

### Visitor Policy Top Five Staff Talking Points

Please cascade the following talking points verbally in your safety huddles.

- 1.) Consistency is key. Most of our patients and visitors are very understanding of the new visitor restrictions. However, when we give different rules at different times, or there are different answers for different families, our patients and visitors get upset. It is a matter of equitable treatment and fairness. When we are not all on the same page it exacerbates the frustration of the family.
- 2.) All rooms who qualify for exception must go through the appropriate House Supervisor. If a room changes status during a patient's stay, please notify the House Supervisor and have the House Supervisor communicate the information to the entrances. Communication is KEY and letting the entrances know prior to family arrival would be ideal.
- 3.) Kindness, Respect and Integrity are the guiding values. This does not mean granting every request for every exception. This does mean delivering the message with compassion and empathy when we cannot give the patient or family what they are asking for and we will apply the restrictions consistently.
- 4.) COVID-19-positive patients may not have visitors in the facility. EOL/CMO Covid-19 patients must be approved by the House Supervisor. We have established HIPAA-protected technology to support families in communication and connection with their loved ones.
- 5.) We are all on the same team. The entrances have a screening process and are working diligently to refine and improve the process to help keep our staff, patients and visitors safe. Every day there are **hundreds** of interactions at the entrances and many of these interactions are emotional and difficult conversations. If someone gets through the screening process inappropriately, please make sure we are still adhering to the guidelines and ask the patient/family to comply with the restrictions. Seek help from the Patient Advocacy team or if needed our Security team.

Sticking to these guidelines now will help keep everyone safe as we navigate the next phase of the ongoing pandemic.