

Anyone who enters a facility risks bringing COVID-19 in or out with them. To reduce the risk, designated support persons, patients, residents, staff and physicians need to work together.

Speak with your loved one and their healthcare team to determine:

- What support your loved one needs and if their needs can be met virtually.
- If needed in-person, when is the best time for you to be at the site, how often and for how long?
- What can you do to minimize your risk factors for COVID-19?

This pamphlet explains how you can safely fulfill your role as a designated support person by actively reducing the risk of giving, or getting, COVID-19.

Site access can change quickly so please contact the site directly before arrival.

Resources for designated support persons:

Routinely review ahs.ca/visitation for updates.



Experiencing symptoms (cough, fever, sore throat, loss of taste and/or smell)? Complete the [online self-assessment](#).



Stay [connected virtually](#) when possible.



Not yet fully vaccinated? [Book now](#).



Knowing your Risks, Role and Responsibilities

A guide for designated support persons during COVID-19



Designated support persons are individuals identified by patients and residents as needing to be involved in their health matters.

As a designated support person you play an important role in the safety, comfort and recovery of your loved one.

Designated support persons:

- Support the mental, emotional, and physical well-being of the patient
- Are physically and mentally able to assist staff with patient care
- Must be 14 years of age or older
- Are strongly recommended to be fully-immunized
- Provide the health team with vital information about your loved one
- Participate in care planning and assist with mobility, feeding and hygiene
- Deliver needed belongings to the patient
- Assist with transitions and discharge
- Should not be a close contact of someone with a possible, or confirmed, COVID-19 case
- Cannot be on isolation or quarantine for a possible, or confirmed, COVID-19 case

Patients and residents must maintain the same designated support person; however, a replacement can be named if you cannot fulfil your role.

Factors that increase COVID-19 risk:

- You are not fully vaccinated, this mean it has not been 14 days after your last shot of a two-dose series
- You regularly interact with individuals who are not immunized
- You socialize indoors
- You are a close contact of someone with a possible, or confirmed, COVID-19 case
- You have risk factors associated with severe outcomes to COVID-19
- Potential exposure to COVID-19 from being in high-risk environments

If you are at high risk, please consider connecting with the patient virtually or designating someone else.

Factors that lower COVID-19 risk:

- You are fully-immunized
- You socialize outdoors
- You maintain a small social circle
- You stay home when sick
- You consistently practice masking and physical distancing

To protect yourself, patients and staff:

- Do not come to the site if you are ill, have tested positive for COVID-19 or are awaiting test results
- Do not come to the site if you a close contact of someone with a possible, or confirmed, COVID-19 case
- Complete the site entry health screening appropriately and honestly
- Follow all precautions as instructed by staff including hand hygiene, physical distancing and continuous masking over your nose and mouth
- Go straight to and from the patient's room and do not move around the facility
- Wear *Designated Family/Support Person* identification

If you have questions or concerns, please speak with any member of your healthcare team or contact Patient Relations at 1-855-550-2555.

