



Keep Maine Healthy Health Ambassador

MODULE THREE: ENGAGING WITH THE PUBLIC AS A
HEALTH AMBASSADOR

Module Three

Thus far, you have gotten an overview of your role as a **Health Ambassador**, as well as some training in Covid-19 symptoms and best practices helping the public stay health.

Now, how will you take this knowledge, and begin to engage with the public?

Remember...

As mentioned at the beginning of your training, in your role as **a Health Ambassador**:

- ▶ You will be engaging with visitors in high-traffic locations, such as shops, dining establishments, visitor centers, and parking lot entrances about **Covid-19 symptoms** and **offering advice on staying well**.

Staying safe

As a Health Ambassador, part of your role is keeping **yourself** safe. This includes modeling the best practices explained in module 2.

- ▶ Wear a face covering / facemask
- ▶ Keep 6 feet a part
- ▶ And, practice touchless distribution of materials

Staying safe

Your supervisor will assign your daily location and hours.

While your engagement with visitors is intended to provide guidance and answer questions, there are those that will choose not to comply with the requirement of practicing 6 feet of distance or wearing a face covering.

It is **NOT** your role to enforce those behaviors.

It **IS** your role to inform and give guidance.

Should visitor become antagonistic, just wish them a good day and move on.

Staying safe

To reiterate, your role as Health Ambassador is providing information regarding safe practices, it is **NOT** about enforcement.

There is no need to confront visitors who might be inebriated, under the influence, or are exhibiting hostile or antagonistic behaviors.

It is, a best practice, to be aware of where security is located at, or near, your site, and to have access to local law enforcement.

Staying Well

Before you head to out to engage with the public, you will need to participate in a self-wellness check.

- ▶ Are you showing any symptoms?
- ▶ You will need to take your temperature.
- ▶ If you are showing any symptoms, you should **NOT** go to your assigned site.
- ▶ If you are showing any symptoms or running a temperature, contact your Health Ambassador Supervisor.

Staying informed

The guidelines for Keeping Maine Healthy are subject to change. Therefore, it is a best practice to revisit Maine CDC guidelines on a daily basis.

[Maine CDC](#)

It is also a best practice to check in with your Health Ambassador Supervisor, to clarify if there have been any updates.

Keeping information private

According to the CDC website -

<https://www.cdc.gov/phlp/publications/topic/hipaa.html>

"The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that required the creation of national standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge. The US Department of Health and Human Services (HHS) issued the HIPAA Privacy Rule to implement the requirements of HIPAA."

While your role as a Keep Maine Healthy Ambassador does not include data collection on the visitors you are in contact with, any incidental information shared by visitors is **confidential** and should not be shared with anyone.

Respecting the privacy of this information is a requirement.

Staying Positive

Remember we want to keep our interactions with visitors positive.

In a friendly manner, engage with visitors regarding Covid-19 symptoms

- ▶ Respond to their questions.
- ▶ Ask how they are feeling.
- ▶ If they are not feeling well, provide information on where to get tested
- ▶ If they are symptomatic, visitors should call a walk in clinic or hospital ER, and ask if they can be tested.



Congratulations!

You have made it to the end of the final session of Health Ambassador training!



Your next step is to take the final quiz!