

2. **Within 24 hours of admission, a member of the health care team must reach out to initiate contact with the designated contact/spokesperson. During that conversation, work with the contact to create a communication plan between the health care team and the family.**
 - a. To relay confidential patient information/updates:
 - [How] Determine a means of communication (E.g., best phone number to contact)
 - [When] Determine a schedule to relay patient information (E.g., set time during the day, when significant change in status)
 - [Who] Confirm who on the care team will be contacting the designated contact/spokesperson (E.g., charge nurse, MRP)
 - b. To connect the patient with family/loved ones:
 - [How] Determine a means of communication (E.g., FaceTime, WhatsApp – patient phone or tablet, NH phone or tablet)
 - [When] Determine schedule for the patient to connect with family/loved ones
 - [Who] Confirm who on the care team will be facilitating the communication (E.g., charge nurse, MRP)
 - c. Provide the contact/spokesperson with a facility contact should they need to reach out outside of the above times.
3. **Document the communication plan in the patient’s chart so all care team members are aware.**

Transferring Personal Items

Family members may need to drop off personal items (e.g., clothing) at the facility. Below are the steps required by the care team member, and the family member, to ensure the items are transferred in a safe manner. Family members are not allowed to drop off food to a patient who is COVID-19 positive/potential, regardless of whether they are on a ventilator or not.

Care Team Member

1. Provide an overview of the transfer of personal items process to the family member by phone.
 - The [Handout for Families for Communication and Personal Items for Patients in Acute Care](#) is also available.
2. Schedule a designated drop-off time and location with the family member.
3. Ensure that a health care team member confirms they have received the package with the family member within a timely manner.

Family Member

Note: The family member who completes these steps must be asymptomatic.

1. Ensure all personal effects to be packed are clean.
2. Choose sealable plastic bags (e.g., Ziploc bag) to put the items in.

3. Disinfect the entire bag(s), including the handle, inside, outside, with one of the following approved disinfectants: bleach, ammonia based cleaner, alcohol based cleaner, or hydrogen peroxide based cleaner
4. Place the items into cleaned bags and seal.
5. Bring bag to the facility and clean the outside of the sealed bag with approved disinfectants at the facility.
6. Leave bag in designated secure location. It will be required to sit for at least 10 minutes prior to anyone picking it up so the bag can dry.