

# COVID-19



## PATIENT & FAMILY CENTRED COMMUNICATION GUIDELINES ABOUT FAMILY PRESENCE DURING COVID-19

When creating any communication tools, website content, signage, or other materials, consider the following:

Use terms or phrases like	Instead of
<ul style="list-style-type: none"> <li>Family member, parent, loved one, support person, partner in care</li> </ul>	<ul style="list-style-type: none"> <li>Visitor</li> </ul>
<ul style="list-style-type: none"> <li>“Essential partners as we work to provide quality care safely and prevent the spread of COVID-19” or “Allies for safety and quality”</li> </ul>	<ul style="list-style-type: none"> <li>Non-essential individuals</li> </ul>
<ul style="list-style-type: none"> <li>“Precautions to protect patient, families, and staff”</li> </ul>	<ul style="list-style-type: none"> <li>Restriction or lock-downs</li> </ul>
<ul style="list-style-type: none"> <li>“How we keep safe together”</li> </ul>	<ul style="list-style-type: none"> <li>Visitor restrictions</li> </ul>

### Try including:

#### Acknowledgement of the importance of family presence

**Example:** Although we know having a family member or support person present while receiving care is very important, these measures are in place to keep you, your loved ones and health care workers safe.



#### Thank you for all that Family Members & Support People are doing to prevent the spread of COVID-19

**Example:** We appreciate your efforts in helping us keep our patients, staff and communities safe.

#### Description of what is being done help stay connected & how to get more information

**Example:** Digital opportunities are available to stay connected with your loved ones. To set this up, please contact...



### Remember:

- Use the language of partnership – including the tone, words used, & messages provided
- Emphasize that our usual policy outside of COVID-19 is Open Family Presence and we will be reviewing risks regularly to return to that as soon as it is safe to do so
- Whenever possible, provide advanced communication so families know what to expect and are well-prepared
- Write materials in a positive tone, without Red Xs, Stop Signs or other strong symbols
- Be thoughtful about where extra communication or signage would be helpful
- Consider translating materials into other languages for all intended audiences
- Keep things in easy-to-understand terms, without acronyms
- Make information available in a variety of mediums, not only online
- Clearly date all communications as information changes rapidly
- Patient and Family Advisors are great supports in the planning for communication strategies
- Questions? Contact pfcc@saskhealthauthority.ca

