

Pandemic Emergency Management – Challenge & Tested Solution

Challenge:

Supporting existing staff as they respond to a new outbreak

Solution:

Staff crisis teams sent to support outbreaks

- Similar to those sent to LTC

Steps to Implement:

1. Outbreak site identified
2. A Rapid Response outbreak team is deployed
 - The team consists of staff more familiar with the PPE procedure
 - They bring extra PPE as required
 - They conduct outbreak audit
3. A manager on-call takes the Outbreak lead, along side the manager of outbreak location. The manager on-call takes lead communication with community partners (paramedics, public health, MCCSS, etc.), which allows manager of outbreak location to focus on operations and services. A designated "Outbreak Manager" for the area is also available and serves as a resource for any of the managers during outbreaks.
4. Wraparound approach
 - Team driven process that identifies the needs of the staff and people supported at the outbreak site.
 - The outbreak teams have proven to provide comfort and reassurance to the staff and people supported, as they bring experience from the previous waves.

Results

- How effective was this?
 - It has proven to be effective. However, due to the nature of this Omicron wave, it was more effective in the beginning (fewer cases that were more severe).
 - In order to avoid response team burn out, it is recommended that there be rotating teams. At first, there was a dedicated team, but that proved to be exhausting. Adapted to start using rotational teams and that worked much better.
- Was this efficient? Was it quick to implement?
 - Yes.
- Would you recommend this to other agencies?
 - Yes.

Date: January 14, 2022

Person Consulted: Eugene Versteeg, Senior Vice President, Christian Horizons

Pandemic Emergency Management – Challenge & Tested Solution

Additional Considerations:

Provides comfort to staff in outbreak setting

Lessons learned:

This was a very valuable tool in the beginning when people were very sick. With Omicron and the ongoing length of the Pandemic, staff are more familiar with outbreak protocol.

Further contact Person:

Eugene Versteeg (Senior Vice President, Christian Horizons):
eversteeg@christian-horizons.org

Date: January 14, 2022

Person Consulted: Eugene Versteeg, Senior Vice President, Christian Horizons