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INFECTION PREVENTION AND CONTROL PROFESSIONALS

FRONTLINE *Heroes*




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3rd Floor, 2020 Portage Avenue
Winnipeg, MB R3J 0K4
Tel: (204) 985-9780 Fax: (204) 985-9795
www.kelman.ca E-mail: info@kelman.ca

MANAGING EDITOR – Reba R. Lewis
DESIGN/PRODUCTION – Tabitha Robin
MARKETING MANAGER – Al Whalen
ADVERTISING COORDINATOR
– Stefanie Hagdiakow

Send change of address to:
IPAC Canada
P.O. Box 46125, RPO Westdale,
Winnipeg, MB R3R 3S3
info@ipac-canada.org
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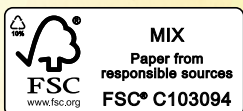
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MISSION
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FRONTLINE Heroes

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Message

FROM THE PRESIDENT



Thank you to our ICP heroes

During this worldwide COVID-19 pandemic, infection prevention and control has never been more important.

There is no question that Infection Prevention and Control Professionals (ICPs) are remarkable heroes who deserve the greatest respect and acknowledgement that can be given to essential frontline workers.

This special supplement highlights nine of our colleagues who have been nominated by their peers as a “Front Line Hero in Infection Prevention and Control”. Through their expertise and work ethic, they

represent the best in our profession – selfless, empathetic, caring and kind.

IPAC Canada thanks all of our members and colleagues for your dedicated service as you work so tirelessly to protect patients, residents, staff, families, and our communities.

A handwritten signature in black ink that reads "Barbara Catt".

BARBARA CATT, RN, BScN, MEd CIC
President, IPAC Canada





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Infection Prevention
& Control

Healthy Albertans.
Healthy Communities.
Together.



FRONTLINE *Hero:*

RHIANNA MATSCHKE-NEUFELD

Infection Control Practitioner

Jim Pattison Children's Hospital, Saskatchewan Health Authority

RHIANNA MATSCHKE-NEUFELD has worked in the healthcare and nursing field for over 14 years, and as an Infection Control Practitioner for over three years. When the newest coronavirus was identified and began proving deadly, Rhianna's years of training were put to the test like never before. As the world battled COVID-19, and healthcare workers were called into action, Rhianna not only stepped up clocking in tremendous hours on the frontlines, she also functioned as a consultant on many COVID-19-related construction projects, including the renovation of three units for pandemic overflow.

She was involved in planning and consulting with many healthcare departments on precautionary measures and also consulted with several healthcare departments on the creation of anterooms. Rhianna's days would often start at 4:30 a.m. and through it all, she remained calm and professional in the midst of a chaotic pandemic that was taking its toll on so many. She kept the department unified and ensured that proper CSA protocols were maintained, while providing round-the-clock support wherever it was needed. That grace under pressure, quiet resilience, compassion and

leadership became an asset to those working closely with Rhianna easing the burden that working in uncharted waters presented. •

“Rhianna not only stepped up clocking in tremendous hours on the frontlines, she also functioned as a consultant on many COVID-19-related construction projects, including the renovation of three units for pandemic overflow.”



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FRONTLINE *Hero:*

RITA DEKLEER

Infection Control Nurse

Vancouver General Hospital, British Columbia

RITA DEKLEER has had an extensive career in the field of nursing. Her work in infection prevention and control (IPC) began in 1990 at the Vancouver General Hospital, where she later went on to serve as an infection control practitioner at the Children's and Women's Health Centre, which merged with BC Children's Hospital. Her contributions to critical care units, long-term care and her involvement in construction and renovation healthcare projects have proven instrumental, particularly during the COVID-19 pandemic, where hospitals were overrun with cases. Rita emerged as a true leader to the entire

IPC team at the hospital, where she helped to design COVID-19 cohort units, led townhall meetings, and also helped to develop guidelines with PICNet (Provincial Infection Control Network of British Columbia), a provincial program of the Provincial Health Services Authority with a specific interest in the prevention and control of healthcare-associated infections. Rita, through her work during the SARS epidemic, brought a professionalism and preparedness to the job, which meant better compliance to personal protective equipment standards, efficient cleaning and disinfection practices,

and productive working relationships with Public Health and Workplace Health. Rita still enjoys what she does, particularly her time volunteering to mentor and train new medical residents and IPC nurses. •

“Rita emerged as a true leader to the entire IPC team at the hospital, where she helped to design COVID-19 cohort units, led townhall meetings, and also helped to develop guidelines with PICNet.”





Thank You Frontline Heroes



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FRONTLINE *Hero:*

GAIL BARWISE
Infection Control Officer
Queen Elizabeth Hospital, Prince Edward Island

With 20-plus years of experience and dedication to the healthcare field, specifically as it relates to her contribution to Prince Edward Island's Infection Prevention and Control Program, the nomination of **GAIL BARWISE** as a Frontline Hero for her work during the pandemic should come as no surprise to those who know her. As the world battled an invisible new enemy in the form of the COVID-19 disease, Gail's years of experience in infection prevention and control was diligently sought after. Gail had already gained experience working during the SARS and H1N1 epidemics. This made her knowledge integral in fighting yet another respiratory ailment.

As the Queen Elizabeth Hospital took on the challenge of fighting another infectious disease in an effort to save lives, the relationship Gail had fostered with the hospital's departments through her collaboration and partnership with them in the past proved advantageous to everyone involved in the fight. Gail was able to step up and be that much-needed liaison, listening, sharing her knowledge and offering her recommendations. Gail's calmness and practicality in the middle of all the upheaval had a profound effect on those she worked with, helping each department move from fear of the unknown to preparation for

the unexpected. While the Queen Elizabeth Hospital will soon have to wish Gail adieu as she prepares for retirement after 44 years of service, the depth of knowledge she will leave behind for those stepping in to such roles will, no doubt, prove invaluable. •

“Gail's calm and practicality in the middle of all the upheaval had a profound effect on those she worked with, helping each department move from fear of the unknown to preparation for the unexpected.”



FRONTLINE *Hero:*

JENNIFER EDWARDS Director of Infection Prevention and Control Norfolk General Hospital

When the coronavirus became a worldwide cause for concern, **JENNIFER EDWARDS**, the only certified infection prevention and control specialist across three institutions stepped into action. Anticipating the needs of her staff at Norfolk General Hospital, she started preparing. When there was evidence that personal protective equipment (PPE) shortages could pose a big problem among healthcare workers, Jennifer got into problem-solving mode, jumping into her vehicle and driving to any and every destination where PPE was available, to ensure staff would be prepared for the

potential onslaught that a pandemic might bring. When she discovered that someone in the region could make 3D-printed face shields, she had them made and distributed across several institutions. As the crisis evolved into a full-blown pandemic, Jennifer became more involved in the operation of the ICU, checking in on staff's well-being, reviewing COVID-19 cases, and supporting families. Being the only certified specialist in infection prevention and control meant that Jennifer would have to give up her role as Director of Complex Care as her expertise was in such high demand. As much of a

sacrifice as this was, Jennifer supported the new director, while still conducting regular patient and unit rounding. In her 14-plus years of healthcare service, Jennifer has never given up on learning, recently applying to pursue her masters in health quality. She doesn't keep the knowledge she has acquired over the years to herself, but shares with her colleagues, supporting them in their own growth. •

“When the coronavirus became a worldwide cause for concern, Jennifer Edwards, the only certified infection prevention and control specialist across three institutions stepped into action.”



FRONTLINE *Hero:*

JODIE RUSSELL

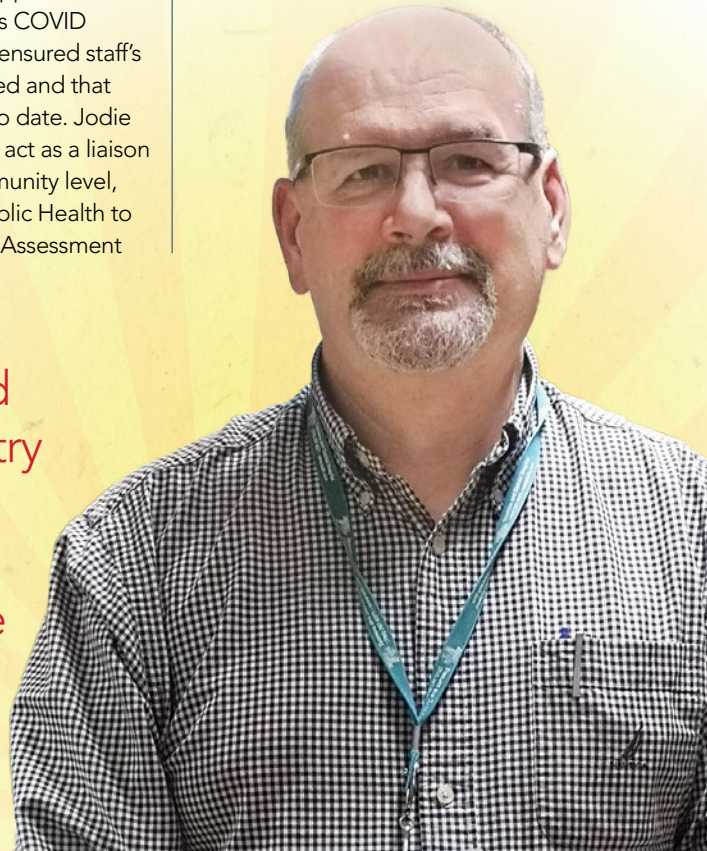
Infection Control and Risk Management Coordinator
Timmins and District Hospital

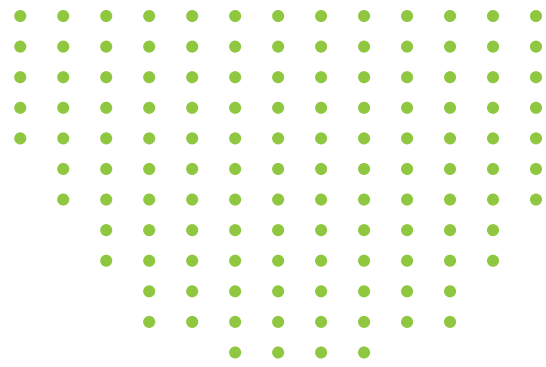
When leaders within your discipline rely upon your expertise, that's a sign of how valuable and trusted you are in your field. **JODIE RUSSELL** was pegged to chair the Timmins and District Incident Command Table during the COVID-19 pandemic to provide infection control guidance. As he reviewed case counts and provided updates from the Ministry of Health, Jodie's demeanour reflected calmness, confidence and clarity in the information he disseminated to staff. Because Jodie already had the experience of working in infection control during the SARS, H1N1, and Ebola crises, when news of the novel coronavirus came to light, he put it on the radar of infection

control and occupational health workers, understanding the potential implications of a new virus. Rote tasks such as cleaning and disinfection became high on Jodie's priorities as he stressed the need for consistency. He also understood the strength-in-numbers approach, knowing that a team effort would be considerably more effective than each individual going it alone. Jodie supported the creation of the hospital's COVID Response Team, which ensured staff's concerns were addressed and that everyone was kept up to date. Jodie was also called upon to act as a liaison on a regional and community level, working closely with Public Health to create the city's COVID Assessment

Centre, while also supporting other infection control professionals in Northeastern Ontario. With 35-plus years in the healthcare setting, 24 of which focused on infection prevention and control, Jodie's immense knowledge has proven to be not only an asset to lead employees, but also to the staff at large of Timmins and District Hospital. •

“As he reviewed case counts and provided updates from the Ministry of Health, Jodie's demeanour reflected calmness, confidence and clarity in the information he disseminated to staff.”





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Popular uses: endoscopy and laboratory containers



FRONTLINE *Hero.*

KIMBERLEY FINN

Infection Control Practitioner

Health Sciences Center, St. John's, Newfoundland

Since 2009, **KIMBERLEY FINN's** nursing skills have been put to the test in service of others. Two years ago, she began working as an Infection Control Practitioner, overseeing the medicine program in acute care at Eastern Health, which includes several medicine units, endoscopy, and pulmonary

function testing. When news of a deadly respiratory virus began circulating, one of Kimberley's units was transformed into a functional "COVID unit". The preparation process for the unit meant countless hours of planning to ensure that it would be up and running efficiently for any influx of COVID-19 cases, and could be effectively managed without relying on ventilators. Kimberley's contribution to that process was not only immense, but invaluable. As the outbreak rapidly evolved, Kimberley led the ICP unit,

working with the frontline staff who relied heavily on her knowledge and expertise. Her constant communication and discussions with the nurses about affected patients made a tremendous difference in the care they were able to administer, particularly as it related to establishing and maintaining isolation protocols. Thanks to Kimberley's insight, patience and hard work during those early, chaotic days, the hospital's team is now better prepared to deal with future health crises, should they arise. •



“Her constant communication and discussions with the nurses about affected patients made a tremendous difference in the care they were able to administer, particularly as it related to establishing and maintaining isolation protocols.”

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Thank You

To every front line hero dedicated to infection prevention and control, we are truly grateful.

You are the people fighting to protect us from the spread of COVID-19, who are putting yourselves at risk every day to do this. You go above and beyond, because you understand that while your facilities may look clean, they also need to be thoroughly disinfected. This is why you work diligently to keep hospitals, healthcare facilities and essential public spaces safer. You're directly in harm's way, because you understand that there is a job to do and are willing to step up and do it. We'll continue to strive to support those who represent our first line of defense against the COVID-19 virus by providing solutions to help you in your duty.

We can't win this fight without you.



FRONTLINE *Hero:*

GINA ELLIOT

Infection Control and Patient Safety Coordinator
Labrador-Grenfell Health Authority, Newfoundland

To anyone who has witnessed **GINA ELLIOT** in action, her passion for and dedication to her work as an infection prevention and control nurse is undeniable. Within region that is culturally diverse and includes several remote communities, Gina has had her hands full as the only coordinator supported by one full-time and one part-time infection control nurse. When the pandemic hit, however, there was only one part-time infection control nurse,

leaving Gina with an even heavier workload in addition to her duties as a coordinator. In spite of the overwhelming workload, Gina still managed to stay on top of things, running the entire department for the region. She took on every task and every challenging situation that presented itself with grace, often going above and beyond what was required. Gina's colleagues too have benefited from her 13-plus years of experience working in various

healthcare roles and in infection control and patient safety. They trust her guidance and have looked to her for leadership, particularly during challenging times. The COVID-19 pandemic has brought out the best in healthcare workers, and Gina's example is among those that need to be acknowledged and celebrated. •

“ In spite of the overwhelming workload, Gina still managed to stay on top of things, running the entire department for the region. She took on every task and every challenging situation that presented itself with grace, often going above and beyond what was required. ”



FRONTLINE *Hero.*

HEATHER CANDON

Director of Infection Control

Kingston Health Sciences Centre, Kingston, Ontario

It was in January that **HEATHER CANDON** had only taken on the role of Director of Infection Control yet almost immediately, her mettle was put to the test. Not only did Heather have to get comfortable in her new role at Kingston Health Sciences Centre, she also had to adjust quickly to a new team. Heather's responsibilities went beyond the management of Infection Control for Kingston General Hospital. She was also tasked with managing Providence Care Hospital, and Hotel Dieu Hospital. Knowing she couldn't go through the process on her own,

Heather brought in two new team members in March and April to overhaul the program and develop robust policies and procedures before the brunt of the COVID-19 pandemic could hit Kingston. Together with the medical director, Heather's efforts and management had the snowball effect of creating calm in the midst of the pandemic. While leading the efforts against COVID-19, she was also functioning as a coordinator and instructor for the IPAC Canada novice distance education course, and participating

on the IPAC Canada 2021 and 2022 Conferences scientific planning committees. Heather has served as an invaluable resource, a role model, and a leader despite the challenge of having to navigate a new role in the midst of a pandemic and has come out on the other side of thing better equipped than when she began. •

“While leading the efforts against COVID-19, she was also functioning as a coordinator and instructor for the IPAC Canada novice distance education course, and participating on the IPAC Canada 2021 and 2022 Conferences scientific planning committees.”



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FRONTLINE *Hero:*

BONNY GRANFIELD

Registered Nurse, Infection Control Professional
University of Alberta Hospital, Edmonton

While no one could have been fully prepared for the fallout that would come with a new pandemic, **BONNY GRANFIELD's** 16 years as a registered nurse and her four years in infection prevention and control as an integral part of the IPC team at the University of Alberta and temporarily at the Royal Alexandra Hospital have proven to be a much-needed resource in this crisis. When one of Bonny's acute care units was suddenly transformed into a COVID-19 unit, she allotted considerable time on

site helping the healthcare team to work through processes, overcome fears, and to ensure staff knew how to properly don and doff personal protective equipment. Throughout this year's COVID-19 pandemic, Bonny has worked tirelessly to ensure that frontline healthcare workers have the most up-to-date information to perform their jobs effectively. Bonny liaised with the site bed management team to help with patient flow, and has worked with numerous committees and

working groups to help improve IPC education to frontline staff. She has been a constant presence on her units to support frontline staff. Her interaction with colleagues has been one of positivity and has served to keep staff calm by making them feel more at ease even in the most challenging of circumstances. •

“Bonny liaised with the site bed management team to help with patient flow and has worked with numerous committees and working groups to help improve IPC education to frontline staff.”





The Hands That Help Us All

Some hands help. Some heal. Others carry the entire world. Healthcare workers do it all. And because of you, during these uncertain times, the world is in very good hands.

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