

To preserve PPE, we recommend compassionate conversations with one another.

Reminder: Detailed PPE recommendations can be found on Intranet COVID-19 Toolkit

1. If a patient is under investigation or is known to be infected with COVID-19, caregivers should use indicated personal protective equipment. Use proper donning and doffing procedures.
2. N95 masks, protective eyewear, gown, and gloves should be used if assisting with aerosol-generating procedures. These include endotracheal intubation, airway suctioning and sputum collection, among others.

Effective communication:

- **Starts with empathy**
- **Curiously explores one's perspective**
- **Then provides education**

One line example: I know you are worried about your safety and that of your family. I also know that you are committed to your patients. In order to keep everyone safe and be good stewards of our PPE resources, I need to respectfully ask you to follow the PPE guidelines. Can I ask for your commitment?

Conversation Example

ASSESS: Using an open-ended question to inquire as to how caregiver is doing

- How are you doing? (allow caregiver to respond) *I'm hanging in there.*

REFLECT: back the caregiver's feeling or response with empathy

- It's hard to function as we normally would with so much going on. (Acknowledge Statement of Empathy)

INFORM: identify what PPE you see caregiver wearing that is inconsistent with appropriate use

- I see you're wearing a mask. Are you feeling okay? *I'm fine...just don't want to be spreading anything I don't know about.*

ASSESS: caregiver response through SILENCE or elicit caregiver perspective on PPE guidelines

- What are your thoughts on the updated PPE guidelines? *They're fine if you don't mind risking your safety and that of your patients.*

REFLECT: caregiver feeling and INTENTION with empathy

- You're worried that you might get exposed and then spread symptoms to others.

INFORM: caregiver of proper use and identify alternative perspective on necessity of conserving resources

- I appreciate your dedication to your patients and concern both for your safety and theirs. Unfortunately, we anticipate that this pandemic will get worse before it gets better. We're following infectious disease recommendations to conserve resources responsibly so we have the necessary PPE for those working with COVID-19 + patients. Until we have a better sense of when this will all end, I need to respectfully ask you to follow the PPE guidelines.

ASSESS: caregiver's understanding of plan moving forward

- I need to ask for your commitment. What would you like to have more information about?

Helpful Communication Skills:

- Convey value and respect with your greeting
 - Approach in a relaxed manner, offering a warm greeting and smile
 - Choose an environment that provides privacy (with minimal interruptions if possible)
- Demonstrate empathy using **S.A.V.E.** – Examples include:
 - SUPPORT** – statements of partnership
 - I'm here for you.
 - Let's work together...
 - ACKNOWLEDGE** – statements that acknowledge what a person is doing or has done; convey respect
 - You're taking every precaution you possibly can to stop the spread of COVID.
 - I can imagine that you are worried about your safety and that of others.
 - You would like to do everything that you know is possible to stay healthy.
 - VALIDATE** – statements that validate or legitimize how a person feels
 - Anyone in your shoes would feel that way. Or most people....
 - Fear at some levels, helps us to be alert to dangers and avoid or minimize them.
 - It's hard not to worry about COVID exposure and the fear of spreading it to others.
 - EMOTION NAMING** – naming the emotion someone is conveying or clarifying how a person is feeling
 - You feel <insert emotion> because <insert their perspective>.
 - You seem <insert emotion>.
 - You're worried about our ability to keep everyone safe.
 - Help me understand how you're feeling right now.
- Elicit caregiver perspective on how they are doing, the context they are working in, and concerns they have (V.I.E.W. mnemonic)
 - VITAL ACTIVITIES**
 - How are you doing?
 - Have you been able to take a break recently?
 - How is your work impacting your home life right now?
 - IDEAS**
 - What are your thoughts about the PPE guidelines?
 - What have you heard about PPE for COVID-19? Have you read anything that CC should consider?
 - What thoughts do you have about how your work might impact loved ones?
 - EXPECTATIONS**
 - What is your ultimate goal in using PPE in this way?
 - How else might we help you feel safer in the line of work?
 - WORRIES**
 - What worries you most about the current PPE guidelines?
 - What else concerns you about your safety and that of your loved ones?
 - How might we help you feel safer in performing your work?
- Engage caregiver in dialogue using A.R.I.A. as a way to ask a question, reflect on their answer, share information, and assess their understanding before using another cycle of A.R.I.A. Dialogue should include clearly identifying appropriate PPE usage and then collaboratively develop plan to move forward (A.R.I.A. mnemonic may be helpful)
 - Please end on a note about current research – e.g., The current evidence suggest that you only need to wear PPE if a patient presents with concerning symptoms of COVID-19...