



COVID-19 LONG-TERM CARE FACILITY (LTCF): SCREENING BY GREETER

Procedures are a series of required steps to complete a task, activity or action



Purpose:

To inform greeters in Long-term Care (LTC) regarding appropriate screening procedure (questions and measuring temperature) for all incoming persons to a facility.

As directed by the provincial Medical Health Officer (MHO), all health authorities must restrict visitors to essential visits only. Greeters will be placed at the front entrance of all LTC sites to screen all people (staff, visitors etc) entering the building and determine whether they can enter.

Scope:

- Greeters; Facility Leadership: Managers, Directors of Care (DOC), RN/RPNs, LPNs, HCAs, Allied Health
- Applicable across all LTC (Affiliates & Owned and Operated)
- No exceptions

Outcomes:

The greeter will:

- Be knowledgeable about COVID-19 screening practices
- Ensure appropriate persons (staff/visitors) are permitted access to building based on:
 - Purpose of person entering building (i.e. staff, visitor, delivery, transport)
 - Visit is classified as essential
 - Person passing screening questions and;
 - Has a normal temperature reading
- Be knowledgeable about how to take and interpret a temperature for the purposes of screening entry into facility

1.0 Equipment

- Printed screening questions (laminated to allow for cleaning)
- Infection Prevention and Precaution equipment (i.e. hand sanitizer & sanitizer wipes; personal protective equipment)
- Thermometer (temporal artery if available, can use alternate thermometer)
- Visitor Log-in Sheet & Pen

2.0 Procedure

1. Greet every person entering the building, no exceptions
2. Communicate you will need to screen them via a series of questions and taking their temperature
3. Ask screening questions via laminated script (**Appendix 1**) asking the person to stand at least 2meters distance away from greeter.
4. If the person has passed Step A in the screening, proceed to Step B with greeter to obtain temperature
 - a. Ask person to step forward, keep arms length
 - b. Ask person to keep their nose and mouth slightly angled away from you, to not be in direct line
 - c. Obtain thermometer
 - i. *Temporal Artertery Thermometer*
 - Wash Hands (sanitizer acceptable)
 - Turn on thermometer
 - Ensure Forehead is dry, if necessary ask the person to dry forehead with paper towel
 - Place the flat end of the thermometer firmly on the center of the person’s forehead.

Maintained by:	Long-term Care				
Issuing Authority:	Carmela Veza, Operations Director, Long-term Care				
Last Revised:	2020-JUNE-25	Last Reviewed:	2020-JUNE-25	First Issued:	2020-MAR-23
					Page 1 of 5



COVID-19 LONG-TERM CARE FACILITY (LTCF): SCREENING BY GREETER

Procedures are a series of required steps to complete a task, activity or action



- Press and hold the scan button
- Lightly slide the thermometer across forehead until you reach the hairline on one side of the head. While you do this, maintain contact with the skin of the forehead. If the person's forehead is not fully dry, continue pressing the scan button and touch the sensor on the neck behind the earlobe.
- When the thermometer reaches the hairline, release the scan button and remove the thermometer from head. Read the temperature.
- Repeat, if needed.
- Wash hands with hand sanitizer
- Clean thermometer with sanitizer wipes and leave wet for 3 minutes



ii. Tympanic Temperature

- Wash Hands (sanitizer acceptable)
- Ask person to turn head away from you
- Remove thermometer from housing unit
- Slide disposable speculum cover over the lens tip until it locks in place. Do not touch lens cover.
- Pull ear backwards, up and out
- Insert speculum into ear canal, pointing toward the nose
- Once placed snugly into canal, press scan button on handheld unit.
- Once reading appears, carefully remove thermometer
- Once removed from canal, press eject button on handheld unit to discard speculum cover into garbage receptable. Do not touch the speculum cover.
- Disinfect entire thermometer with sanitizing wipe and allow to sit for 3 minutes.
- Wash Hands



iii. Electronic Thermometers

- Wash Hands (sanitizer acceptable)
- Remove Thermometer probe from electronic thermometer housing unit.
- Grasp top of probe stem and slide disposable cover over until it locks in place
- Ask person to take probe and place under tongue, towards cheek.
- Ask person to hold temperature probe with lips closed until audible signal indicates complete.
- Remove probe from under tongue.
- Push the ejection button on the temperature probe to discard cover into garbage receptacle. Avoid touching probe cover.
- Repeat, if needed.



Maintained by:	Long-term Care				
Issuing Authority:	Carmela Veza, Operations Director, Long-term Care				
Last Revised:	2020-JUNE-25	Last Reviewed:	2020-JUNE-25	First Issued:	2020-MAR-23
					Page 2 of 5



COVID-19 LONG-TERM CARE FACILITY (LTCF): SCREENING BY GREETER

Procedures are a series of required steps to complete a task, activity or action



- Wash hands with hand sanitizer
- Disinfect entire thermometer and probe with sanitizer wipes and leave wet for 3 minutes

5. Determine whether person has met criteria to enter building

- a. Has passed the screening questions in Step A AND has a normal body temperature (no higher than 37.8°C or as per normal range for chosen thermometer) in Step B
 - i. If yes, can enter
 - ii. If no, they cannot enter and any further questions should be a consultation with the charge nurse or manager on site
 - iii. All staff who have respiratory or gastrointestinal symptoms should be directed to wash hands, put on a surgical mask and call 811 for further assessment. They should report absence as per usual protocol by calling staffing AND letting the manager know by phone or email once having left site.
- b. If visitor meets all criteria please ask that they sign the visitor sign-in sheet
- c. If person entering building is an essential visitor (not staff), please ensure they perform hand hygiene and don surgical face mask and/or consult staff regarding any additional PPE required

3.0 Definitions

- Normal Temperature for adults:
 - Temporal Artery: 36°C to 37.8°C (96.8°F – 100.04°F);
 - Tympanic: 36.2°C to 37.8°C (97.2 °F – 100°F)
 - Oral Electronic: 36°C to 37.5°C (96.8 °F – 99.5°F)
- Person: For the purposes of this document person(s) refers to all staff, family, delivery service or transport members or anyone entering the building

3.0 Resources & Related Island Health Standards

- 3.1 BC CDC (2020): [Infection Prevention and Control for Novel Coronavirus \(COVID-19\): Interim Guidance for Long-term Care and Seniors Assisted Living](#)
- 3.2 Island Health (2020): [PPE Required During COVID-19 Pandemic](#)
- 3.3 Island Health: [Visitor Screening Process for Ambassadors/Navigator](#)
- 3.4 Island Health: [Ambassador Roles & Responsibilities at Point of Entry](#)

Videos:

- Temporary Artery Measurement: [Measuring Temporal Artery Body Temperature](#)
- Alternate temperature methods Video: [Obtaining Accurate Temperature Readings](#)
- Electronic Thermometer Video: [Obtaining Electronic Thermometer readings](#)

5.0 References

- BC CDC: [Long-term Care COVID-19 Screening](#)
- Visitation Restrictions [Information Bulletin](#)
- Elsevier Performance Manager: How to Take Body Temperature, Adult & [Normal Temperatures](#)

Maintained by:	Long-term Care				
Issuing Authority:	Carmela Veza, Operations Director, Long-term Care				
Last Revised:	2020-JUNE-25	Last Reviewed:	2020-JUNE-25	First Issued:	2020-MAR-23
					Page 3 of 5



COVID-19 LONG-TERM CARE FACILITY (LTCF): SCREENING BY GREETER

Procedures are a series of required steps to complete a task, activity or action



Appendix 1: Screening Script for Greeters

COVID-19 Script for Facility Greeters

Please complete the 2-step screening questions for all persons entering building (i.e. visitors, staff and contractors)



Step A: Screening Questions for EVERYONE – Illness/Travel/Close Contacts (children and youth excluded from visiting at this time)	Yes	No
1. Do you have ANY the following symptoms (even if mild): <input type="checkbox"/> Fever &/or Chills <input type="checkbox"/> Stuffy or Runny Nose <input type="checkbox"/> Sore Throat <input type="checkbox"/> Painful Swallowing <input type="checkbox"/> Difficulty Breathing <input type="checkbox"/> Diarrhea <input type="checkbox"/> Nausea &/or Vomiting <input type="checkbox"/> Fatigue <input type="checkbox"/> New or Worsening Cough (excludes allergies) <input type="checkbox"/> Muscle Aches <input type="checkbox"/> Loss of Appetite <input type="checkbox"/> Headache <input type="checkbox"/> Loss of Sense of smell or taste <input type="checkbox"/> Conjunctivitis (pink eye) <input type="checkbox"/> Abdominal Pain (new or undiagnosed) <input type="checkbox"/> Skin rashes or discoloration of fingers or toes IF YES → Direct person to put on a mask, leave and call 1-844-901-8442 or 811 for assessment & testing.		
2. Have you traveled outside of Canada within the last 14 days? IF YES & STAFF → Direct person to wash hands and wear surgical mask (can wear same mask entire shift as not visibly soiled, damp or damaged).		
3. Have you had close contact with a confirmed case of COVID-19? IF YES & STAFF → Clarify, the confirmed case is a patient/resident while wearing PPE IF Yes to PPE → Direct person to wash hands and wear surgical mask		
4. Have you had close contact with a person experiencing new respiratory symptoms (i.e. fever, cough, shortness of breath, sore throat or runny nose excludes allergies)? IF YES & STAFF WITHOUT any respiratory symptoms → Staff member should wash hands and put on surgical mask.		
5. Is the purpose of your visit valid? (i.e. work, approved Designated or essential visitor)		
6. FOR STAFF: Are you adhering to the single site order?		
Answer to Questions Must Match Highlighted Yellow, unless otherwise specified in body of question		
Step B: Temperature Screening for all those who have passed part A	Yes	No
<ul style="list-style-type: none"> Is the temperature normal? (i.e. less than or equal to 37.8°C or 100.04°F) IF TEMPERATURE IS 37.9.0°C or above → Direct to wash hands, put on surgical mask, leave site & call 811 For staff → call 1-844-901-8442 		

If you determine a person cannot enter the building and there are any further questions, please consult with charge nurse or manager on site.

EVERYONE must clean their hands with Hand Sanitizer before entering the facility AND wear appropriate personal protective equipment (i.e. mask or as directed by staff)

Maintained by:	Long-term Care			
Issuing Authority:	Carmela Veza, Operations Director, Long-term Care			
Last Revised:	2020-JUNE-25	Last Reviewed:	2020-JUNE-25	First Issued: 2020-MAR-23

This material has been prepared solely for use at Island Health. Island Health accepts no responsibility for use of this material by any person or organization not associated with Island Health. A printed copy of this document may not reflect the current, electronic version on the Island Health Intranet.



COVID-19 LONG-TERM CARE FACILITY (LTCF): SCREENING BY GREETER

Procedures are a series of required steps to complete a task, activity or action



Appendix 2: Visitor Sign-in Sheet

First & Last Name	Phone Number	Email	Date

Maintained by:	Long-term Care					
Issuing Authority:	Carmela Veza, Operations Director, Long-term Care					
Last Revised:	2020-JUNE-25	Last Reviewed:	2020-JUNE-25	First Issued:	2020-MAR-23	Page 5 of 5

This material has been prepared solely for use at Island Health. Island Health accepts no responsibility for use of this material by any person or organization not associated with Island Health. A printed copy of this document may not reflect the current, electronic version on the Island Health Intranet.