

Responding to Visitor Emotions

Instructions

Before the huddle: print a few copies of the [Responding to Visitor Emotions handout](#) to share with staff.

During the huddle: read the scenario aloud to staff. Then, using the handout as a guide, discuss how care staff could respond if they were in Kamal's position.

After this huddle

Staff should be able to:

- Understand why visitors may experience different emotions as restrictions are lifted.
- Be able to respond appropriately if confronted by visitors who are experiencing intense emotions.

Scenario

Alex has just arrived for a visit with his mother. He has been visiting regularly and complying with infection prevention measures such as masking and rapid testing prior to his visits.

The greeter, Kamal, informs Alex that visitors are no longer required to wear a mask and will not be asked for proof of vaccination. Alex is shocked and concerned about the safety of himself and his mother. He asks Kamal if anyone can come into the care home.

Kamal responds "That's correct. A visitor does not have to provide proof of vaccination or do a rapid test."

Alex starts shouting at Kamal "I can't believe you are not protecting the seniors living in this care home! How are you going to make sure that my mom doesn't get sick if no-one has to be vaccinated or wear a mask?"

Guiding questions

- What might be causing Alex's emotional reaction?
- How would you respond if you were in Kamal's position?
- What strategies could you use to diffuse the situation?
- What policies are in place to promote respectful communication? If the situation escalates, what are your rights?

Safety Huddle: Responding to Visitor Emotions

Huddle leader: _____

Date: _____

Attendance:

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Additional resources

Responding to Visitor Emotions
Handout -

www.safecarebc.ca/download/24809/?tmstv=1680756740



SafeCare BC