

## Protective Services

### Pandemic Visitor Restriction ~ Staff Guidelines

What to do in the event that a visitor refuses to adhere to new AHS restrictions regarding patient visitation.

Does your facility have  
Protective Services on  
site?

YES

NO

Contact Protective Services at 1-888-999-3770, or follow your existing site specific process for reaching Protective Services, and request assistance with a trespasser or unauthorized visitor who is refusing to leave.

Contact Protective Services at 1-888-999-3770, and request assistance with a trespasser or unauthorized visitor who is refusing to leave. Protective Services will assist in determining whether escalation to the police of jurisdiction is required.

If the visitor is violent/aggressive please follow all relevant site based Emergency Response Codes, including contacting local police if required. When contacting Protective Services advise that this is a **Stat call**.