



How you want to be treated.

## Memorandum

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To Seniors Care – Directors and Managers  
Date March 13, 2020  
Re. COVID-19 – What to say if asked about changes to care home visitation rules

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Please share the following speaking points with switchboard, security, volunteer, administration and anyone else who interacts with the public at your assisted living or long-term care home.

### **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 assisted living/long term care home.

- Due to the uncertainty around COVID-19, there is a change in visitation rules.
- We are requesting that visits to patients be limited to immediate family members only.
- 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 apologize for any inconvenience this may have caused.
- We can assure you this care home 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/>