This guideline has been reviewed and adjusted to reflect Southern Health-Santé Sud protocols and policies.

**Communication Process and Scripts for Confirmed COVID -19**

**Outbreak in an Acute Care Facility**

This guideline is in addition to expectations outlined within the SH-SS Outbreak Management in Acute Care and Personal Care Homes (CLI.8011.PL.004) and COVID-19 Outbreak Management Protocol (CLI.8011.PL.004.SD.03).

| **Responsibility** | **Immediate actions required** | **Mon-Fri 8am-4:30 pm informs** | **Outside of 8am-4:30 pm business hours informs** |
| --- | --- | --- | --- |
| Public Health-Healthy Living: | Advises: | Acute Care Lead or charge nurse of a patient or staff testing positive for COVID-19 | Acute Care Lead or Charge Nurse of a patient or staff testing positive for COVID-19 |
| Diagnostic  Services: | Provides: | Acute Care facility of COVID-19 detected patient results | Acute Care facility of  COVID -19 detected patient results. |
| Acute Care Facility Staff: | Informs: | Informs supervisor and IPC of results | Site of positive results (scheduling impacts) |
| Acute Care Facility Charge Nurse: | Immediately notifies: | Site Lead | Site Lead |
| *There is no expectation for the site lead to be ‘on call’. The site lead after hours may choose to assist with the following further notifications, if not these notifications are assumed by the charge nurse.* | |
| Acute Care Facility Site Lead or charge nurse: | Notifies: | * Local Infection Prevention and Control Nurse (IPC) of positive patient/staff result * Regional Infection Prevention & Control (IPC) Coordinators at 204-332-0176 | * Regional Infection Prevention & Control (IPC) Coordinators on-call at 204-332-0176 * the Medical Officer of Health on-call at 1-204-788-8666 |
| Notifies: | Regional Lead – Acute Care & CNO | Senior Leader on-call at:  1-204-239-2211 also identifying any resource requirements |
| Notifies: | Facility Chief of Staff (COS) | Notify on-call provider and/or Emergency Department Physician. |
| Notifies Families and staff by e-mail, using prepared letters (will require administrative support or capacity to facilitate same) | Send as early as possible given expedient nature for which information is shared by media/other. | Send as early as possible given expedient nature for which information is shared by media/other. |
| Acute Care Facility site lead or charge nurse: | Complete an Occurrence report for COVID-19 healthcare associated infection (HAI) for positive patient / staff (excludes community acquired COVID-19) |  |  |
| Any patient who has a COVID-19 HAI that results in a serious consequence i.e.  such as admission to an ICU/extended hospital stay or death, are to be reported as a Critical Incident on (the original) occurrence report. | The occurrence report is to be forwarded to the Regional Coordinators - Patient Safety as soon as possible and no later than 24 hours after confirmation of a COVID-19 healthcare-acquired infection by Infection, Prevention & Control. | Please contact the Portage District General Hospital at 204-239-2211 and ask the Senior Leader On-Call to be paged in accordance with the regional Senior Leader On-Call policy ([ORG.1010.PR.003](https://www.southernhealth.ca/assets/documents-library/7f65951ac5/Senior-Leader-On-call.pdf)). |
| Complete notification COVID-19 Discharge or Death Form in the event of a COVID-19 positive discharge or death. | Send as instructed as soon as possible so the Public Health management information system can be updated as soon as possible. | Send as instructed as soon as possible so the Public Health management information system can be updated as soon as possible. |
| Senior Leader on-call | Engages the Acute Care Facility caller in identifying assistance and resources required. |  | Notify RIC members according to resource requirements |

**Script for Notification to Families of In-Patients**

**Use following script for phone calls**

***Notification of COVID-19 Positive Case***

We have become aware of a [HEALTH-CARE WORKER/OR PATIENT] in [NAME OF HEALTH CARE FACILITY AND UNIT/DEPARTMENT] who has tested positive for COVID-19.

I am calling to let you know that [NAME OF LOVED ONE] is experiencing respiratory symptoms at this time.

OR

I am calling to let you know that [NAME OF LOVED ONE] is not experiencing any respiratory symptoms at this time.

[INCLUDE IF COVID-19 TEST COMPLETED] We have conducted a swab test to determine the cause of their illness, including for COVID-19.

[INCLUDE IF COVID-19 TEST NOT DONE] If necessary, we will conduct a swab test to determine the cause of their illness.

To help stop the spread of illness, the following measures have been implemented: [INCLUDE ALL THAT APPLY. Some examples below but list all measures being implemented:

* + Patient contacts are in isolation and are receiving care by staff dedicated to their needs.
  + List changes to visitor restrictions.
  + Visitor restrictions will be evaluated according to the appropriate Pandemic Response Level. <https://sharedhealthmb.ca/files/covid-19-pch-visitation-principles.pdf> .
  + Staff are being screened for symptoms and for possible exposure.
  + List changes to PPE requirements.
  + All staff who are in contact with patients will be wearing protective equipment to prevent any potential transmission between staff members and patients.

Any other measures. (For example, physical distancing, hand hygiene, enhanced environmental cleaning and disinfection, minimizing movement, etc.]

I know this news is incredibly unsettling. [NAME OF LOVED ONE] is receiving ongoing care and [HIS/HER] health is being closely monitored by our staff. At present [UPDATE ON PATIENT CURRENT SYMPTOMS/STATUS].

We will keep you updated on [NAME OF LOVED ONE] condition. Please feel free to call [NAME OF CONTACT] at [PHONE NUMBER] at any time if you have questions. We will work to get back to you as quickly as we can.

**Script for Notification to Families of In-Patients**

**Use following script for letter or email (if not making phone calls)**

***Notification of COVID-19 Positive Case***

We have become aware of a [HEALTH-CARE WORKER/PATIENT] in [NAME OF HEALTH CARE FACILITY AND UNIT/DEPARTMENT] who has tested positive for COVID-19.

Any patients from this unit exhibiting minor respiratory symptoms will be tested for the cause of their illness, including for COVID-19.

If your family member is being tested, you will be contacted directly.

We appreciate this is incredibly unsettling news for our patients and their loved ones. Please be assured that we have moved quickly to enact precautions that will prevent any further spread of illness.

The care of our patients’ health is our top priority.

To help stop the spread of illness, the following measures have been implemented: [INCLUDE ALL THAT APPLY. Some examples below but list all measures being implemented:

* + Patient contacts are in isolation and are receiving care by staff dedicated to their needs.
  + List changes to visitor restrictions.
  + Visitor restrictions will be evaluated according to the appropriate Pandemic Response Level. <https://sharedhealthmb.ca/files/covid-19-pch-visitation-principles.pdf> .
  + Staff are being screened for symptoms and for possible exposure.
  + List changes to PPE requirements.
  + All staff who are in contact with patients will be wearing protective equipment to prevent any potential transmission between staff members and patients.

Any other measures. (For example, physical distancing, hand hygiene, enhanced environmental cleaning and disinfection, minimizing movement, etc.]

We appreciate your concern for your loved one. Our priority is the care of our patients. Please call [PHONE NUMBER] with any inquiries you may have.

If you recently visited the facility and have questions or concerns about your own health, please contact Health Links-Info Santé at 204-788-8200 or toll-free 1-888-315-9257.

**Script for Verbal Discussion or Written Notification of Staff**

***Attention Staff: Notification of COVID-19 Positive Case***

We have become aware of a [HEALTH-CARE WORKER/PATIENT] in [NAME OF HEALTH CARE FACILITY AND UNIT/DEPARTMENT] who has tested positive for COVID-19.

Public health and Infection Prevention and Control are working together to investigate this case, and to follow up on all identified close contacts. [NAME OF HEALTH CARE FACILITY] is working closely with Public Health to ensure that our approach is consistent with provincial standards.

Public health and Infection Prevention & Control are notifying those people who have been named as close contacts, and are providing direction to staff on the types of precautions they will be required to take.

Staff who worked in other departments/service areas and who may have periodically gone to the [INSERT AREAS] from [INSERT DATES] are being asked to self-monitor for symptoms.

To help stop the spread of illness, the following measures have been implemented: [INCLUDE ALL THAT APPLY. Some examples below but list all measures being implemented:

* + Patient contacts are in isolation and are receiving care by staff dedicated to their needs.
  + List changes to visitor restrictions.
  + Visitor restrictions will be evaluated according to the appropriate Pandemic Response Level. <https://sharedhealthmb.ca/files/covid-19-pch-visitation-principles.pdf> .
  + Staff are being screened for symptoms and for possible exposure.
  + List changes to PPE requirements.
  + All staff who are in contact with patients will be wearing protective equipment to prevent any potential transmission between staff members and patients.

Any other measures. (For example, physical distancing, hand hygiene, enhanced environmental cleaning and disinfection, minimizing movement, etc.]

Please ensure you do not come to work if you feel sick, even if symptoms are mild. Please watch for the following symptoms: fever, new onset of cough or increase in coughing, new onset of sore throat, shortness of breath, runny nose, muscle aches, fatigue, headache, diarrhea and vomiting.

All symptomatic physicians and staff must immediately self-isolate and self-identify to their site Infection Prevention & Control Practitioner or designate during regular business hours. On weekends, staff should call Provincial Occupational Health Covid-19 screening at 1-888-203-4066.

As always it is very important for everyone to be vigilant about maintaining physical distancing, cleaning their hands, and wearing appropriate PPE as outlined.

If you have any questions or concerns, please don’t hesitate to contact your manager or the IP&C department. HEB also has support systems in place and Southern Health-Santé Sud has posted Mental Health supports systems.