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of Canada

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du Canada



COVID-19 Webinar

A National Conversation: Part 4

“Supporting Staff during a Pandemic”

We're taking a virtual role call today for those on the WebEx.
If you're viewing this in a group, please use the “Chat” window
on the right to enter your:

Name, **Agency Name**, and **# of people** joining from your location.

Please send chat messages to “All Panelists”

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Please mute your phone

- All attendees are automatically muted by WebEx, but **we recommend muting your phone on your end**, as sometimes we unmute everyone on the WebEx side to anyone who wants to speak, and if you have background noise it will limit everyone's ability to share.

Thank You!

Facilitators:



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Kyle Sereda

Chief

Moose Jaw & District EMS

ksereda@moosejawems.ca



Darren Sandbeck, M.A, ACP, CHE

Senior Provincial Director & Chief Paramedic

Alberta Health Services Emergency Medical Services

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Guest Speaker:



Kathleen Fraser

Provincial Program Director, EMS
Office of Respectful Workplace,
Alberta Health Services

kathleen.fraser@ahs.ca

Paramedic Chiefs of Canada COVID-19 “Coronavirus” International Teleconference



Cisco WebEx Training Center - How to ask a question using the WebEx system

File Edit Share View Audio Participant Session Breakout Help

Quick Start Session Info Questions

01: Questions/Comr

Click the hand icon to virtually “raise” your hand and ask a question.

Questions/Comments?

You can also use the chat box to send your questions to any of the groups provided in the dropdown list.

Participants

Speaking:

Panelist: 1

Katelyn Gilligan (Host, me)

Attendee: 0

Make Presenter Audio

Chat

Send to: Host, Presenter & Panelists

Select a p: Host, Presenter, Host & Presenter, Host, Presenter & Panelists

Send

Full Screen 96% View

Cisco WebEx Session No. 801 291 332



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Next COVID-19 Webinar

A National Conversation: Part 5

Friday, April 24 at 10:30am PT (1:30pm ET)

Note this webinar will be on **Friday instead of Thursday*

Sign up for information and notifications @ www.firstwatch.net/hi

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Agenda:

- ▶ Purpose & Rules of Engagement
- ▶ COVID-19 Situation Update
- ▶ Guest Speaker Discussion
- ▶ Cross-Canada Conversation / Check-in
(if time allows)
- ▶ Q&A (if time allows)



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Purpose of these gatherings:

- Update on COVID-19 situation
- Receive FirstWatch SitRep on COVID-19 surveillance activity
- Listen to guest speakers on select issues
- Share solutions regarding specific challenges posed by COVID-19



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Rules of Engagement

- ▶ Session will conclude after 60 minutes
- ▶ Session materials can be sent to eid@ParamedicChiefs.ca for posting on Paramedic Chiefs of Canada website
- ▶ Please keep your comments brief



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COVID-19 Situation Update



Silvia Verdugo, MD, MPH

Medical Director

FirstWatch

sverdugo@firstwatch.net

COVID-19 Situation Update



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COVID-19 Cases

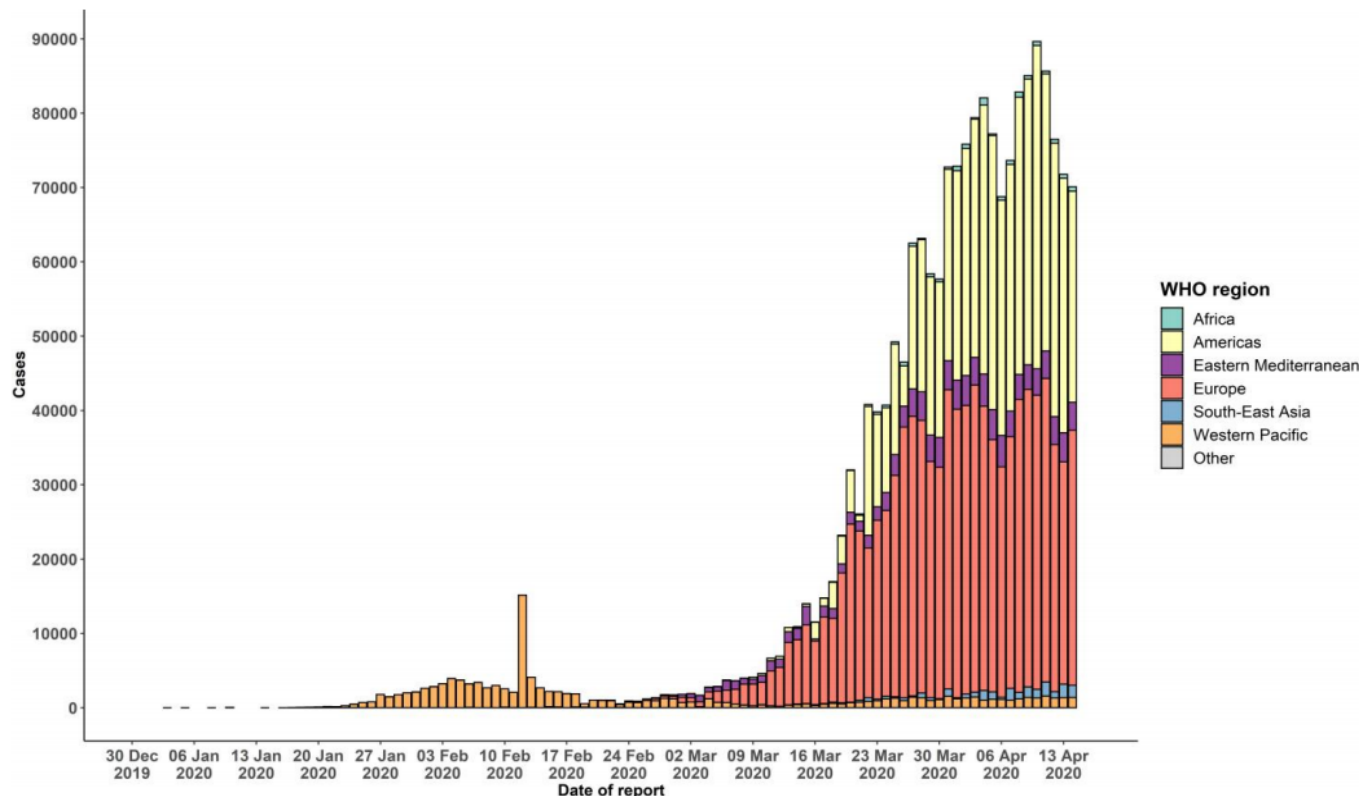
1,914,916

70,082 (24 hrs)

Deaths

123,010

5,989 (24 hrs)



SITUATION IN NUMBERS

total (new cases in last 24 hours)

European Region

977 596 confirmed (34 324)

84 607 deaths (3895)

Region of the Americas

673 361 confirmed (28 404)

27 336 deaths (1785)

Western Pacific Region

124 204 confirmed (1399)

4201 deaths (40)

Eastern Mediterranean Region

107 389 confirmed (3751)

5395 deaths (140)

South-East Asia Region

20 287 confirmed (1624)

936 deaths (107)

African Region

11 367 confirmed (580)

523 deaths (22)

<https://www.who.int/docs/>

<https://www.worldometers.info/coronavirus/#countries>

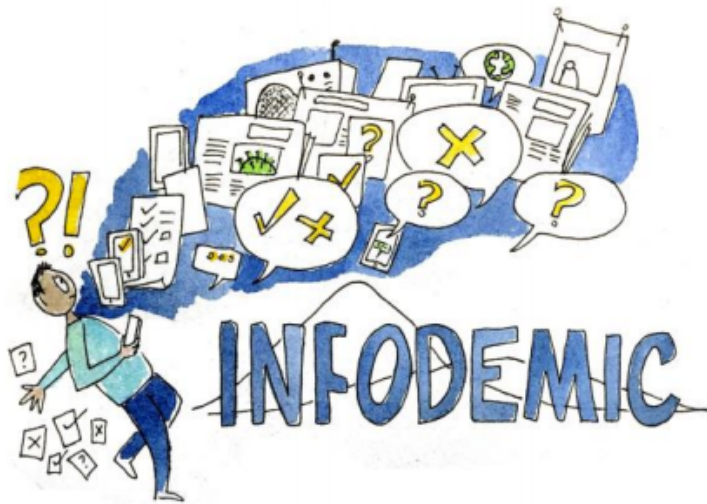
COVID-19 Situation Update



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SUBJECT IN FOCUS: WHO providing timely and accurate information to dispel the 'infodemic'



"We're not just fighting an epidemic; we're fighting an infodemic."

*WHO Director-General Tedros Adhanom Ghebreyesus
Munich Security Conference, 15 February 2020*

An infodemic is an overabundance of information, some accurate



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FirstWatch SitRep:

Todd Stout



- All working remote
- Volume down for many agencies

Cell: 858-395-1728
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notifications at

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COVID-19 Monitoring



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Surveillance in place

- 175 triggers for symptoms & keywords
- 16 in progress
- Using CAD, ProQA, ePCR data
- 71% customized for local needs

Decrease



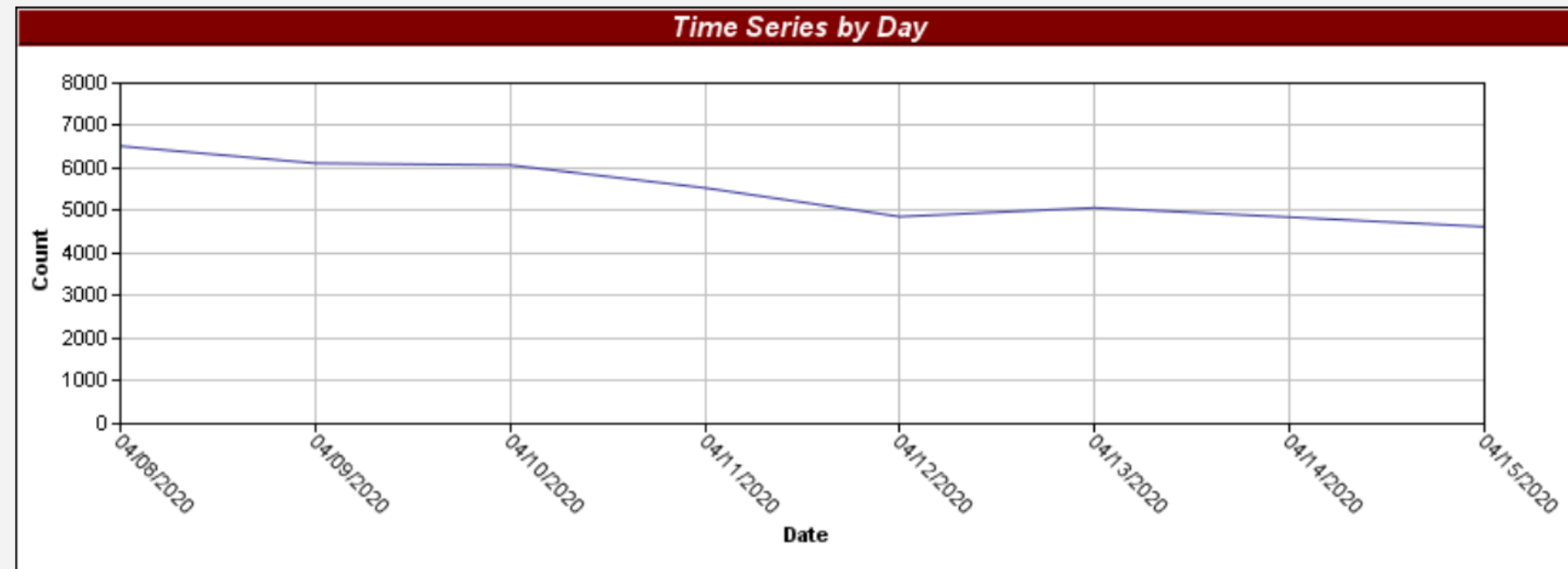
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- ▶ Since last week's PCC COVID-19 webinar

FirstWatch Covid-19 Combo Time Series

Graphs represent in queue, active or completed calls between the hours of 4/8/2020 and 4/15/2020 11:59:59 PM



Bigger Picture



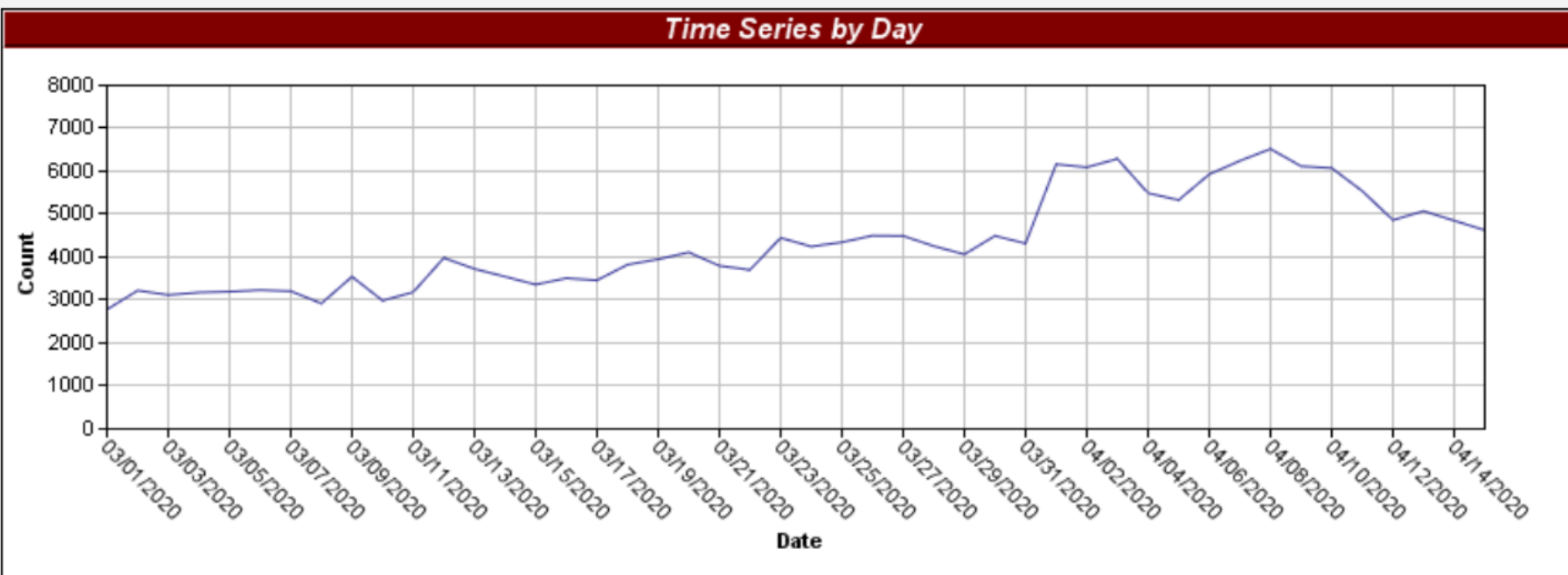
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► Since March 1st

FirstWatch Covid-19 Combo Time Series

Graphs represent in queue, active or completed calls between the hours of 3/1/2020 and 4/15/2020 11:59:59 PM

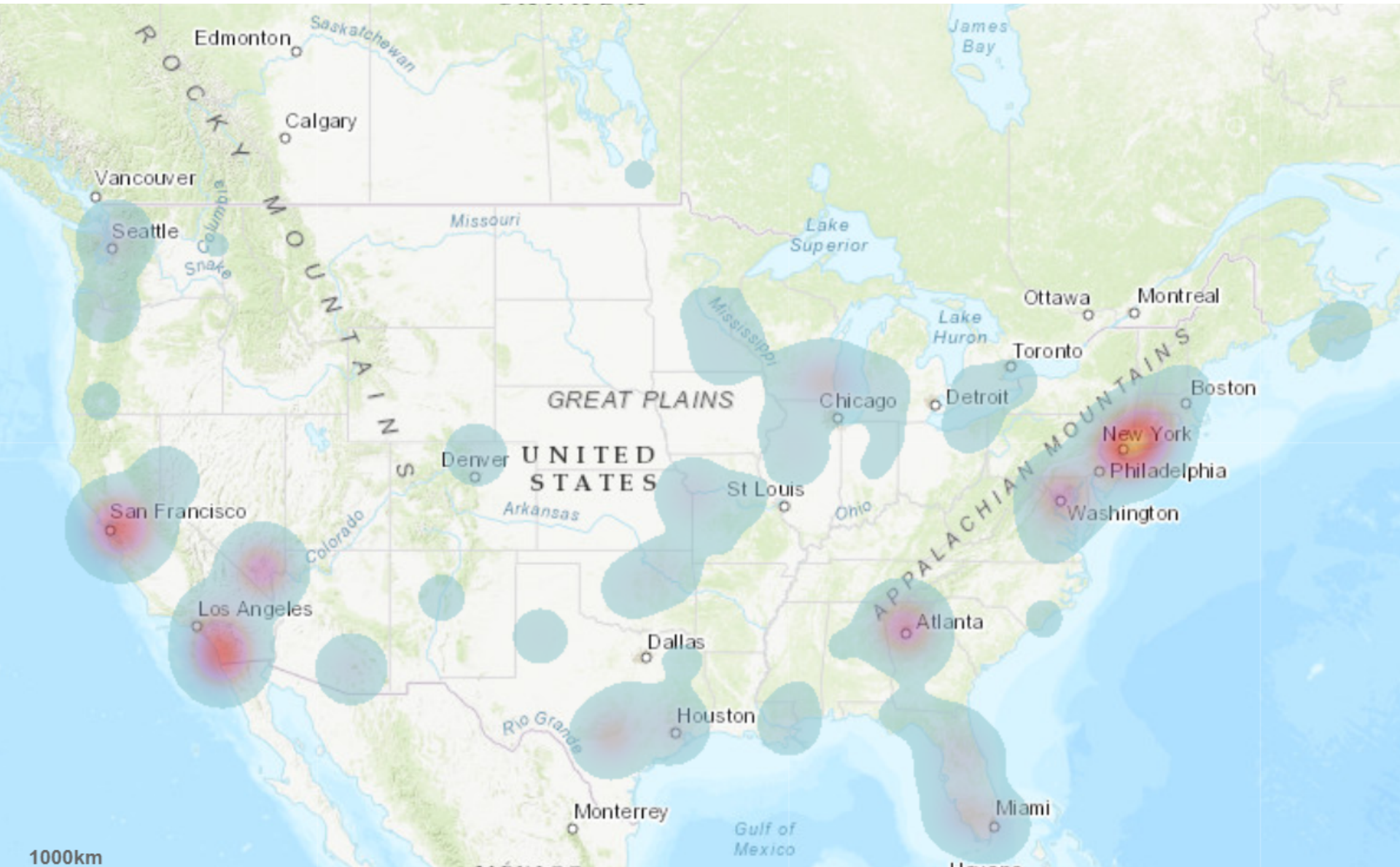


COVID-19 Surveillance



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National Conversation Facilitator:



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Darren Sandbeck, M.A, ACP, CHE
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Guest Speaker:



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Provincial Program Director, EMS
Office of Respectful Workplace,
Alberta Health Services

kathleen.fraser@ahs.ca



Supporting EMS Workforce During COVID-19

Kathleen Fraser, Provincial Program Director
EMS Office of Respectful Workplace
Alberta Health Service

Developing the Strategy

- What is the mandate of the work?
 - ❖ For our workforce to feel “cared for” – to believe that their psychological wellness and safety is important to the organization
- Who needs to be involved?
 - ❖ Bring all the organizational stakeholders together to coordinate supports
- What are the known issues?
 - ❖ Self-isolating, lack of family support, mental health, caregiving challenges, stress management, regular consistent communication
- How do we keep the strategy relevant?
 - ❖ Rapid environment scan, theming, seek feedback, be responsive

Strategic Goals

- Continuous assessment of workforce wellness challenges arising from COVID response
- Mitigate, where possible, workplace conflict, compassion fatigue, and burnout
- Facilitate workforce access to information and resources to increase feelings of community and support
- Ensure leadership has current consistent information on the supports available

Examples of Tactics

- Social Media Community Support
- Webinar Support Forums
- Rapid Environmental Scan
- Enhanced Peer Support Network
- Organizational Approach to COVID-19 Related Deaths in the Workplace
- Enhanced collaboration with Joint Workplace Health committees

“A team is not a group of people who work together. A team is a group of people who trust each other.” ~Simon Sinek

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COVID-19

A National EMS Conversation

► Objectives

- Identify common issues
- Offer/brainstorm solutions/suggestions
- Create a network for dialogue/information sharing
- Develop a Leadership support network
- Be brief, Be bright, Be gone – make initial connection here – take longer conversations off line.



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COVID-19

A National EMS Conversation

► Agenda

- Provincial Reports (Quick Snappers – 60 secs timed)
 - Name, Organization, Province
 - Two biggest challenges
 - Two biggest successes
- Themed Discussions from Provincial Reports plus
 - Protocol 36 & Other Patient Management Topics



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Q&A and Thank You

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Darren Sandbeck – Darren.Sandbeck@albertahealthservices.ca

Todd Stout – tstout@firstwatch.net

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