

# LEADER'S GUIDE

## Provincial Personal Protective Equipment (PPE) Safety Coach Program

**Version 2.0**

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Provincial Personal Protective Equipment (PPE) Safety Coach Program

For more information, go to  
[ahs.ca/ppesafetycoach](https://ahs.ca/ppesafetycoach)

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**Dear Leader,**

Thank you for your support of the [Provincial PPE Safety Coach Program](#). The purpose of this guide is to enhance your ability as a leader to promote, educate and connect staff with relevant information about PPE use and safety. As we continue to work together to prevent the spread of infectious diseases, such as COVID-19, in our facilities, appropriate selection and use of PPE remains critical. To support staff and physicians with this, the Provincial PPE Safety Coach Program was launched in November 2020. Once trained, PPE safety coaches should be available and accessible on each shift to observe, educate and advise their colleagues through friendly, informal, supportive feedback and guidance.

There are two models of delivery for the Provincial PPE Safety Coach Program depending on your specific context.

### **AHS sites**

Interested staff from AHS sites will have support from AHS Infection Prevention and Control to complete the training and competency check.

### **AHS subsidiaries and AHS contracted service providers in continuing care sites**

Interested sites from AHS subsidiaries and contracted service providers in continuing care will need to identify a designate. The designate will receive support from AHS Infection Prevention and Control to complete the training and competency check. The designate will be responsible for training and supporting additional PPE Safety Coaches at the site. A package with supporting materials and resources will be provided to the designate.

The role of the PPE Safety Coach is to engage all staff through creating a learning environment to support best practice recognizing organizational values and a just culture. Auditing PPE practices is not included in this program.

Your efforts to promote the program will support our teams as we strive to meet the challenges related to preventing the spread of infectious diseases. The program is supported by the AHS Executive Leadership Team and endorsed by AHS Workplace Health and Safety.

Coaching of safe PPE practices is a combined effort involving all disciplines across the continuum of care. Your role as a leader is vital to both the development and sustainability of the program and will be supported through various tools and resources.

For an organizational initiative, consider using the *Provincial PPE Safety Coach Program: Leader's Checklist* (p. 4) for guidance. This tool is intended for larger scale implementation and can guide discussions within a team of multiple stakeholders.

Sincerely,

**Provincial PPE Safety Coach Program**

### Goal statement

The goal of the program is to create a system of peer safety coaching to provide just-in-time support and mentorship to frontline employees and physicians when selecting and using PPE. The long-term outcome is to create a culture where staff become competent selecting and using PPE to prevent transmission of infectious diseases within healthcare.

### Leader's role

- Support the selection of individuals who are interested in becoming a PPE Safety Coach.
- Support staff, clinical and non-clinical, and physicians to become PPE Safety Coaches by providing the time required for training.
- Support PPE Safety Coaches with the time required to purposefully observe, educate and advise on PPE selection and use.

This guide focuses on four of the five [World Health Organization](#) (2009) strategies to help increase appropriate use of PPE and continuous masking; foster a culture of improved and sustained compliance. These strategies include:

- Creating an environment for success
- Training and Education
- Reminders in the Workplace
- Building a Supportive Culture

### Creating an environment for success

Select staff from throughout the facility, with a preference to regular staff for sustainability.

The leader works with staff who are interested in the role of PPE Safety Coach and considers a nomination process to ensure the individuals selected are supported within the healthcare team.

The leader selects those individuals with experience who demonstrate strong communication, inter-professional team effectiveness, collaboration, leadership, and coaching skills.

### Training and education

The leader supports new PPE Safety Coaches to complete the prerequisite PPE education, PPE Safety Coach training, an onsite demonstration of correct donning and doffing for contact and droplet precautions, and a competency check. Training will take approximately two hours to complete and includes several components that are self-directed and delivered virtually.

### Reminders in the Workplace

Reminders in the workplace such as posters and tip sheets will increase the visibility of and support for the PPE Safety Coach. Tools or resources available are:

- [PPE Coach On-Duty poster](#)
- [Precautions \(Isolation\) Signage](#) (select "Precautions (Isolation)" tab)
- [AGMP in Progress](#) Sign

## Building a supportive culture

Leaders promote an environment of [Just Culture](#) where people feel comfortable to bring up safety concerns without fear of reprisal

Leaders provide support to PPE Safety Coaches to enable them to observe, educate, and coach on PPE selection and use.

Leaders promote the use of MySafetyNet or Reporting and Learning System for Patient Safety systems to build a supportive, just culture, and identify trends and common PPE breaches and to take the necessary corrective action.

## Leader's checklist

Timeline	Action Items	Resources
Plan your program	<ul style="list-style-type: none"> <li>□ Select PPE Safety Coaches for unit/department; consider having a coach available each shift</li> <li>□ Ensure PPE Safety Coaches complete required training</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Coach Responsibilities</a></li> <li>• <a href="#">Coach Training Requirements</a></li> <li>• <a href="#">Designate Responsibilities</a></li> </ul>
Support your PPE Safety Coach	<ul style="list-style-type: none"> <li>□ Support the PPE Safety Coach in attending the Community of Practice (CoP)</li> <li>□ Support the PPE Safety Coach in continuing in their role</li> <li>□ Ensure signage is available on unit/department</li> <li>□ Ensure adequate supply of PPE and hand hygiene products</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">AGMP in Progress Sign</a></li> <li>• <a href="#">Precautions (Isolation) Signage</a> (select "Precautions (Isolation)" tab)</li> <li>• <a href="#">CoP</a></li> <li>• <a href="#">On Duty</a> (poster)</li> <li>• <a href="#">Pocket Card</a></li> </ul>
Review your program	<ul style="list-style-type: none"> <li>□ Promote a just culture on unit/department</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">AHS CARES values</a></li> <li>• <a href="#">Just Culture</a></li> </ul>

For additional resources, visit the [Provincial PPE Safety Coach Program website](#)



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