



MEMORANDUM

TO PHC Acute – Directors and Managers
DATE March 21, 2020
RE: COVID-19 What to say if asked about changes to hospital visitation rules

Please share the following speaking points with switchboard, security, volunteer, administration and anyone else who interacts with the public at your hospital.

Talking points for switchboard, security, volunteers and the visitor's desk and administration.

Please use the following points if you are asked about the change in visitation rules at your hospital.

- Due to the uncertainty around COVID-19, there is a change in visitation rules.
- Effective immediately, visitor access to this site is restricted to only visitors providing compassionate care or support paramount to patient well-being, such as feeding/mobility. This includes existing registered volunteers providing these services. Each patient is allowed just one visitor at a time.
- We hope you understand these new rules are in place as a precautionary measure to ensure the safety of patients, staff and physicians.
- We understand and thank you for understanding this important public health intervention.
- We can assure you this hospital is a safe place and these new visitation measures will give us the strongest infection control possible.
- If you are visiting a family member, please follow the usual protocol of washing your hands and not touching your face.
- If you feel sick, please don't visit.
- We will advise the public when these new rules are lifted.
- Please check our website for up-to-date information. <http://covid19.providencehealthcare.org/>