


# Hand Hygiene Forum - Key Messages

## March 19, 2026

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If you have any questions or comments regarding this information, please contact the Infection Prevention & Control Hand Hygiene Program at: [hand.hygiene@ahs.ca](mailto:hand.hygiene@ahs.ca)

Topic	Summary
<b>Website</b>	<ul style="list-style-type: none"> <li><a href="#">Hand Hygiene Review Instructions</a> (script) resource now available.</li> <li>All resources can be found at: <a href="https://ahs.ca/handhygiene">ahs.ca/handhygiene</a></li> </ul>
<b>Clean Hands System and iPad Reminders</b>	<ul style="list-style-type: none"> <li><b>Login screen enhancements:</b> clearer password invalidation message. If a user hasn't changed their password since the July 2025 security breach, they'll be prompted to reset it.</li> <li><b>Account lock improvements:</b> accounts lock after 3 incorrect login attempts within 5 minutes. A warning appears after the 2nd attempt and a lock message after the 3rd attempt.</li> <li><b>Troubleshooting AHS-issued iPads: Step 1:</b> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>Perform a factory reset on the iPad device:</p> <ol style="list-style-type: none"> <li>1. Tap the <b>Settings</b> icon.</li> <li>2. Locate and tap <b>General</b> from the sidebar menu.</li> <li>3. Tap <b>Transfer or Reset iPad</b>.</li> <li>4. Tap <b>Erase all content and settings</b>.</li> <li>5. Tap <b>Continue</b>.</li> <li>6. Tap <b>Erase iPad</b>.</li> </ol> </div> </li> <li><b>Step 2:</b> Call IT Service Desk &amp; Provincial Solution Centre at: 1-877-311-4300</li> </ul>
<b>Program Updates</b>	<ul style="list-style-type: none"> <li><b>Rebranding campaign:</b> in 2025–2026, AHS IPC, in collaboration with Community Engagement and Communications, launched a new hand hygiene campaign “Your health is in your hands.” The three tagline variations reflect our commitment to AHS’ vision, mission and values, reinforcing a shared objective of enhancing the health and wellness of Albertans.           <div style="text-align: center; margin: 10px 0;">  </div> </li> <li>Nearly 13,000 pieces of campaign materials were distributed to major sites across AHS; materials will be adapted and made available for other provincial health agencies and corporations.</li> <li><b>Hand Hygiene Reviewer Training Module (update):</b> improved the <a href="#">hand hygiene reviewer training module</a> to become interactive and self-paced. It is an excellent refresher for all reviewers and an educational resource for others.</li> </ul>
<b>Next Forum</b>	<ul style="list-style-type: none"> <li>Wednesday, Sept. 16, 2026. <a href="#">Registration Required</a>.</li> </ul>

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is in our hands**



**Alberta Health  
Services**

Infection Prevention  
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