Medical Mask Requirement Script

1. **Why do I have to wear a medical mask?**

Masks are effective at preventing and reducing the spread of COVID-19.

To protect you from the many viruses and germs that normally exist in any hospital, we kindly ask you change to a medical mask before entering acute care facilities and personal care homes in Manitoba.

As public health guidance evolves, so do Manitoba requirements. Updated guidance from the Public Health Agency of Canada now recommends the use of medical masks by all visitors to acute care facilities and personal care homes. This change aligns with provincial guidance that all health-care facilities in Manitoba require everyone to wear a medical mask for the duration of their visit.

2. **Can I bring and wear my own medical mask?**

No. All visitors must change to a medical mask that is provided by the facility. Even though your mask may be brand new or may look like a medical grade mask, it may not fit properly, or it may not meet required levels of protection for your visit.

The medical mask provided by the facility is brand new and is approved for use as a medical device by Health Canada.

3. **I refuse to wear or change to a facility-provided medical mask.**

The medical mask I will provide you with today is brand new, comfortable, safe, and will let you breathe with ease.

After listening to your reasons for refusing to wear a mask, you do not have a medical condition or meet the criteria that prevents you from wearing a mask. Unfortunately, I am not able to allow you to enter. Your appointment may have to be cancelled or rescheduled if you’re not able to comply with provincial requirements.

Wearing a medical mask is an easy and effective way to allow you to receive care while keeping you, your loved ones, and our communities safe during a global pandemic.
4. **Who does this requirement apply to?**

This applies to all visitors to acute care facilities and personal care homes, including designated support persons, general visitors, tradespeople, vendors, and outpatients attending medical appointments.

5. **Who does this requirement NOT apply to?**

Exceptions are children under the age of five (5); those determined on a case-by-case basis to be exempt for medical reasons; and individuals who are unable to put on or remove a mask without the assistance of another person. Individuals may only remove their medical mask to receive care; for emergency or medical purposes; to drink; to eat, or to establish their identity.

6. **When did this requirement start?**

Since March 15, 2021, all visitors presenting to acute care facilities and personal care homes have been required to change to a medical mask upon arrival.

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*Extenuating circumstances should be escalated as detailed in the facility’s escalation process for consideration on a case-by-case basis by the facility. Patients who require urgent or emergent care will **NOT** be refused entry and will be provided with a medical mask. For details, view the PPE [Frequently Asked Questions](https://sharedhealthmb.ca/covid19/providers/) or visit [https://sharedhealthmb.ca/covid19/providers/](https://sharedhealthmb.ca/covid19/providers/)*