

COVID-19 communication-friendly screening tool

Instructions

This communication-friendly COVID-19 screening tool will help you ask questions and provide responses to visitors who present with a speech, language or hearing disorder.

The tool includes questions and responses for:

- Does the visitor have symptoms?
- Did the visitor travel recently?
- Has the visitor been in contact with someone who has symptoms?
- Has the visitor been in contact with someone who has traveled recently?

How to use the tool:

- Reveal questions one row at a time using a piece of paper to cover the sheet
- Point to the pictures as you talk
- Allow visitors to show you or point to 'yes', 'no' or 'I don't know'
- If the visitor cannot speak or physically point, you can ask them "Show me how you say 'Yes'" or "Show me how you say 'no'".
- Always ask if they need help calling 811 or have any questions
- If the visitor needs a friend or family member to call 811, provide them with the calling instructions.

Signs a person may have a communication need

They may:

- Hesitate, respond in ways that don't make sense, or don't respond at all.
- Have difficulty following your directions.
- Frequently ask you to repeat yourself or to speak louder.
- Wear hearing aids or use communication devices to help them speak
- Use sign language or gesture as they talk.

NOTE:

It's also possible the person speaks a different language or uses sign language and needs help from an interpreter. In this case, make sure to contact [AHS interpretation and translation services](#). For an American Sign Language Interpreter call 1-866-471-2805.

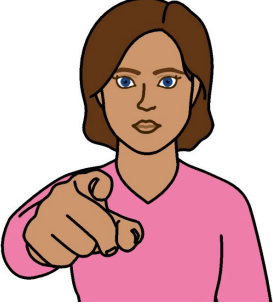
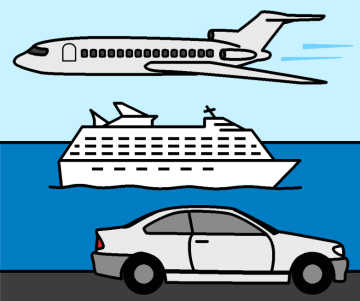











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Questions: Symptoms

 Do you have?	Yes	No	I don't know
 Fever			
 Cough			
 Breath Short			
 Sore Throat			
 Runny Nose			

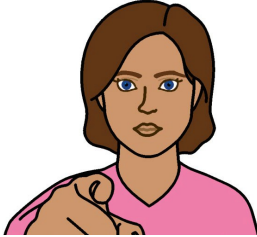




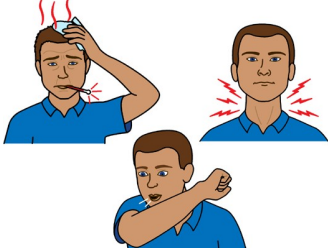



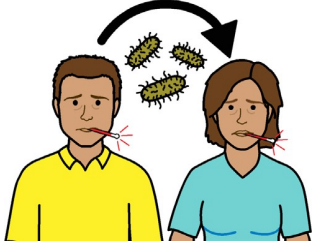







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Questions: Personal travel

	Did you?	Yes	No	I don't know
	Travel			
	Outside Canada			
	Within 14 days?			

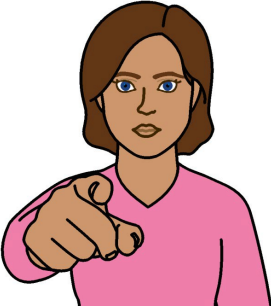












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Questions: Contact with someone who's sick

	Did you?	Yes	No	I don't know
	Visit Someone			
	Who is sick with fever, sore throat, or cough?			
	Who is sick with COVID-19?			
	Within 14 days?			

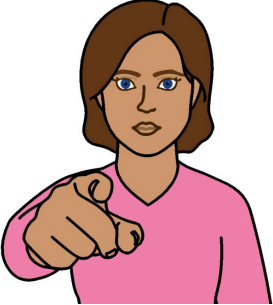




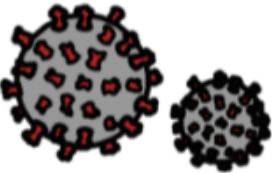







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Questions: Contact with travelers

 <p>Did you?</p>	Yes	No	I don't know
 <p>Visit Someone</p>			
 <p>Who traveled outside Canada?</p>			
 <p>Within 14 days?</p>			


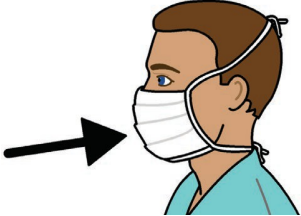


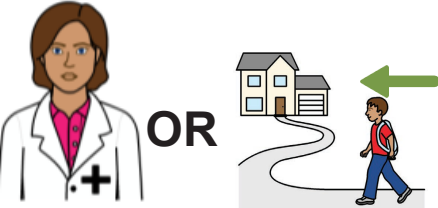
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Questions: Contact with lab material containing COVID-19

 <p>Did you?</p>	Yes	No	I don't know
 <p>Work at a Lab</p>			
 <p>Go to a lab that tests for COVID-19</p>			
 <p>Within 14 days?</p>			

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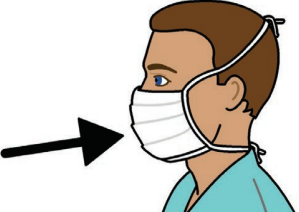


If the client has symptoms:







	<p>Clean your hands.</p>
	<p>Put on a face mask.</p>
	<p>Wait to the side.</p>
	<p>I will call your clinician.</p>
	<p>Your clinician may see you or send you home.</p>

<p>Do you need help to call 811?</p>			
<p>Any Questions?</p>			

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If the clinician decides not to see the client:

	<p>Do not come here today.</p>
	<p>Clean your hands often.</p>
	<p>Put on a face mask.</p>
	<p>Go home.</p>
	<p>Call 811 Health Link.</p>

<p>Do you need help to call 811?</p>			
<p>Any Questions?</p>			

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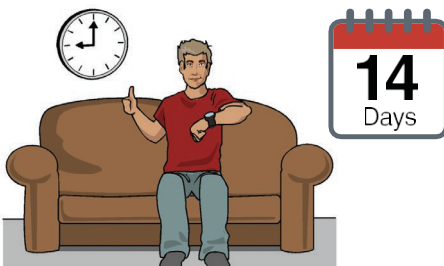
If the client has had contact with a sick person:



Do not come here today.



Go home.



Wait at home for 14 days.



**If you get sick,
Call 811 Health Link.**

Do you need help to call 811?			
Any Questions?			

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811 Calling Instructions

Date: _____

I was asked not to visit _____ (write site name)
because (screener to check off):

- I have symptoms:
 - Fever
 - Cough
 - Shortness of breath
 - Sore throat
 - Diarrhea
- I have traveled outside Canada in the last 14 days
- I have visited with someone who may have, or who has been found to have COVID-19
- I have visited with someone who is sick, and has traveled outside Canada in the last 14 days.

Please help me call 811 health link, to tell them about my symptoms. Please keep phone on speaker phone so I can participate.

Thank you

Date: _____

I was asked not to visit _____ (write site name)
because (screener to check off):

- I have symptoms:
 - Fever
 - Cough
 - Shortness of breath
 - Sore throat
 - Diarrhea
- I have traveled outside Canada in the last 14 days
- I have visited with someone who may have, or who has been found to have COVID-19
- I have visited with someone who is sick, and has traveled outside Canada in the last 14 days.

Please help me call 811 health link, to tell them about my symptoms. Please keep phone on speaker phone so I can participate.

Thank you
