To manage these situations safely:

- Screen all patients thoroughly for symptoms of and risk factors for COVID-19.
- If patient refuses mask or is medically exempt:
  - have the patient clean their hands using alcohol-based hand rub.
  - Offer the patient a face shield to don in place of a face mask.
  - Escort the patient to a private care space and apply Contact and Droplet precautions until a thorough symptom and risk factor history can be obtained.
- Asymptomatic patients without risk factors can leave their room/care space as long as they can don a face shield.
- Symptomatic patients or those with risk factors should not leave their room/care space without a mask, other than in an emergency or medically necessary situation.
  - In this event the patient should be transported in such a manner as to limit contact with other patients or staff, and the receiving department should be prepared in advance to clear the area of non-essential personnel. Environmental Services should be engaged to ensure appropriate cleaning of surfaces.
- Upon discharge, patients who cannot/will not use a face shield or a mask should be escorted off property using a route which is less travelled, and less likely to expose others to disease.

Your continued example, support and vigilance is appreciated.