

Anyone at any facility brings the potential to carry COVID-19 in or out with them. The more people who enter, the higher risk becomes.

To reduce the risk, designated family/support persons, patients, residents, staff and physicians need to work together.

Your role is essential but may not always need to be in person. Before coming to a site, please consider the following:

- ❖ What support your loved one needs.
- ❖ Can you fulfill their needs by connecting virtually instead?
- ❖ If you are going to come, when is the best time for you to be at the facility; how often and for how long?
- ❖ How can you reduce the number and length of your visits?
- ❖ Can you reduce the number of people that are identified as a designated support?

Also see Know Your Risk during COVID-19 pamphlet.

If you think you may be experiencing symptoms, complete the online [COVID-19 Self-Assessment for Albertans](#) before you come to a site.



For more safety information, see the AHS [Tip Sheet for Designated Family/Supports during COVID-19](#).



For information on virtual supports see: [Connecting with Technology](#).



Check out the ahs.ca/visitation webpage for Designated/Family Support resources and any site restrictions that may be in effect.



Designated Family and Support Persons

Know Your Role During COVID-19



As a designated family/support person you play an important role in the safety, comfort and recovery of patients and residents. A designated family/support person...

- ❖ Is someone identified by a patient or resident as important support to their well-being.
- ❖ Is someone the patient/resident wants involved in their health matters.
- ❖ Can be a relative, a legal guardian, an intimate partner, a close friend, or a formal or informal caregiver.
- ❖ To reduce the spread of COVID-19, Alberta Health Services has limited the number of people entering our facilities. Currently, each patient or resident can have:
 - ❖ Two designated family/support persons for an inpatient or a resident.
 - ❖ One designated family/support person to assist with ambulatory appointments if the patient needs support with mobility or communication.

Designated family/support persons provide needed...

- ❖ Information to the healthcare team about a patient or resident.
- ❖ Support for the mental well-being of a patient or resident.
- ❖ Assistance with feeding and mobility.
- ❖ Assistance with personal care such as hygiene, laundry and needed belongings.
- ❖ Communication assistance for a patient or resident with hearing, visual, speech, cognitive, intellectual or memory impairments.
- ❖ Assistance for persons with disabilities.
- ❖ Assistance with regulating emotions and behaviours.
- ❖ Assistance with making care decisions, transitions and plans.

To protect yourself and your loved one while inside of a facility, we need you to:

- ❖ Complete a health screening before entering the site.
- ❖ Follow all precautions as instructed by our staff and physicians.
- ❖ Continuously wear the mask provided at the site over your nose and mouth.
- ❖ Minimize movement throughout the facility.
- ❖ Practice hand hygiene when you enter/exit your loved one's room; enter/exit the facility; and before and after touching your mask.
- ❖ Wear designated family/support person identification.

If you have questions or concerns, please speak with any member of the healthcare team.

