During the COVID 19 pandemic it is important to Pre-Screen all Clients prior to a face to face appointment. Please ask the same questions before every appointment because things could change.

**Suggested Script for clients – “**We are asking everyone these questions to make sure everyone’s health is protected. We are following the same precautions ourselves.”

**Symptoms**

#1 Do you or anyone in the household have an Influenza like illness (ILI) or new respiratory illness? Symptoms include:

* fever
* cough
* difficulty breathing
* pneumonia in both lungs

**Exposure**

#2 Has anyone in the household travelled outside of Canada within the past 14 days?

#3 Have you been exposed to anyone who has testing positive for COVID 19?

If yes to either #1, #2 or #3:

Please inform client to:

* call 811 or
* access the online screening <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>

Reschedule appointment to be set up by phone, face time, google hangouts, WhatsApp

No face to face time can occur unless the client has been tested negative or they have self-quarantined for 14 days since exposure.

Remember to contact your supervisor if visits are changed due to any “yes” answers. Managers are keeping a client tracking form.