

Pandemic Emergency Management – Challenge & Tested Solution

Challenge:

Volume of Public Health Reporting

Solution:

One Agency Lead Point Person Working with One PH Investigator

Steps to Implement:

1. The agency lead point person (At CLSM it was the Director of Accommodation Services) worked with the PH Investigator assigned to the agency's first outbreak and they co-created an efficient reporting approach and chart.
2. The agency point person created a chart to identify all staff and people supported instead of using individual reporting charts.
3. The PH investigator shared the agency chart with the PH team, and it was approved for use.
4. When a positive COVID result occurs, the point person places a phone call to PH and notifies them of the date and time.

Results

How effective was this?

- It takes time to develop the first chart; but once in place it is very effective.

Was this efficient? Was it quick to implement?

- Implemented in a few days.

Would you recommend this to other agencies?

- Yes

Additional Considerations:

Agencies will need one lead point person who is able to keep track of all outbreaks.

Lessons learned:

Even with the chart in place, it still takes hours per day to keep everyone informed when there are multiple outbreaks happening all at once.

Further contact Person:

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