

# Sample script for anticipated PPE non-compliance, fears & anxieties: A motivational interviewing approach

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## Goals:

1. Validate their experience and potential anxieties
2. Encourage self-exploration
3. Help develop a reason for changing
4. Leave the door open for future discussion

## Validate the client's experience:

- "I can understand why you feel this way."

## Acknowledge the client's control over the decision:

- "It is still up to you to decide if and when you are ready to do this, but let's discuss what will happen if you decide you cannot do it."

## Repeat a simple direct statement about the medical benefits of following proper PPE guidelines:

- "For the safety of everyone in this building, yourself included, it is vital to wear a mask to keep us from passing the virus to each other, and to comply with current government mandates."

## Explore potential concerns:

- "Can you think of someone in your life who may get very sick if they catch this virus?"
- "Has there been other times in your life when things felt so out of your control?"
- "Does seeing people with their faces covered cause you any additional stress?"

## Acknowledge possible feelings of being pressured:

- "It can be very hard to initiate changes in your life when you feel pressured to do so by others. I want to thank you for being brave enough to talk to me about this."

## Validate that you hear them about not being ready:

- "I hear you saying that you are not ready to do this right this minute."

Restate that it is up to them:

- “It’s totally up to you this take this step, BUT understand that we have to make decisions for your care should you choose not to.”

Encourage reframing the current state of change - the potential beginning of a change as opposed to a decision never to change:

- “Many of us and your peers have been overwhelmed/frustrated/worried. But they have all weighed the options to make this choice and are here with us because of that choice. We all have to start by recognizing the medical reasons this is recommended and what we have to gain.”



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