

AHS, All Zones, Non-Clinical Screener

AHS Facilities

Non-Clinical Screener Information Package

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Introduction

This document includes information on hiring and deploying Non-Clinical AHS Employees in the role of Screener for all facilities and departments within Alberta Health Services.

Purpose

Due to the ongoing need for AHS facility screening, AHS redeployed both Clinical and Non-Clinical staff to support the screening needs. This function has evolved and through careful consideration, AHS has determined the screening duties can be supported by Non-Clinical Staff, with additional support from Clinical Staff as and when required. This role has been successfully staffed by Non-Clinical employees in many AHS and non-AHS areas. Continued use of Clinical Staff is not required and the shift to Non-Clinical staff is recommended.

Background

In response to ongoing staffing needs across the organization, the functions of the Screener can be supported primarily by Non-Clinical Staff (Admin Support II) to sustain our workforce and patient care.

This change in approach will allow Clinical Staff to return to their regular duties or be redeployed to other areas where their professional qualifications are required as part of the COVID-19 response.

Goals and objectives or outcomes

This package has been developed to support Zone Leadership with the shift from utilizing Clinical Staff for Screening to utilizing Non-Clinical staff to now perform these duties.

Please refer to the sections contained below to guide you through the process and provide you with the necessary resources for a successful implementation.

AHS Screener Job Duties

Role Duties – Screener (AHS Building Entrances)

Role Summary

Reporting to the Operational Manager assigned for Staff and Visitor Screening, the Screener screens all Patients, Designated Family/Support person(s), and Visitors to AHS buildings with questions about their general feeling of health/illness and any recent travel. The Screener provides direction about the need to perform proper hand hygiene and, as necessary, assists with masking prior to entering an AHS building and may be required to take temperatures. The Screener, dressed in appropriate Personal Protective Equipment (PPE) and adhering to proper PPE use, ensures the Patient, Designated Family/Support persons, and Visitors have reviewed the [COVID-19 Designated Family/Support and Visitation Guidance](#). The Patient, Designated Family/Support persons, and Visitors will be given the opportunity to ask any questions and will be instructed by the Screener on how to follow the guidance.

The Screener will be supported primarily by an identified Clinical Staff, who is on-site or readily accessible to answer any clinical questions of the patients, designated family support person(s), and visitors.

The screening function will be comprised of Screener(s), supported by an identified Clinical Staff.

This individual can also be supported by Operational Managers/Safety Ambassadors/Protective Services as needs arise.

Operational Managers can determine the composition and complement of the screening function most appropriate for their building.

Skills/capabilities considerations for Screener role assignment:

- PPE knowledge, competencies and education skills to support patients, designated family/support persons, and visitors, with hand hygiene and donning and doffing masks.
- Strong interpersonal, problem solving and conflict management skill set to address issues that come in conflict with visitor screening restrictions.

- The screener must use these skills and the AHS Guidance to professionally, compassionately and respectfully restrict access when necessary. (Follow Facility Standard Protective Services Process)

Key Responsibilities of the Screener:

- Answers any questions regarding visitor screening and ensures the patient, family/support persons, and visitors have reviewed the [COVID-19 Designated Family/Support and Visitation Guidance](#) as noted above.
- Demonstrates effective communication skills with other staff and public in the site, clinic or building entrance.
- Articulates expectations to all persons entering the site, clinic or building entrance.
- Shares information effectively and efficiently using verbal or written formats.
- Ensures all patients, designated family/support persons, and visitors receive guidance and perform hand hygiene with alcohol based hand rub prior to entering the main building.
- Promotes and encourages a safe working environment through proper hand hygiene practices and social distancing.
- Performs any other related duties and assignments as needed, by the Operational Manager assigned for Staff and Visitor Screening.
- May be required to perform Temperature Checks.

Nature of Contacts:

- Imparts information effectively and efficiently using verbal or written formats.
- Utilizes conflict management skills as necessary to resolve conflict within the multidisciplinary visitor screening team
- Liaises with administrative team to ensure effective communication regarding patient care needs and issues.

Working Conditions:

- Rotational shifts are required.
- Risk for contact with blood and other body fluids, and exposure to air or surgical borne diseases (HIAC available).

AHS Acute Care Screening Script and Support Tool

*In response to COVID-19, AHS is supporting interactions between patients and 1-2 Designated Family/Support Persons, but is limiting interactions with Visitors. Visitors are currently limited to outdoor visits, virtual visitation, and in exceptional circumstances, such as end of life. Limiting interactions to 1-2 Designated Family/Support Persons is intended to reduce the overall volume of persons entering AHS facilities, while recognizing the important role of family supports in the lives of patients and residents.

Visitation

*A **Designated Family/Support Person** is someone identified by the patient as an important support, and who the patient wishes to be included in their care and health matters including, but not limited to, relatives, legal guardians, friends and formal/informal caregivers. Designated Family/Support Persons is a specific term, and **is not to be used interchangeably with the term “Visitor”**. This distinction between Designated Family/Supports and Visitors is recognized as leading practice within Patient and Family Centered Care.

*A **Visitor** refers to individuals who spend time with the patient that is discretionary, for a temporary period, usually more social in nature, and for the purpose of providing support to the patient, but are not involved in the patient’s health care.

Step 1. Introduction

- Welcome to (facility Name).
- For everyone’s safety we are going to ask you to clean your hands then put on a mask. This helps keep you safe while you are at the site as well as other patients and staff. The mask must cover your nose and mouth and must be worn continuously while you are in the building.
- What is your preferred language? Call Interpretation services if preferred language is not English. (1-866-874-3972 client ID253255)
- If you are here for an outdoor visit and the patient is able to come to you, please call the unit and wait outside.
- What is the reason for your visit today? (Who are you here to see?)
- We are currently restricting visitors to two persons designated by the Patient or their Alternate Decision Maker. With the COVID-19 recommendations that we all minimize the number of people we interact with, we have encouraged each patient to designate their desired supports and will be respecting their choices.
- Are you a Designated Family/Support person?

If identified as a Designated Family/Support Person:

Great you are an important part of the care team we are glad you can be here to support.

If not identified as a Designated Family/Support Person:

- Are you visiting under exceptional circumstances? – For example, end of life, a parent visiting a minor or dependent adult; maternity or postpartum; adults with disabilities; patient’s own appointment.

If Yes:

- See [COVID-19 Designated Family/Support and Visitation Guidance](#) for specific guidelines based on the situation.

If No:

- As the hospital spaces are small and there is a need to physical distance patients. This unit is only able to accommodate 1-2 Designated Family/Support people.
- Offer outdoor visitation.
- Contact information to set up virtual visit.

Step 2. Screening

- Everyone must complete screening each day so that we can ensure that all visits and appointments are done as safely as possible.
- It is important that you reflect on each question and how you are feeling today. For everyone’s safety ensure that you answer every question truthfully. Sometimes you may not understand a question I am happy to help clarify if you need.
- Staff can use their AHS login to access an online screening tool, or a paper questionnaire that is available at ahs.ca/fitforwork. Screening will be conducted at each site based on local requirements. For more information, see [Fit for Work Screening](#).

Daily Fit for Work Questionnaire [Daily Fit for Work Screening Questionnaire for Non-Continuing Care Staff](#) or [Daily Fit for Work Screening Questionnaire for Continuing Care](#) or [Staff Screening Questionnaire for Congregate Living Facilities Licensed Under MHSPA](#) or [Daily Fit for Work Screening Questionnaire for Non-Continuing Care Staff of Confirmed COVID-19 Outbreak Unit/Area](#)

Daily Designated Family/Support and Visitor Screening Questionnaire [Daily Designated Family Support and Visitor Screening Questionnaire in Acute Care](#) or [Designated Family/Support Person and Visitor Screening Questionnaire for Continuing Care Facilities](#)

If screening shows a risk

- Individuals will NOT be allowed to enter any healthcare setting if they:
 - have symptoms consistent with COVID-19
 - are on self-isolation for COVID-19 because they have tested positive
 - they have been in close contact of a confirmed case
 - they have returned from travel outside Canada within the previous 14 days
- Your screening shows that you are at risk of having COVID-19 and need to self-isolate. Please call 811 to complete your screening and get tested for COVID-19. At this time it is not safe for you to enter the facility.

- Give contact information to arrange a virtual visit.
- Assist or provide contact information to reschedule appointment.

Step 3. Education

Repeat visitation reminders:

- Keep your mask on and covering both your nose and mouth at all times, if it feels moist, ask a staff member to provide you a new one.
- Wash your hands often especially before and after you've touched anything or touched your face, eyes or mask.
- Follow physical distancing through the facility and with the person you are supporting. If physical distancing is not possible with the person you are supporting please discuss with unit staff how to set up for safe touch during your visit. Safe touch comes as an additional risk and should only be done if necessary.
- We also ask that you go directly to the patient room and make as few trips to and within the facility as possible to keep traffic to a minimum. This helps reduce the risk of spread to you, as well as all the patients and staff.
- You may not visit any other person within the facility.

*First Time Education: Provide the above and risks of visiting, hand hygiene, continuous masking, and partnering behaviors. See attached [COVID-19: Family support & visitation of patients & residents](#)

Step 4. Wayfinding

- Do you know how to get to the area you are visiting?

If Yes:

- Proceed to care area

If No:

- Provide directions to show them the approved way to the area. Proceed to care area

*Consider providing an escort for all where screening shows a risk of COVID-19 as per facility process.

At any time during the Screening process, if someone is questioning or uncooperative but not-aggressive:

- Once again inform them of the need to protect vulnerable patients from the COVID-19 virus and to slow the spread of the disease in-general. The decision to restrict access to AHS facilities and mandate the use of PPE continues to be necessary to protect patients and staff from the spread of the virus.
- Again ask them for their cooperation. If they ask about a timeline when restrictions will be lifted, inform them that the situation is evolving and there is no information or timeline regarding changes to visitation guidelines at this time.
- If they would still like to have this decision reviewed further, assist them in contacting the Site Manager, Security or other resource as dictated by each facility directly, as disputes over entry will not be managed at the screening desk.

At any time during the Screening process, if someone is aggressive or unwilling to cooperate:

- At any point during the screening process if a person refuses to leave property after being informed they are not allowed to enter, or is not listening to the directions from clinical staff regarding site restrictions and appropriate PPE: do not engage further, follow internal site procedures regarding violent/aggressive persons, keep yourself safe, and escalate to Police of jurisdiction and/or Protective Services when safe to do so.

*For additional screening support please see self-care and Communication strategies for COVID_19 screening stations document. [Self-care and communication strategies for COVID-19 screening stations](#)

*Where possible concerns should be dealt with at the point of contact if unable to be resolved should be escalated through the concerns process and or directed to Patient Relations.

Recruitment

Operational Leaders will determine the staffing needs in consultation with their Business Advisory Support and HR Business Partnerships. All recruitment efforts will align with the provisions outlined in the applicable collective agreement and AHS Policies.

Please work with your local HRBP.

[Human Resources Insite Page](#)

Site Processes and Support

For successful implementation and ongoing operation of site screening the following should be part of the orientation for screeners. If there is not an existing process these will need to be developed and put in place by each site:

- Provide site/program specific orientation for screeners
- Clinical Professional Support –All sites will have a process for the screeners to contact clinical professional support.
- Wayfinding: Process for a visitor who requires an escort when screening shows a risk of COVID-19.
- Internal site procedures regarding violent/aggressive persons
- [Hazard Identification Assessment Control \(HIAC\)](#)
- A HIAC template is being developed for this role which can be modified to suit your Site/Facility Specific requirements as needed. Please use linked HIAC as a base template – *link to be added*.

Safety and Wellbeing

COVID 19 has increased stress for many individuals. As such Screeners may encounter situations where an individual becomes upset with the direction to mask or related to visitor restrictions. The Screener will need to leverage strong interpersonal, problem solving and conflict management skills and the AHS Guidance to professionally, compassionately and respectfully restrict access when necessary. Screener safety is a priority. Should the Screener be unable to de-escalate the situation or the situation involves aggressive behavior, the Screeners should not engage further and follow internal site procedures regarding violent/aggressive persons, keep themselves safe, and escalate to Police of jurisdiction and/or Protective Services when safe to do so.

[Recommendations for COVID-19 AHS Facilities Non-Clinical Screeners](#)

Resources

AHS Masking Policy

We require all patients, designated family/support persons, and visitors and to be [masked](#) when leaving any inpatient room to move to other areas in the facility. Masks must cover the nose and mouth.

We understand that staff are experiencing some resistance from some patients regarding the continuous masking requirements. It is imperative that we consider the health of patients, and our duty to provide care, in all circumstances. No patient shall be denied service in AHS because they cannot or will not wear a mask.

To manage these situations safely:

- Screen all patients thoroughly for symptoms of, and risk factors for, COVID-19.
- If patient refuses a mask or is medically exempt:
 - Have the patient clean their hands using alcohol based hand rub.
 - Offer the patient a face shield to don in place of a face mask.
 - Escort the patient to a private care space and apply [contact and droplet precautions](#) until a thorough symptom and risk factor history can be obtained.
- Asymptomatic patients without risk factors can leave their room/care space as long as they can don a face shield.
- Symptomatic patients, or those with risk factors, must not leave their room/care space without a mask, other than in an emergency or medically necessary situation.
 - In this event, the patient should be transported in such a manner as to limit contact with other patients or staff, and the receiving department should be prepared in advance to clear the area of non-essential personnel. Environmental Services should be engaged to ensure appropriate cleaning of surfaces.
- Upon discharge, patients who cannot/will not use a face shield or a mask should be escorted off property using a route which is less travelled, and less likely to expose others to disease.

How to Support Mask Wearing

[How to Support Mask Wearing](#)

Self-care and Communication Strategies for COVID-19 Screening Stations

[Self-care and communication strategies for COVID-19 screening stations](#)

Daily Fit for Work Staff Screening Questionnaires

[Daily Fit for Work Screening Questionnaire for Non-Continuing Care Staff](#)
[Daily Fit for Work Screening Questionnaire for Continuing Care](#)
[Staff Screening Questionnaire for Congregate Living Facilities Licensed Under MHSPA](#)
[Daily Fit for Work Screening Questionnaire for Non-Continuing Care Staff of Confirmed COVID-19 Outbreak Unit/Area](#)

Daily Designated Family/Support and Visitor Screening Questionnaires

[Daily Designated Family Support and Visitor Screening Questionnaire in Acute Care](#)
[Designated Family/Support Person and Visitor Screening Questionnaire for Continuing Care facilities](#)

COVID-19 Family Support & Visitation of Patients & Residents

[COVID-19: Family support & visitation of patients & residents](#)

COVID-19 Designated Family/Support and Visitation Guidance

[COVID-19 Designated Family/Support and Visitation Guidance](#)

Designated Family/Support and Visitor in Long Term Care and Supportive Living

[Designated Family/Support and Visitor in Long Term Care and Supportive Living](#)

Using Technology to Connect with Your Loved Ones

[Using Technology to Connect with Your Loved Ones](#)

Acute Care Guidance for Parents/Guardians Accompanying Children

[Acute Care Guidance for Parents/Guardians Accompanying Children](#)

Covid-19 Screening and Management of Obstetrical Patients and Essential Support Persons

[Covid-19 Screening and Management of Obstetrical Patients and Essential Support Persons](#)

Quarantined and isolated persons who have adult dependents that require medical care

[Quarantined and isolated persons who have adult dependents that require medical care](#)

AHS Hand Hygiene Policy and Procedure

[AHS Hand Hygiene Policy and Procedure](#)

AHS IP&C Animals in Health Care Facilities

[AHS IP&C Animals in Health Care Facilities](#)

Tip Sheet for Acute Care Patients and Designated Family/Supports during COVID-19 Pandemic

[Tip Sheet for Acute Care Patients and Designated Family/Supports during COVID-19 Pandemic](#)

Screener Safety and Wellbeing

[Patient-to-Worker Harassment and Violence Prevention Training Guide](#)
[Recommendations for COVID-19 AHS Facilities Non-Clinical Screeners](#)

AHS Staff Fit for Work Online AlbertaHealthServices.ca

[Fit for Work](#)

Family Support & Visitation of Patients & Residents Online

AlbertaHealthServices.ca

[Family Support & Visitation of Patients & Residents](#)