



Visitor Restrictions – Recommended Communication Strategy

The following script is recommended to be used by AHS staff working as access control in AHS sites, including Congregate Living sites.

When approached by / or when approaching persons (visitors, patients, residents, and staff) at a site, please follow the following script:

1. **Formally greet the person** “Good morning, afternoon, evening – Sir/Mrs./Ms.”
2. **Identify yourself, and your agency** “My name is state your first name, and I work for Agency or Company name.”
3. **State your reason for contact** by saying “I would like to speak with you about Alberta Health Services’ need to restrict access to name the site you are working at, to Essential Visitors only.” Confirm the person meets the definition of an Essential Visitor. See definition of essential visitor in [point 6 of this Alberta Health order](#).
4. **Make one of the following requests:**
 - a) **If you have confirmed they are an Essential Visitor**, ask, “Are you willing to complete the Visitor and Volunteer Screening Questionnaire?” Provide them the questionnaire and follow the screening guidelines as outlined in the - Visitation at Congregate Living Sites – Visitor Restrictions/Staff Guidelines Document. Follow all procedures outlined in the document if they answer “yes” to any of the screening questions, or if they answer “no” to all the screening questions.
 - b) **If you have confirmed they are not an Essential Visitor**, inform them of the need for AHS sites to restrict visitor access during this time to Essential

Visitors only to protect AHS's residents and patients during the COVID-19 outbreak. Ask, "In order to protect our residents, patients, and staff we are asking non-essential visitors to not visit during this time. Thank you for your cooperation."

5. **If someone is questioning or uncooperative but not-aggressive**, once again inform them of the need to protect vulnerable residents and patients from the COVID-19 virus and to slow the spread of the disease in general terms. Inform them that the COVID-19 outbreak was declared a global pandemic by the World Health Organization and that the Province declared a public health emergency on March 17. The decision to restrict visitor access to AHS facilities to Essential Visitors only was a necessary response to protect residents, patients, and staff from the spread of the virus. And then ask them again for their cooperation. If they ask about a timeline when visitation will be allowed, inform them that the situation is ongoing and there is no information or timeline regarding changes to visitation guidelines at this time.
6. **If someone is aggressive and uncooperative** at any point of the screening process; refuses to leave property after being informed they are not allowed to enter the premises/facility (example: Non-essential visitors, or persons who answer "Yes" to any of the screening questions); or is not listening to the directions from clinical staff regarding site restrictions – then follow internal site procedures regarding violent/aggressive persons including calling 911 for immediate assistance if required.