

- » 4500 EMPLOYEES
- » SENIOR LIVING LEADERS
- » MULTI-SITE NETWORK

Shannex HR deploys training and employee screening protocols to guarantee safety

As COVID-19 emerged across Canada, Shannex quickly prioritized safety for residents and employees. HR Director Kelley Hiltz-Cameron explains how the team tackled safety risks with training for PPE protocols, hand hygiene and new processes conducted through iTacit.

CHALLENGE

Shannex Human Resources Director, Kelley Hiltz-Cameron, shares that the safety of employees and residents was the top priority as COVID-19 spread around the world. In collaboration with the Director of Health, Safety and Wellness and the organization's Infection Control Specialist, her team was quick to identify education as a critical requirement. Front-line employees needed proper knowledge on the disease, how it spreads, what the screening protocols were, and top-up training regarding Personal Protective Equipment (PPE).

SOLUTION

All employees were provided with education on COVID-19, PPE, hand hygiene and social distancing. The HR team used iTacit to facilitate the training, using the solution's built-in LMS. Additional courses were targeted to specific employee roles as required.



RESULTS

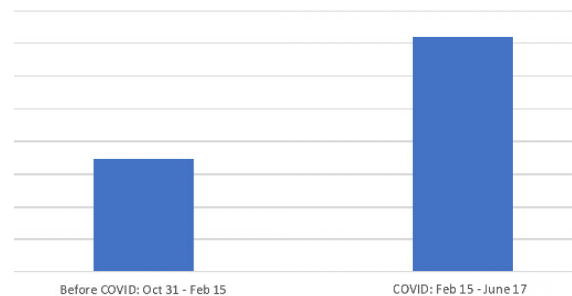
+ Rapid roll-out of education programs

All Shannex employees are required to complete an annual knowledge program on iTacit, as such, staff are accustomed to the software and app. Over 10,500 COVID-19 related course enrollments were facilitated in 4 months.

+ Transparency and engagement

In addition to training, a daily bulletin from the safety team updated employees and reinforced processes from training.

Course Completions, COVID-19



“ There are many wins from having online course content that can be accessed at anytime: a decreased need for in-person delivery, improved capacity to facilitate learning and even the ability to sign-up for and manage sessions.

This was invaluable during COVID-19.



Kelley Hiltz-Cameron
HR Director, Shannex

+5200
COVID-19 course
completions/ 4 mos

55%
Avg. completions

+5
COVID-19 courses

