As our Health Ministries move forward with our “emergence” marketing and communication within our communities, it is important that we are prepared to effectively communicate with visitors about our ongoing screening and masking requirements. Colleagues who are conducting COVID-19 screening at our ministries should follow this guidance. Thank you for your contributions to our Mission and serving in this critical role during this time.

Talking Points for Visitor Screening Requirements and Temperature Checking

- Safety is a top priority for [Health Ministry].
- We have many protocols in place to protect patients, colleagues and visitors.
- We are following guidelines from the Centers for Disease Control and Prevention (CDC) and our state and local public health departments. We are screening every person who enters the building, including visitors, vendors and colleagues. Even if you don’t feel sick, you could have COVID-19 and spread it to others.
- Medical facilities and many other places, including stores and restaurants, are screening everyone who enters their buildings.
- Thank you for your contributions to our safe environment.

Talking Points for Visitor Mask Requirements

- Following guidelines from the Centers for Disease Control and Prevention (CDC), we require everyone who enters the building to wear a cloth face mask.
- The mask is meant to protect others in case you have COVID-19.
- Please help us keep our facility safe by wearing a mask and maintaining a 6-foot distance from other guests and staff.

What to do if someone refuses to answer screening questions or have their temperature taken

1. Stay calm.
2. Politely restate:
   a. Our screening policy is in line with the CDC guidelines and is common practice not only in medical facilities but also many public places. It is a [Health Ministry] requirement.
b. Our safety protocols, including our screening policy, help create our safe environment and are enabling us to provide safe care to patients and a safe environment for our staff

c. If you are not willing to complete this screening, you will not be able to proceed past this point.

3. If the visitor continues to refuse or becomes aggressive or raises their voice, follow your Ministry’s protocol for this type of situation and contact Security.

What to do if someone refuses to wear a mask

1. Stay calm.
2. Politely restate:
   a. Our mask policy is in line with the CDC guidelines and is common practice not only in medical facilities but also many public places. It is a [Health Ministry] requirement.
   b. Our safety protocols, including our mask policy, help create our safe environment and are enabling us to provide safe care to patients and a safe environment for our staff
   c. If you are not willing to wear a mask, you will not be able to proceed past this point.
   d. Thank you for helping us keep our facility safe so that we can continue caring for patients who need us.
3. If the visitor continues to refuse or becomes aggressive or raises their voice, follow your Ministry’s protocol for this type of situation and contact Security.