

# Manager Reference Guide

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This Manager Reference Guide has been prepared by the Alberta Health Services provincial Infection Prevention and Control (IPC) program.

### Contact us

For more information, please contact your unit's ICP by email, MS Teams or through the [AHS paging system](#).

External Infection Prevention and Control Website: [ahs.ca/ipc](https://ahs.ca/ipc)

Internal Infection Prevention and Control Website: [insite: IPC](#)

General Inquiries: [infectionpreventioncontrol@ahs.ca](mailto:infectionpreventioncontrol@ahs.ca)

Infection Prevention and Control Hand Hygiene Program: [hand.hygiene@ahs.ca](mailto:hand.hygiene@ahs.ca)

Provincial Personal Protective Equipment (PPE) Safety Coach Program:  
[ppesafetycoach@ahs.ca](mailto:ppesafetycoach@ahs.ca)

## Our program

### Who we are and what we do

The IPC program is dedicated to **preventing infections** acquired within healthcare facilities. Our mandate is to reduce the incidence of healthcare acquired infections in patients, residents and clients.

### How to reach us

Regular business hours are Monday to Friday from 8:00 a.m. – 4:15 p.m. (excluding weekends and STAT holidays).

The [IPC website](#) provides resources and guidance for many clinical situations. The IPC program provides **after-hours** phone consultation services only for **urgent issues** that directly impact patient safety or the environment (i.e., water release event) which cannot wait until the next business day. The IPC on call service may not have ready access to Connect Care. The after-hours phone consultation services can be reached by calling the Switchboard or the Referral, Access, Advice, Placement, Information and Destination (RAAPID) call centre.

### Manager role

Frontline healthcare managers are critical to the success of various IPC-related initiatives and the implementation of best practices while providing healthcare services to Albertans. These include, but are not limited to:

- Encourage your staff to be aware of and use IPC Best Practice Recommendations and the many resources available online.
- Recruit [local hand hygiene reviewers](#) to collect observations in your area.
- Recruit [local personal protective equipment safety coaches](#) that act as experts supporting others on the safe donning and doffing of personal protective equipment.

- Share quality improvement information relating to IPC with staff, volunteers and the public, where appropriate. This includes the Unit Infection Prevention and Control Surveillance Reports provided by your local infection control professional.
- Be [Accreditation Ready](#) proactively, – Infection Prevention and Control has [resources](#) to help.

### When to contact us

Infection control professionals are part of your team and are here to help. You might consult with your local infection control professional (ICP) about patient safety questions:

- When to put patients on additional precautions and for how long?
- Advice when patients and/or family members have questions about additional precautions.
- If you suspect an outbreak
- If you or your team suspect there is an increase in patients with surgical site infections.
- If you or your team notice an increase in patients with healthcare associated infections.
- When you need help cohorting patients in overcapacity situations.
- When you want to know infection or hand hygiene compliance rates at your site.
- Cleaning and disinfection of patient care equipment on the unit.
- A patient had a blood and/or body fluid exposure.

Other times, you'll **need** to contact your local ICP, as part of your multidisciplinary team for:

- Renovations or construction projects (minor or major)
- Water release (minor or major) in the healthcare facility
- Purchasing patient care equipment
- High relative humidity levels (greater than 60%) in perioperative areas, medical device reprocessing area or sterile supply storage spaces
- Failure of medical device reprocessing equipment or sterilizers

## Outbreak prevention resources

Outbreaks are challenging and potentially dangerous in healthcare settings. Managers can help prevent outbreaks by following these recommendations:

- Encourage staff vaccination – vaccination has been proven to reduce the incidence and severity of [influenza](#), [COVID-19](#) and [Measles](#).
- Monitor [hand hygiene](#) compliance rates and [recruit](#) local hand hygiene reviewers. The number one method of reducing microorganism transmission is with proper hand hygiene. AHS' goal is 90% compliance with all [Four Moments For Hand Hygiene](#).
- Assess and monitor symptoms of both [staff](#) and [patients](#). Know the symptoms for the circulating respiratory illnesses. Most often, these include cough, fever myalgia +/- rhinorrhea. Fever may not present in elderly patients. If unwell, staff should not attend work. Assess yourself throughout the workday, as symptoms may begin during the shift. Donning a mask is a simple way to prevent transmission via droplets. Report any staff illness to Workplace Health and Safety.
- Be familiar with and encourage staff to use [Routine Practices](#) and the [Infection Prevention and Control Risk Assessment](#).
- Isolate patients early. If a patient becomes symptomatic, don't wait for a test to confirm. Isolate the patient with [Contact and Droplet Precautions](#).
- Staff and visitors know how to safely [don](#) and [doff](#) PPE.
- Resources are available for when capacity challenges exist that result in [cohorting](#) patients being required.

## Commonly accessed resources

Webpage	Additional Resources
<a href="#">Best Practice Recommendations</a>	<a href="#">Bedbug Control</a> <a href="#">Cleaning and Disinfection of Computers and Electronic Devices</a> <a href="#">Patient Supplies on Discharge</a> <a href="#">Purchasing Medical Devices</a>
<a href="#">Discontinuation of Additional Precautions</a>	<a href="#">Acute Care Discontinuation of Contact and Droplet Precautions for Suspected or Confirmed Viral Respiratory Infection [including COVID-19]</a>
<a href="#">Education and Training</a>	<a href="#">Required Organizational Learning: Infection Prevention and Control Course</a> (complete in MyLearningLink)
<a href="#">Hand Hygiene</a>	<a href="#">Become a Hand Hygiene Reviewer</a> <a href="#">Generate Hand Hygiene Compliance Reports (Become an Advanced User)</a> <a href="#">Hand Hygiene Reviewer Training</a> <a href="#">Leadership Toolkit</a>
<a href="#">Outbreak Management</a>	<a href="#">Guide for Outbreak Prevention and Control in Acute Care Sites</a> <a href="#">Guide for Outbreak Prevention and Control in Continuing Care Homes</a>
<a href="#">Provincial Personal Protective Equipment Safety Coach Program</a>	<a href="#">Frequently Asked Questions</a> <a href="#">Leader's Guide</a> <a href="#">Safety Coach Training</a>
<a href="#">Resource Manuals</a>	<a href="#">Cohorting Principles</a> <a href="#">Pocket Card</a>
<a href="#">Routine Practices</a>	<a href="#">eLearning Modules</a> <a href="#">IPC Risk Assessment</a> <a href="#">Information Sheet</a>