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 positive staff (no longer a critical occurrence) |  |  |
| Senior Leader on-call | Engages the Acute Care Facility caller in identifying assistance and resources required.  Notifies Provincial Communications requesting that they inform the Provincial Incident Management of first positive COVID-19 patient/staff result in Acute Care Facility. |  | Notify RIC members according to resource requirements  Notifies Provincial Communications by email:  [obaldwin@sharedhealthmb.ca](mailto:obaldwin@sharedhealthmb.ca)  [julie.kentner@gov.mb.ca](mailto:julie.kentner@gov.mb.ca)  [glen.cassie@gov.mb.ca](mailto:glen.cassie@gov.mb.ca)  [Tammy.Sawatzky@gov.mb.ca](mailto:Tammy.Sawatzky@gov.mb.ca)  cc to:  Regional Lead – Communications & French Language Specialist  [lgrenier@southernhealth.ca](mailto:lgrenier@southernhealth.ca) and and Media Specialist at  awiebe7@southernhealth.ca |
| Regional Lead – Acute Care & CNO | Contacts: | Regional Lead – Communications & French Language Specialist by email at [lgrenier@southernhealth.ca](mailto:lgrenier@southernhealth.ca) and Media Specialist at  awiebe7@southernhealth.ca |  |