COVID-19 – Role of Security

Guiding Principles

Security provides an essential service throughout Nova Scotia Health Authority NSHA sites. In addition to routine security processes, role and responsibilities, there are additional roles required to monitor and secure the safety of our spaces, our supplies and our people.

- NSHA aims to provide people-centred, high quality, safe, and sustainable health and wellness for all Nova Scotians, supportive of Family Presence. We all have a role to play in preventing the spread of COVID-19.
- Given requirements to social distance, multiple people waiting in hallways, family rooms or waiting rooms is not acceptable
- Visitor restrictions are infection control measures which reduce the risk of spreading infectious diseases. They are intended to help patients, families, staff and visitors stay healthy and safe.

Guiding principles include the following:

1. Strategically placed at Nova Scotia healthcare facilities, especially in locations dedicated to COVID activities.
   - Limit the number of entry points to the facility.
   - Ensure COVID 19 signage is posted at entry points.
   - Signage should instruct public of the screening criteria and actions to be taken if questions arise, e.g. 811 instructions or other.
   - If a member of the public completes self-assessment and meets swabbing criteria, perform hand hygiene with an alcohol based hand rub, provide a mask to the individual, perform hand hygiene with an alcohol based hand rub again and call the clinical resource at the site (e.g. manager overseeing Primary Assessment Centre (PAC), facility manager, supervisor, or other) for guidance.
   - Entrance screening process should be coordinated at site level.

2. Monitor and authorize entrance of employees, patients, and visitors as per access control procedures. Refer to Visitor Restrictions Guidelines for Staff
   - Review identification of employees.
   - Visitor restrictions are infection control measures which reduce the risk of spreading infectious diseases. They are intended to help patients, families, staff and visitors stay healthy and safe Permit only patients and visitors who are authorized to enter the premises. Family/Support person must be provided with a family presence sticker/badge so that a patient’s Family/Support person can easily be identified. These stickers will be provided by unit and or facility.
Additional Infection Prevention and Control Practices:
- Prevent visitors who have or are at risk of having COVID-19 from visiting or accompanying patients to necessary clinical/appointment.
- Use physical distancing markers on the floor in public spaces where people enter and leave the premises.
- Escort people as needed while following social distancing guidelines and performing Hand Hygiene with an alcohol-based hand rub.
- Request those entering and leaving the unit and or facility to perform hand hygiene.

3. Keep good public relations.
   - Adherence to role and responsibilities.
   - Protect the public, right information at the right time.
   - Maintain privacy and confidentiality.
   - Role model exceptional Infection Prevention and Control practice at all times, such as performing Hand Hygiene and applying Personal Protective Equipment when necessary.

4. Understand and follow personal protection while at work.
   - Social distancing (2 meters spatial separation), especially if working with a partner.
   - Appropriate use of Personal Protective Equipment as directed by Infection Prevention and Control.
   - Use physical barrier (Plexiglas, etc.) away from people when available.
   - Contact Occupational Health toll-free line for guidance with personal health-related questions.

5. Patrol areas and act as a resource during “COLOR CODED” emergencies, especially for logistics and communication. Special considerations include:
   - Be aware of COVID-designated areas within sites to ensure adequate planning for use of PPE during emergency response/support to unit e.g. CODE White. If in close contact with the individual, please perform hand hygiene and ensure appropriate Personal Protective Equipment is applied.
   - In aligning with CODE Blue and CODE Pink practice in COVID, please minimize security presence. If security is required and in close contact with the suspected or confirmed COVID patient, please perform hand hygiene and ensure appropriate Personal Protective Equipment is applied. Follow instructions of CODE Team Lead at all times.

6. Security presence as per site protocol.

7. Each site should have a process in place related to patient needs and service provision (urgent services/essential care services). While patient visitation and family presence are considerably restricted at this time the guiding principles of the Family Presence Policy (AD-QR-020) will guide our approach.

8. Direct traffic and crowd control as required and as per site and/or zone access control processes.

9. Recognize when additional guidance or expertise is required and seek clarification from designated site/service individuals.

10. Document and report unusual or potentially problematic situations.