

Trinity Village - CARE CENTRE -

September 20, 2023

Visitor Policy

The province has continued to strongly advise the community to practice public health measures and get vaccinated for the purpose of slowing the spread of COVID-19. Please reference:

<https://www.regionofwaterloo.ca/en/health-and-wellness/2019-novel-coronavirus.aspx>

COVID-19 is a respiratory illness which can be spread from one person to another through contact and droplets. The effects of this illness are heightened for older adults and those with compromised immune systems, especially residents living in congregate settings like long-term care homes.

The province announced restrictions on visitors in Long-Term Care in March of 2020 when COVID-19 was declared a global pandemic. We understand these restrictions have been difficult for residents and visitors. Trinity Village Care Centre 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 Care Centre. We are committed to working with family and care partners to support these connections while maintaining a safe environment for residents and staff.

- Every resident will have the opportunity to visit with others.
- Consideration will be given to equity (ensuring that residents receive what they need to be healthy and well), equality (ensuring that all residents have access) and the safety of residents and staff

Types of visitors at Trinity Village Care Centre

To schedule visits, please contact Leah MacDougall, Screening Coordinator 519-893-6320 ext. 237 or email screeningcoordinator@trinityvillage.com.

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 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 on the tablet 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 – describes 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- describes 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) – describes an individual visiting a resident receiving end of life care or imminently palliative care. 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. There is no limitation to the number of visitors allowed, however, only four visitors may visit at a time in the resident's room. 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 of all ages are permitted to visit. Infants under the age of 1 are not considered visitors. This means they can come in to visit with caregivers/visitors and will not be counted.

Outdoor Visits:

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:

Homes are not required to actively screen, test or isolate residents upon return from an absence unless the resident is symptomatic.

Any resident that is symptomatic is isolated under Additional Precautions and tested for COVID 19.

If a resident has a known exposure to a symptomatic or Covid-19 positive case while in their absence, the resident will not be isolated or tested unless they become symptomatic.

Universal Masking

Effective Wednesday, **September 20, 2023**, we will be re-implementing an internal policy that requires our staff and visitors to wear a surgical mask within the home. As we enter the fall respiratory season, we have been advised that there is potential for it to be challenging with an estimated influx of RSV, Influenza and Covid-19 circulating within the community. We are taking a proactive preventative approach.

For our **staff**, we ask that they don a surgical mask from the point of entry onto any home area and they wear the surgical mask for the duration of their shift in the home area. Staff are not required to wear a surgical mask in the break rooms or in the administration wings. We ask that staff continue with good hand hygiene practices, socially distancing, appropriate donning and doffing of PPE and staying home when unwell.

For our **visitors**, we ask that at the point of entry into the facility they don a surgical mask and wear the surgical mask for the duration of the visit with their loved one. If they would like to go to the cafe and

have a coffee or snack with their loved one, they can continue to do so. Again, asking to continue with good hand hygiene practices, continuing to social distance and staying home when unwell*.

The reason we have decided to re-implement the surgical masks within the home is to keep our residents and staff healthy and safe. Masks are an effective layer of protection that assists in reducing the spread of many illnesses. By wearing surgical masks as a preventative measure, we hope to reduce the number of outbreaks this season. Staff and visitors wearing their mask will reduce the potential infections past onto our residents who are still required to isolate up to 10 days.

* Visitors and Caregivers are to complete passive screening before entering the home. If a visitor is feeling unwell, we recommend that they stay home until symptoms have improved for 24 hours including no fever.

Proof of Vaccination

Proof of Covid-19 vaccine will **no longer be required** to enter the home. Trinity Village will review the vaccine policy on an ongoing basis and reserves the right to change requirements based on recommendations from the Ministry of Health.

Trinity Village continues to strongly encourage all in the Trinity Village community to stay current with the COVID 19 vaccine.

Staying Up to Date with COVID-19 Vaccines:

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/stay-up-to-date.html>

There continues to be an increased risk for severe outcomes as a result of COVID-19 in the elderly population due to age and underlying medical conditions, particularly in shared living spaces like long-term care homes. Vaccination remains the best defense against COVID-19.

Protection after a primary COVID-19 vaccine series decreases over time, especially against the Omicron variant of concern. COVID-19 vaccine booster doses help to increase protection against symptomatic infection and severe outcomes at the individual level and helps to reduce transmission at the population level.

Protecting yourself and protecting Trinity Village Care Centre

To reduce the risk of transmitting COVID-19 at Trinity Village Care Centre, visitors are asked to follow these guidelines:

- Participate in passive screening before entering Trinity Village Care Centre.
- Monitor for symptoms of COVID-19. 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 throughout the building.
- Wear the always provided surgical mask as well as face shield and other personal protective equipment if required. Ensure the mask covers the nose, mouth and chin at all times and avoid touching the mask.
- We recommend that all visitors continue to maintain a physical distance of two meters (six feet). All visitors are asked to refrain from sitting on residents' bed and/or chairs. 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 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
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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. However, given the risk associated with the spread of COVID-19, Trinity Village Care Centre will 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 Leah MacDougall, Screening Coordinator 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.