home must be reviewed for approval by the Nutrition Manager in consultation with the Registered Dietitian.

**Room Layout:** The furniture in residents’ rooms are placed to meet their physical and cognitive needs.

**TVCC Pets:** Trinity Village is home to several pets. The care for these pets is a House Team effort. More information can be found in the Resident & Care Partner Handbook.

**Visiting Pet Policy:** A review of Trinity Village Care Centre’s pet policy as well as a pet visit contract must be signed and up to date documentation presented prior to the first visit even if your pet is visiting occasionally. Click [here](#) to access the forms. A hard copy is available at reception.

**Site Map:** Trinity Village site map can be found on the last page of the handbook.

**Scent & Allergy Free Home:** Trinity Village is a scent-free property. No lilies, hyacinths, lilacs, or latex balloons are allowed within the home.

**Smoking Policy:** Trinity Village is a smoke free property in accordance with provincial legislation. More information can be found in the Resident & Care Partner Handbook.

**Clothing & Personal Belongings:** New items should only be brought to the reception desk. Clothing being brought in needs to be in a plastic bag with a clothing labeling sheet in the bag. All items must be labelled. More information can be found in the Resident & Care Partner Handbook.

## COMMUNICATION TIPS

<b>Agree</b> (Never argue)	<b>Reassure</b> (never lecture)
<b>Redirect</b> (Never reason)	<b>Reminisce</b> (never say “remember”)
<b>Distract</b> (Never shame)	<b>Repeat</b> (never say “I already told you”)
<b>Ask</b> (never command)	<b>Encourage &amp; praise</b> (never condescend)
<b>Reinforce</b> (never force)	<b>Say “Do what you can”</b> (never say “you can’t”)

**Any questions please inform PSW/House Manager to enter it on Doc It under comments. Appropriate manager will provide follow up.**

# Trinity Village



www.trinityvillage.com

## VISITING TIPS

- Enjoy the outdoors! Refer to the site map for location suggestions
- Join a program!
- Enjoy the café or Synders lounge that is adjacent to the café
- Check out the game cart that is located on the 1<sup>st</sup> floor across from the elevators

Visitors are a welcome benefit to the lives of our residents.

We recognize the important role that visits play in supporting the well-being of residents and alleviating loneliness, helplessness, and boredom.

This Visitor Handbook has is intended to share information relative to the complex needs in long-term care.