

# Pandemic Emergency Management – Challenge & Tested Solution

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## Challenge:

MOH/PHU information and the challenge of information dissemination

## Solution:

Learning modules on IPAC, RAT, isolation requirements, return to work, etc

- Throughout the pandemic, Lauri Cox (RN) has developed learning modules on IPAC, RAT, isolation requirements, back-to-work requirement, etc. to educate, address and clarify information for both the Ottawa Rotary Home and their community network/partners.
  - o One of the key challenges was interpreting OTH and PH information and determining how it was applicable to the environments the Rotary Home and community partners operate.
    - These learning modules interpret this information and provide accessible information and “how to’s” for the community.

## Steps to Implement:

1. Determine what areas further knowledge and education is needed
2. Develop learning modules to cover these
3. Test run modules with local ODSN agencies and acquire critical feedback on effectiveness
4. Apply feedback to strengthen modules
5. Use all available networks to disseminate information (see additional considerations)

## Results

1. How effective was this?
  - Great feedback and found it effective
  - Initially test run with Ottawa DSN (20+ organizations)
  - Many adopted procedures right away

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2. Was this efficient? Was it quick to implement?
  - Initially it took time to identify the areas in need of learning modules and develop information to cover those topics. However, once developed, test implementation by the ODSN ran smoothly and was thorough.
  - Dissemination to larger base was an organic development that occurred through naturally and evolving connections. Currently it is accessible to 168 Agencies through the IPAC network.
  - Once connections were established, information dissemination was quick
3. Would you recommend this to other agencies?
  - Yes

## Additional Considerations:

- The Ottawa region has their own platform, outside of RealXchange
- Initially Ottawa Rotary Home was only using ODSN to disseminate information. However, as their role in the community evolved and broadened – to include IPAC champion role, so too did their network.
  - o Their network now includes Community of Practice for Congregate Care Network, Community Living Task Force (run by Ottawa Hospital), Community Nursing, etc.
- They use all available networks to reach as many organizations regionally as possible.

## Lessons learned:

- Region specific requirements should be considered.
  - o Bilingual capacity in the Eastern region is currently slowing information dissemination to the Francophone Agencies.

## Further contact Person:

- Lauri Cox, Director of Operations & Health Management, Ottawa Rotary Home  
Lauri@rotaryhome.on.ca

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