

Pandemic Emergency Management – Challenge & Tested Solution

Challenge:

Managing COVID Reporting Requirements

Solution:

Creation of a Covid Admin/PH reporting Manager/IPAC Champion position

Steps to Implement:

1. Determine if a specialized position such as this is needed and will be helpful, and what areas of responsibility can be offloaded from other positions.
 - At Participation House Durham Region, it alleviates pressures from other managers, specifically addressing the burnout of middle managers, and it centralizes public health demands.
 - When there is an assumed or confirmed Covid exposure, the person in this position completes PHU reporting, audits, and tracks isolation requirements.
2. Consult HR regarding the creation of this new position.

Results

How effective was this?

- Too early in the implementation process to determine, currently proceeding well.

Was this efficient? Was it quick to implement?

- Yes. It did not take long to plan out and begin the implementation process.

Would you recommend this to other agencies?

- Yes.

Additional Considerations:

- The cost of this position is covered by Residential Relief Fund and Covid Relief Fund
- All Covid related information will be centralized with this new position.
- This position will conduct IPAC audits at exposure site (help ensure transition to Covid cart, increased layers of PPE etc) and ensure staff and people using supports are comfortable and knowledgeable of increased protocols, which is important with staffing shortages and many new staff. The position will manage PHU pressure, tracking and training, and help mitigate the risk of onboarding new frontline staff. Can complete fit testing. They will help with WSIB claims, as they will have all the information centralized to help HR with submissions.

Lessons learned:

N/A

Date: January 12, 2022

Person Consulted: Michelle Brooks, ED, Participation House Durham

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Further contact Person(s):

- Michelle Brooks (ED, Participation House, Durham): mbrooks@phdurham.com
- Izabela Wielgosz (HR, Participation House, Durham): iwielgosz@phdurham.com

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