

Purpose

To provide guidance for CW entrance screening staff (“entrance screeners”) assigned to provide initial screening for applicable symptoms and inform of personal protective equipment and hand hygiene recommendations and/or requirements.

Site Applicability

During COVID-19 pandemic the following entrances are considered designated entrances/locations to provide screening for symptoms: BCCH ED 55, BCW UCC 97, BCWs Main Entrance 93, BCWs Health Centre 77, CW Main TACC 53, SHHC Entrance 5 and entrance 11- Oak Street.

Practice Level/Competencies

Screening at CW entrances is performed by employed screening staff with specific training on supporting and enacting safe and effective screening measures for COVID-19.

Policy Statement(s)

This protocol is in accordance with the following policies:

- Effective as of November 4, 2020 as per the PSHA policy on [Mask Use in Health Care Facilities During the COVID-19 Pandemic](#), a medical mask must be worn in clinical areas/patient care areas and common areas (e.g., hallways; break rooms except when eating and/or drinking) by all health care workers, non-clinical staff, patients, designated caregiver(s)/supporter(s) and visitor(s).
- As of March 26 the BC Ministry of Health family and visitor directive has been revised to allow essential visits only. This means programs are restricting the number of caregivers/supporters and visitors. The details below outline these restrictions for BCCH and BCWH programs. Essential visits include but are not limited to:
 - Visits for compassionate care (e.g., end of life and critical illness)
 - A partner/caregiver/supporter of a child/neonate/woman that is deemed essential
 - Visits considered essential for patient/client care and well-being (e.g., assistance with feeding or mobility)

Entrance screeners must receive training and education prior to commencing employment at entrances. Training and education materials are to be approved by CW Patient Experience Office and Professional Practice in collaboration with members of the CW COVID-19 operations committee.

Entrance screeners are to be provided with personal protective equipment to protect oneself and entrance screeners must be located at designated CW entrances with approved physical distancing measures in place.

Each designated entrance will be stocked with supplies as outlined in the next section.

Equipment & Supplies

The following supplies are to be provided and made available at each designated entrance:

- Disposable medical grade masks for both adults and children
- Boxed gloves
- Tongs for mask distribution

- Protocols on entrance screening
 - Tracking and issues forms for daily collection
 - Cavi wipes
- Replenishment of supplies is via CW Entrance Screening Program supervisors

Steps & Rationale

STEPS	RATIONALE
<p>1. ENTRANCE SCREENER TO SET UP ENTRANCE FOR SCREENING:</p> <ul style="list-style-type: none"> • Using provided cleaning supplies wipe the table and chairs. Wipes, gloves and medical masks are provided. • Ensure proper physical distancing (minimum 2 meters) can be maintained by placing tables and tape (in front of tables) to indicate distance required. Plexi glass shields as required. • The following visual support materials are to be placed on tables: stop and wash hands, stop and answer screening questions, stop and show staff ID 	<p>Entrance screeners must wear a medical mask. If unable to wear medical mask then please inform and discuss with supervisor.</p> <p>Allow for 3 minutes of contact time if using cavi-wipes before using the table and chair</p> <p>Day to Day Operational support: Volunteer Resources - P: 604-875-2000 ext 7221 volunteer@cw.bc.ca</p>
<p>2. ENTRANCE SCREENER TO BEGIN ENTRY REQUIREMENTS:</p> <p>a. Use your voice and body language to alert person: STOP and CHECK IN: <i>I will ask you to stop at the line- thank you.</i></p> <p>DETERMINE IF STAFF, VISITOR OR PATIENT:</p> <p>b. Determine if the person is a member of staff: <i>Are a member of staff?</i></p> <p>c. If staff, then ask to see staff ID. If not staff then move onto next step below: <i>Please show me your staff ID. Thank you.</i></p> <p>d. If patient then ask where appointment is today: <i>Do you have an appointment today? Do you know where you are to go for your appointment?</i></p> <p>REVIEW ENTRY RESTRICTIONS (FOR VISITOR(S)):</p> <p>e. If visitor, then review visitor entry restrictions: <i>Let me just provide you the overview of our restrictions – review entry restrictions (as provided in adjacent column)</i></p>	<p>Entry Restrictions:</p> <p>Visitors:</p> <ul style="list-style-type: none"> ▪ Visits for compassionate care (e.g., end of life and critical illness) • A partner/caregiver/supporter of a child/neonate/woman that is deemed essential • Visits considered essential for patient/client care and well-being (e.g., assistance with feeding or mobility) <p>Caregiver/Supporter:</p> <ul style="list-style-type: none"> ➢ BC Children’s Hospital • Outpatient Clinics (Ambulatory): ONE adult caregiver/supporter • Inpatient Areas (including MDU): TWO adult caregivers/supporters • Emergency Department: ONE adult caregiver/supporter ➢ BC Women’s Hospital + Health Centre: • Maternity Inpatient: ONE adult caregiver/supporter • Urgent Care Centre: ONE adult caregiver/supporter • Neonatal Program (NICU): TWO adult caregivers/supporters Outpatient Clinics: Only ONE adult caregiver/supporter <p>Suggested Script if need to limit number of people:</p>

REQUEST HAND SANITIZATION:

d. Request person(s) to sanitize hands using provided hand sanitizer:
Please use the provided hand sanitizer to sanitize your hands.

NOTE: Sanitizing of hands MUST be completed BEFORE person(s) put on a mask. This is an infection and prevention control requirement.

REQUEST PUTTING ON OF MEDICAL MASK:

e. If not already wearing a medical mask then request person(s) to put on a medical mask:
The Ministry of Health is requiring that medical masks be worn by all persons entering the hospital. Please take this mask [hand over medical mask using provided tongs]. Entrance screener to use tongs and wipe tongs between use.

NOTE: If person(s) refuse(s) to put on the mask then acknowledge their choice and move onto next step.

If you have an exception to the visitor restrictions- that approved exception will be at your point of care.
Any exceptions to these restrictions would be approved in advance by the care leadership and that approval would be at your secondary screening at the clinic/service area. Please report there directly for next steps.

If visitor becomes escalated please contact security.

- **Security numbers:** Non-Urgent: 2999 604-677-3735 604-875-2999
- **Urgent:** 899 604-677-3655
- Call **local 7111** to initiate a **Code White** in the event of violence/aggression.

Any approved exceptions are to be processed via Program SBAR and will be sent to the point of care

Families who present with more visitors or supporters than allowed and do not have an exception approved-family will be apprised of restrictions and informed only allowable supporters may proceed.

Instructions on how to wear a medical/surgical mask can be found here:

http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_SurgicalMaskPoster.pdf

Some individuals cannot wear medical masks or will choose not to wear one. Entrance screeners must not police the wearing of masks; rather, kindly acknowledge the individual's choice and move onto next step.

If interrupted or someone else tries to go past entrance screener, direct other person to start a physically distanced line.

3. ENTRANCE SCREENER BEGIN COVID-19 SCREENING QUESTIONS:

a. *Are you experiencing symptoms: any new symptoms (within last 10 days) such as fever, new or worsening cough, shortness of breath, diarrhea, nasal congestion, loss of sense of smell, sore throat, painful swallowing, headache, muscle aches, fatigue, loss of appetite, chills, vomiting?*

b. *Have you been advised to self-isolate for 14 days?*

Exemption/exception information will be submitted to the point of care or service receiving the patient (and where secondary screening of symptoms will occur).

Inpatient and Ambulatory leadership will proceed with internal approval processes when families require an exception to the number of visitors to support a patient receiving care. Once an exception is approved, program/care areas will be notified via email from the approver. Entrance screeners will not be informed of approved exceptions/exemptions.

c. Have you had contact with anyone with COVID-19 in last 14 days?

REDIRECT IF VISITOR SAYS “YES”:

*d. For the safety and protection of patients and staff we ask that you **not** visit the hospital as you have respiratory symptoms.*

IF CAREGIVER/SUPPORT PERSON(S) SAYS “YES”:

Thank you for your cooperation. Go directly to the clinic/inpatient unit and report to the clinic desk. You will be asked these COVID-19 screening questions again at your destination. Please do not stop along the way.

Entrance 53 (for patients and families on airborne isolation):

Entrance 53 is designated for patients and families to come in who are on Airborne isolation in the community, ie TB. At this entrance the Infectious Disease Specialist (physician) will meet the patient/family and escort them to the exam room in the Ambulatory building. These patients/families will be wearing a mask upon arrival or will be given a mask by ID (currently this entrance is closed to other visitors and patients and the ID Specialist will go to this designated entrance to greet the family.

Documentation

Entrance screeners' protocol, Entrance Screeners tracking forms, Entrance Screeners Issues Tracking Form

Patient & Family Engagement/Education

Scripts provided above. For BCCH ED entrance refer to BCCH ED COVID-19 Entrance Screening Script.

Complementary materials and content on entrance screening may be found on the BCCH and BCW websites.

References

- [COVID-19 Screening and Testing Algorithm](#)
- [CW Visitor Restriction Policy](#)
- [Personal Protective Equipment](#)
- [How to Wear a Face Mask](#)
- [CW Guideline Physical Distancing at Work](#)
- [Physical \(Social\) Distancing With Co-workers, Patients, Families and Visitors During Coronavirus Disease \(COVID-19\)](#)

Definitions

Designated Caregiver/Supporter: Is a person that will remain with the patient throughout the admission.

Medical masks: **Medical masks** are masks that have been approved by your health authority and rated according to stringent North American standards ([ASTM](#)). Masks provided through PHS Supply Chain to health care facilities are all considered medical grade masks.

Visitor: A person accompanying a designated caregiver/supporter who is not direct support for the patient/client. Child visitors, such as siblings of other family, are NOT able to visit at this time. Any exceptions to above will be communicated to screeners via the screening coordinator team.

Version History

DATE	DOCUMENT NUMBER and TITLE	ACTION TAKEN
17-Nov-2020	C-0506-13-60861 COVID-19: Entrance Screening	Developed by CW COVID Working Group

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