



IPAC Canada OPERATIONS REPORT
August 11, 2020 (e&oe)

I am providing a brief on activities undertaken by the IPAC Canada Administration from January-July 2020. This will mainly cover activities during the pandemic (March to July). For your reading assistance, following is the table of contents.

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I hope this summary of our activities during the past several months is helpful. I look forward to your comments and any questions.

Gerry Hansen BA
Executive Director
August 11, 2020

PUBLIC QUERIES

From WHO declaration of a pandemic (March 11, 2020), we received a great many calls and emails from the public inquiring about COVID-19. At the start, the public was generally confused and scared. Most of the questions were around the protocols of social distancing, travel, self-isolation and quarantine. Later, as masks were recommended, questions arose about the wearing of masks, the availability of masks, and the use of N95 and other PPE by the public.

As time went on, the queries were mostly about special family situations. Examples were: A family displaced by self-isolation when a pregnant daughter could not return to the US; a family returning home from Dubai and having to self-isolate with elderly parents; residents in an apartment block not following social distancing or self-isolating when returning from travel; children in custody arrangements with separated parents.

Several times, the questions were about clarification of the data shown on our Coronavirus webpage, and other webpages such as the CDC.

For the most part, those with questions were polite and appreciated our prompt response. There were a couple of rude and racist comments that we had to deal with politely but ended the calls without further engagement.

In order to answer with an expert response, my sources were usually Barbara Catt, Madeleine Ashcroft, and Tanya Denich (Web Communications Manager). Thanks also to other Board members who helped me with various responses.

PROFESSIONAL QUERIES

We received calls and email from different service settings.

Massage Therapists – With their return to work guidelines, Ontario Massage Therapists were required to complete several Public Health Ontario online courses, as well as the IPAC Canada Hand Hygiene E-Learning Module. We provided assistance to several who could not complete the Hand Hygiene Modules. These were not usually technical problems but rather a result of human error caused by deadlines to complete the courses, and concern about returning to work.

Dental Settings – There were numerous emails or calls from those in a dental setting inquiring about use of PPE, masks, AGMPs, etc. In addition to providing a response, we asked inquirers to check with their regulatory body (Dental Surgeons, Dental Hygienists) to determine their guidelines. Many dental settings requested a consultant to attend their clinic to ensure IPAC protocols were in place. These requests were forwarded to IPAC Consultants in our registry. Anne Augustin became my expert resource to respond to questions from dental.

PPE – A letter seeking donations of PPE was sent to dental regulatory bodies and professional associations, as well as associations related to clinics that would have closed because of the pandemic. As a result, as we were informed, several dental clinics donated PPE inventory to Health Canada. Our social media posts also contained requests for donations.

Other Settings – Inquiries also came from Long Term Care, alternate personal care providers (tattoo parlor, spa, hair salons, nail salons, etc.), transport companies, etc.

I have attached a listing of other organizations who requested expert assistance to develop or review return to work guidelines. Beside each organization is the name of an IPAC Canada member who was approached to provide that assistance (Appendix A)

INDUSTRY QUERIES

We often received a notification or question from a PPE manufacturer or vendor to help with promoting their product. After advising that we cannot promote specific products or services, we referred to several resources: Health Canada, the Supply Chain Committee, other distributors.

There was one inquiry about a new wrist band that would store a mask. The developer thought this would be most appropriate for the elderly or in long term care homes. Although we did not offer to officially review the product, I did ask for Michael Rotstein's assistance to give a quick, unofficial opinion of the value of such a product, which he did.

In several cases, the conversation warranted providing a brief about IPAC Canada and how industry can become involved. This has resulted in four new memberships.

MEDIA QUERIES

Several requests for interviews came directly to IPAC Canada or through Rob LeFort of Impact Public Affairs. A list of interviews and interviewees is attached (Appendix B).

CHIEF PUBLIC HEALTH OFFICER HEALTH PROFESSIONS FORUM

Gerry has attended the bi-weekly update from the office of the CPHO. At the beginning of these briefings in April, Dr. Tam would report on current COVID-19 data and update on the global pandemic situation. In recent briefings, an associate would comment on other activities including surveys re PPE, N95s, virtual health, immunization, etc.

The Web Communications Manager reviews weekly updates from the office of the CPHO and posts new and revised documents to our Coronavirus webpage.

Barbara Catt and Anne Augustin have assisted in the development of guidelines for acute care and long term care.

AGM AND BOARD MEETINGS/ BOARD ACTIVITIES

Thank you Video – Thank you to everyone who was able to submit a photo for the Thank You video we prepared for our ICPs and front line workers.

Annual General Meeting and Elections – Elections were held online and the results announced at the virtual AGM (May 6, 2020). Outgoing Board members are Molly Blake and Ramona Rodrigues. Jennifer Happe and Kim Allain were re-elected for their second term; Stefania Cloutier was elected Director (Chapters and Interest Groups). There were sufficient members in attendance at the AGM to have a quorum (although causing some angst at the beginning of the AGM).

Annual Report – The 2019 Annual Report was prepared and posted. Members were advised to download the A/R for review before the annual meeting. Thanks to Rachel Wagner for preparing the graphics.

2019 Audit – Michael Rotstein and Gerry Hansen met with Auditor Phil Romaniuk by conference call to review the 2019 audit. As a result of the auditor’s recommendations, Kelli and Cindy Pelletier, our bookkeeper, are transferring revenue files to QuickBooks to ensure consistency between the reporting structures of IPAC Canada, the bookkeeper and the auditor.

Board Meetings – A virtual Board meeting was held on May 1, 2020. Additional teleconferences were held on July 17 (Education) and July 22 (Diversity). The next virtual Board meetings will be held on September 22, with a two day meeting in December (December 2 and December 9).

Hill Day 2020 – Gerry assisted Rob LeFort in providing contact information, and the writing, review and distribution of documents. Representatives of the Board and local members met in Ottawa in February to attend the annual Hill Day. The major topic was AMR. Little did we know then...

2021 Pre Federal Budget Submission – A submission was sent to the Federal Department of Finance on August 7th recommending the following:

1. Increase federal health transfers to provinces and territories with a dedicated stream of funding set aside for infection prevention and control activities, including human resources and unified standards for all healthcare settings.
2. Invest in a national, integrated surveillance system to respond quickly to all healthcare-associated infections and emerging pathogens.
3. Further invest in a national stockpile of personal protective equipment that is adequately resourced and maintained, with collaborative management of assets including integration with provincial, territorial and regional health authorities.
4. Invest in a national program to combat the rise of vaccine hesitancy and promote the importance of vaccination for the SARS-CoV-2 virus in a proactive manner.

Prior to preparation of the submission, the Board was asked to ruminate on what we would do with \$1M in funding, should that happen. In general, the Board mentioned Research, Education Resources, Scholarships, and increasing staffing.

Pandemic Pay – Several members from Ontario wrote to ask IPAC Canada to advocate on their behalf to ensure pandemic pay is paid to all ICPs, not just nurses. A brief was prepared committing to advocacy on behalf of all members. A survey was completed asking each province/territory the situation re pandemic pay. The survey indicates that not all provinces/territories are providing pandemic pay to ICPs at all; some are providing pandemic pay to nurses; and some to all ICPs except those in a managerial position. With the help of Rob LeFort, Impact Public Affairs, we are preparing a brief to go to all provinces/territories individually advocating for fair pandemic pay for ICPs. This will be followed up by a brief to go to the Minister of Health giving background on the education, experience and composition of an IPAC team.

Diversity – A Board committee will be struck to develop plans to hear the voices of our members around their diversity experience with IPAC Canada – what are we doing right; how can we do things better. This has been tabled until Zahir Hirji returns from vacation.

On August 27, Dr. Jasmin Marcelin of the University of Nebraska will present a webinar on Bias in Healthcare.

Board Orientation Manual – Work continued on the Board Orienting Manual, Chapters 1-4 and 6 were sent for Board review. Work on additional chapters is ongoing.

CHAPTERS AND INTEREST GROUPS

Most of our chapters and interest groups cancelled spring meetings or webinars due to the pandemic. Many are starting back and planning fall meetings and/or webinars.

Orientation webinars for Chapter Presidents and Chapter Secretaries were cancelled but are to be re-scheduled towards the end of this year.

There have been discussions with some groups who need to re-energize their membership and have succession plans in place. We will resume discussions with some of these groups with whom we talked before March.

Stefania Cloutier, Director (Chapters and Interest Groups) will be writing a regular column starting with the fall Association News. The column, to be called 'IPAC Inspired' will review the work of our chapters and interest groups.

A response to the Reprocessing Interest Group was delivered in May, with apologies for the delay. We were then advised there has been action on their requests and they would update us in due course.

Closing of IPAC Simcoe-Muskoka – After the chapter disbanded in late 2019, the chapter bank account was closed after the last of the revenue and expenses were recorded. The closing balance of \$4628.32 was forwarded to IPAC Canada. Chapter members indicated their new chapter preference and an amount of approximately \$231 per member was forwarded to the new chapter of choice. Most chapter members chose IPAC GTA as their new ‘home’, with IPAC PANA and IPAC HUPIC also chosen. There are two former Simcoe-Muskoka chapter members who have not yet indicated their chapter of choice.

EDUCATION

Distance Education – The Board has approved a pilot project of an accelerated course to be held in the Northwest Territories. The Course Coordinators have been advised; the Government of the NWT has approved support of the pilot project; an agreement will be drafted by the IPAC Canada Executive Director. Thank you to Kim Allain for working with Gerry on the initial discussions.

The Board has requested that a committee be appointed to review the current 10-month distance education course to determine the feasibility of accelerating the course to 5 months with two intakes per year. The committee will be comprised of the Chair of the Distance Education Advisory Committee (as Chair of this committee), the IPAC Canada Director (Education), the Distance Education Advisory Committee, with input from current and former faculty. Their recommendation is to be provided by November 15, 2020.

2019-2020 Session – The deadlines for end-of-term projects and tests were extended to accommodate students during the pandemic. The practicum was changed from a 12-hour in-person model to a written project proposal. The term ended in July, instead of June.

2020-2021 Session – Student applications were received in March and students have been advised of their acceptance. We anticipate approximately 70-75 students. Session faculty contracts were signed.

Pan Canadian Roadshows – Two PreHospital Cleaning & Disinfection Roadshows were held in 2019 (Winnipeg and Dartmouth). Three were scheduled for 2020 (Vancouver, Montreal, Edmonton). The latter were cancelled. Discussions will be held with the PreHospital Care Interest Group Chair and the Vancouver liaisons with BC Emergency Health Services on the feasibility of holding the Vancouver Roadshow later in 2020. Otherwise, the three Roadshows may be scheduled for 2021. The last Roadshow is scheduled for Toronto in 2022. Gerry is in contact with Sani Marc/Wood Wyant regarding sponsorship of these Roadshows and the re-scheduling.

Webinars - Because of COVID-19, all chapter and interest groups meetings were cancelled. Committee work is starting to begin again, as will the webinars.

To date, the following education webinars have been presented:

- ... N95 Respiratory and Surgical Masks
- ... VRE Isolation in Renal Settings
- ... COVID-19 – Past, Present and Future
- ... Abstract to Manuscript
- ... Reprocessing in the Dental Setting
- ... Certification Board of Infection Control
- ... Respiratory Protection: Masks
- ... Hospital and LTC Partnership in COVID-19

Upcoming webinars:

- ... Construction 101 (August 13)
- ... Bias in Healthcare (August 27)
- ... Resistance isn't the Enemy (September 2)
- ... Flexible Endoscopes (September 3)
- ... Surveillance in LTC: An IPAC Canada Toolkit from PHO (September 29)

Endorsement of Courses – Devon Metcalf, Chair of the Endorsement Review Committee; Kim Allain, Director (Education), and Gerry Hansen, Executive Director, are reviewing an application form for acknowledgement of courses that would not be eligible for endorsement. This and other policies will be forwarded to the Board for approval at the September or December meetings.

Routine Practices E-Learning Module – Letterset and follow up were sent to dental regulatory bodies, provincial and national, promoting the RP Tool for its staff. In addition, letters and follow up were sent to the major private long term care/continuing care facilities. There was not a significant response because the pandemic was announced right after the letters were sent. Paul Cormier of Ycommunicate is continuing to follow up on this communication.

PUBLICATIONS

The spring and summer 2020 issues of the *Canadian Journal of Infection Control* (CJIC) have been published. The spring 2020 issue of *Association News* has been published.

The summer 2020 issue of *Industry Innovations* (Waste Management) has been published. Madison Moon has resigned as Editor of *Industry Innovations*. We are currently seeking a new Editor. In the meantime, Gerry Hansen has been listed as Interim Editor. Until a new Editor is appointed, Guest Editors will curate the articles. Thank you to Michael Rotstein for curating the articles for the summer 2020 issue. Thank you also to Jennifer Happe and Katherine Paphitis for writing the guidelines for the winter 2020 issue on Infection Control Surveillance. If an Editor is not appointed before the winter issue is ready for review, Jennifer and Katherine have agreed to act as Guest Editors.

Because of the pandemic, the inventory of future articles for CJIC has been reduced. We have received permission from the University of Toronto to reprint an article in the fall edition; a request to Elsevier to

reprint was accepted but their fee is too costly so we declined not to reprint. We have taken out a subscription to Copyright Clearance which gives us access to articles for reprint.

Monthly e-news has been published and e-blasts on time sensitive issues have been sent out regularly.

CONFERENCES

Because of the pandemic, the 2020 conference was cancelled and rescheduled for 2021 (May 2-5, Winnipeg). The 2020 venues were accommodating in not charging attrition or cancellation fees but this was dependent on a timely rescheduling. The Winnipeg conference was rescheduled to 2021 and all other future conferences were put back by one year: Toronto (2022), Vancouver (2023), St. John's (2024). After verbal negotiations by the Executive Director were completed, the Conference Coordinators (BUKSA) worked with the venues to prepare contract addenda for the future conferences.

The presenters for the 2020 conference were advised of the cancellation and also advised we would be in contact with them should the Scientific Program Committee decided to proceed with their presentation in the new date of 2021. Exhibitors were also advised of the cancellation, and eventual re-scheduling.

The 2021 and 2022 Scientific Program Committees have reconvened to review and re-develop the education programs. The 2021 conference will especially have a COVID-19/pandemic slant. The 2023 Scientific Program Committee will meet at the end of 2021.

Kelli Wagner worked diligently to ensure that all 2020 registrations were fully refunded. Exhibitors either received a full refund or gave permission for their fees to be kept for the 2021 conference. Sponsors either received a full refund of sponsorship monies already received, or gave permission for the sponsorship monies to be kept for 2021.

Kelli and Pamela updated the conference website, communicated with non-member organizations and industry contacts, and advised members and delegates of cancellation and refunds.

Many thanks to Kelli, and Pamela, as well as Cynthia, Amrit and Pascale of BUKSA, for their assistance during this very difficult time.

Scholarships – There was a noticeable reduction in the number of applications received for the Diversey, Clorox and GOJO Scholarships. Board review committees determined 11 winners of the Diversey Scholarship with the balance of monies kept for 2021. Four winners of the Clorox Scholarship and four winners of the GOJO scholarship were announced. One winner of the Prescientx Scholarship was announced. All of the Diversey, Clorox, GOJO and Prescientx winners will be supported to attend the 2021 conference.

There were no applicants for the Sani Marc Scholarship but I am working with Sani Marc to provide a better marketing for the 2021 scholarship.

Abstracts – Accepted abstracts were published in a supplement to the spring 2020 issue of the *Canadian Journal of Infection Control*. Authors must re-submit their abstracts in order to be considered for an oral or poster presentation at the 2021 conference.

ACCREDITATION CANADA

IPAC Canada was invited to provide representatives to a working group developing an IPAC Recognition Program. This Health Standards Organization (formerly Accreditation Canada International) program is directed to Accreditation Canada clients. Molly Blake, Jennifer Happe and Karin Fluet were appointed to the working group.

In the fall of 2019, a memo was received from Dr. Mohammed Manga, an IPAC Canada member from Nigeria, asking for assistance in advocating for improved IPAC programs and providing education to ICPs in Gombe, Nigeria. After discussion with Zahir Hirji, we agreed the scope of the request is out of IPAC Canada's financial reach and we would contact Health Standards Organization to determine their position on assisting with this request. I spoke with Kathryn Sheppard of HSO who agreed the request is within their purview. A Skype meeting has been arranged with Dr. Manga and Ms. Sheppard for September 16th.

OTHER ACTIVITIES

Website and Social Media - Tanya Denich, Web Communications Manager, has been diligent in keeping the Coronavirus webpage up to date. Webmaster, Pamela Chalmers, has been working with the Executive Director and Administrative Assistant to keep banners and webpages current. Kelsey Houston, Social Media Manager, has incorporated news and interactive opportunities to Twitter and Facebook. The Executive Director and Administrative Assistant assist with or prompt these postings.

A listing of annual national and international events has been collated to assist the Social Media Manager with planning posts, and to assist the Webmaster in planning for banners celebrating these events.

A Donation button and donation landing page will be added to the website in the next few days.

CPE Screening Survey – The IPAC Canada Surveillance and Applied Epidemiology Interest Group is entering into an agreement with Queens' University to facilitate a survey on CPE Screening. A tentative agreement has been approved by Queens' legal and ethics departments and IPAC Canada. Webmaster, Pamela Chalmers, is assisting with the preparation of the survey platform. The Webmaster will forward data to Queens at the close of the survey.

CAUTI Survey – Distributed on behalf of the University of Dundee (UK), the survey is intended to assist with development of a standardised scale that can reliably assess the knowledge of CAUTI prevention. This will help to ensure future interventions developed to improve practice are based on the best evidence. The survey deadline date is extended to August 31.

Short Surveys– A short survey on education was launched with the results reviewed by the ‘Short Survey Committee’ (Jennifer Happe, Kim Allain, Barbara Catt, Gerry Hansen). The results show support for a series of Advanced Practice seminars, to be developed by the Education Core Committee. There were 99 survey respondents. The next short survey on the website will be launched in September. A third survey on Communication will be launched in late 2020.

Corporate Membership– A committee of members of the Corporate Relations Committee (CRC) (Brittany Codgeil, GOJO; Jim Gauthier, Diversey; André Côté, Sani Marc) have reviewed the current Corporate Member policies and have provided recommendations to the Executive Director. After review of the policies, and discussion with the CRC Chair, Joseph Kim, these policies will be presented to the CRC for approval in November and sent to the Board for final approval in December.

To date, we have 25 Corporate Members. One Corporate Member, Citron Hygiene, has declined to renew. Kelli has prepared a new Corporate Member package to be sent to new Corporate Members and those requesting information about IPAC Canada.

We have heard from Stryker (formerly Sage) that they will no longer sponsor the International Attendee Scholarship, the Moira Walker Award or the 5 Best First Time Abstracts. These do not fit into the current corporate sponsorship strategy. A sponsor of the International Attendee Scholarship is in place, starting in 2022 but does not wish to be announced at this time. The Board will need to discuss it is will continue with the Moira Walker Award at its September meeting. I will be discussing the abstract awards with the 2021 Scientific Program Chair.

Stryker will continue to sponsor the two international attendee scholarships presented in 2020 with those award winners hopefully able to attend the 2021 conference.

Membership- The January-June 2020 financial statement shows membership fee income of \$166,000, which is \$27,000 over budget. Although the big renewal period is at the end of the year, we are hopeful this increase in membership fees is indicative of the enhanced profile received during the pandemic.

The current statistics are:

Current Members – 1,461

New Members to date - 205

Taking the New Member Discount: 94/205

Settings of New Members:

86 acute care
16 LTC
15 Community Health
13 Public Health
4 Dental
3 Educational facility
3 Government
21 Industry

How they heard about IPAC Canada (of those who indicated):

80 - another member
16 - Centennial College students
4 - Online Novice Course students
1 - Social Media
6 - Website
3 – Conference

NON-RENEWING MEMBERS Dec 31/19 to present: 200

As per usual, most are unresponsive to the exit question: 'Why Are you Not Renewing' ? We know that a few are no longer in IPAC and a few are retired.

Long Term Care Infographic – Jennifer Happe created a new infographic for LTC membership. It has been posted to the Membership webpage and forwarded to members of the LTC Interest Group.

Biomedical Innovations in AMR – In 2018, IPAC Canada was invited to join this group that is mainly comprised of pharma advocating for new antibiotics and education. Zahir Hirji and Gerry Hansen represented IPAC Canada. Although the pharma members were cordial, it became obvious that we were not a fit for this working group's day-to-day actions. We stay on as consultants when required and are kept informed of the progress of this committee. The group has been renamed: Canadian Antimicrobial Resistance Innovation Coalition (CAIC).

Stop! Clean Your Hands Day – Trevor Johnson and Gerry Hansen represented IPAC Canada on the planning committee for this event, hosted by the Canadian Patient Safety Institute. Although the day (May 5) proceeded, it did so in a reduced capacity because of the pandemic. Promotional materials related to 'Flattening the Curve.'

APPENDIX A
PROFESSIONAL ORGANIZATION CONSULTATION REQUESTS (not chronological)

ORGANIZATION	REQUEST	MEMBER or STAFF ASSISTING
Royal College of Physicians and Surgeons	Review of IPAC portion of Navigating Medical Emergencies	Anne Augustin
Investors Group	National Sales Call, update on COVID-19	John Embil
Goodlife Fitness	Information re cleaning/disinfection products. A client of Diversey	Carolyn Cooke (Jim Gauthier, Larinda Becker)
Association of RNs of Manitoba	Webinar – IPAC update on COVID-19	Barbara Catt
Canadian Association of Exposition Management	Review of guidelines for reopening major events	Jennifer Happe
National Collaborating Centre for Infectious Diseases	Podcast	Jennifer Happe
Correctional Services Canada	Surge Capacity and Education in facilities across Canada	Several members applied directly to CSC
Vancouver Canucks	Hygiene Officer to prepare team for return to play	Bal Sidhu
Synapse Medical Communication	Guidelines for insurance companies	Tricia Hutton
Shannex Homes, Nova Scotia	Consultation re IPAC practices in LTC	Patsy Rawding
Triangle Mountain Solutions	Review of facility practices and guidelines (Vancouver)	Mitra Angeli
Agnew Peckham	Consultation on COVID-19 implications to facility build and management	Barbara Shea
Cedars at Cobble Hill	Community Care Facility focused on Substance Abuse – guidelines	Jennifer Happe
The Grove Nursing Home	Review of facility guidelines	Barbara Shea

Aylmer United Church, Ottawa	Assistance with providing printed guidelines for church opening (printed and sent several documents from CDC and PHAC websites in several languages)	Gerry Hansen/Kelli Wagner
Salisu Abubakar, Research Student	University of Dundee (UK). Request for input to CAUTI Survey. Posted in March; renewed in August	Gerry Hansen
Building Owners and Managers Association of Canada and International[BOMA]	Review of 2020 Pandemic Guide	Jennifer Happe

APPENDIX B
MEDIA INQUIRIES (not chronological)

ORGANIZATION	REQUEST	MEMBER or STAFF ASSISTING
Ontario Native Women's Association	Article for publication 'She is Wise'	Madeleine Ashcroft
Hospital News	Spring IPAC issue – article	Madeleine Ashcroft
Media Planet	Introduction – spring issue on COVID-19	Gerry Hansen
Health Europa Quarterly (online)	Interview re IPAC Canada	Barbara Catt
iPolitics	Discussion re future article on vaccines (declined because of cost)	Gerry Hansen, Rob LeFort
CBC Alberta	Information re IPAC related to Edmonton outbreak	Confidentiality prohibited an Alberta member from responding
Paul Gallant, Journalist	Construction and Renovation	Barbara Shea
CBC Radio Toronto	Update on COVID-19	Natasha Salt
CBC Calgary	Update on COVID-19	Joseph Kim