

Program/Service Information Report

IPAC Hub Update

April 2025 - March 2026

To: Board of Health

Meeting Date: May 6, 2026

Report No.: **BH.01.MAY0626.C08**

Key Points

- The IPAC Hub provides infection prevention and control (IPAC) support to congregate living settings through education, coaching, outbreak response, and program development to strengthen capacity and reduce infection risk.
- The IPAC Hub delivered 1,831 services across 737 engagements to congregate living settings between April 2025 and March 2026, reflecting sustained demand for IPAC support.
- Congregate living settings are consistently requesting IPAC Hub support, indicating increased trust and growing system maturity in recognizing IPAC as a core operational priority.
- Services include education, coaching, program development, outbreak support, and audits, supporting both immediate needs and long-term IPAC capacity building within facilities.
- Most services were delivered remotely (86.8%), improving accessibility and enabling more efficient ways to support facilities across a large geographic area.
- IPAC Hub activities continue to strengthen outbreak preparedness and response, contributing to safer environments for vulnerable populations in congregate living settings.

Program Requirements

Compliance with OPHS and Accountability Indicators:

In compliance

Not in compliance. If not in compliance, provide additional information about the variance and how it will be addressed.

Highlights

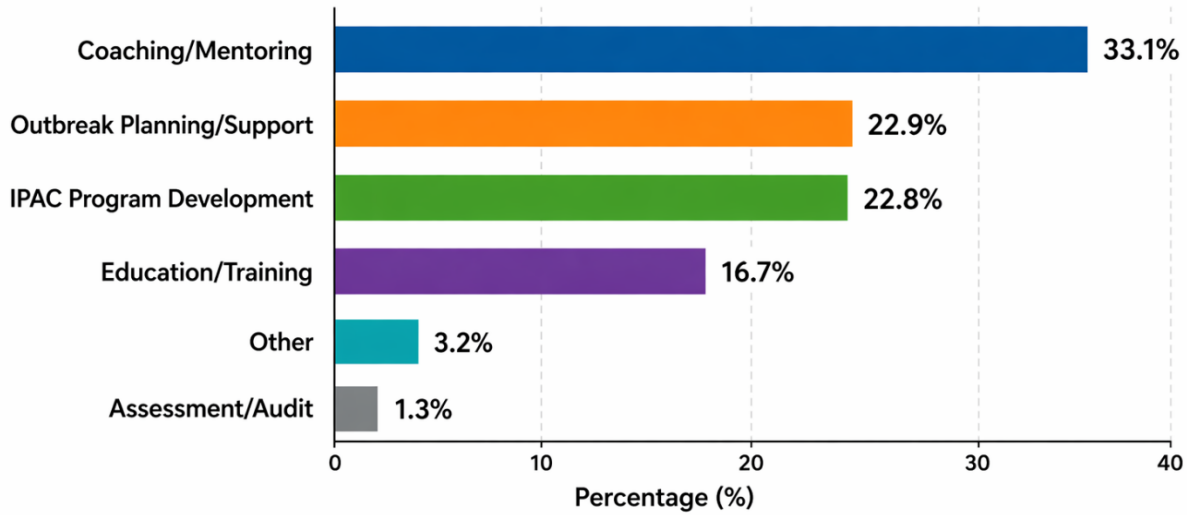
Established in 2020, the WDG IPAC Hub provides infection prevention and control (IPAC) supports, including outbreak prevention and response support, to congregate living settings across Wellington, Dufferin, and Guelph. The program was developed in response to COVID-19 and continues to strengthen IPAC capacity in settings serving vulnerable populations.

IPAC Hub Service Variety (2025-2026):

Between April 2025 and March 2026, the IPAC Hub engaged with congregate living settings on 737 occasions, often providing multiple services per engagement, for a total of 1,831 supportive services. Compared to the previous annual reporting period, the IPAC Hub saw a substantial increase in both the breadth and volume of support, with distinct topics nearly doubling and total services more than doubling. Figure 1 demonstrates the distribution among the types of services offered:

- **Education and Training:** Activities that provide targeted learning opportunities for IPAC leads, staff, and residents. This includes sessions, webinars, and demonstrations (e.g., personal protective equipment uses, hand hygiene) that reinforce core principles and support consistent, evidence-informed practice.
- **Coaching and Mentoring:** Ongoing, individualized support to strengthen IPAC leadership capacity. This may involve collaborative audits, guided implementation, or one-on-one consultation to support decision-making, build confidence and promote independent practice.
- **IPAC Program Development:** Assistance with establishing or refining structured IPAC programs. This includes developing policies, audit tools and implementation approaches that promote consistency and long-term sustainability within organizations.
- **Outbreak Planning and Support:** Targeted support for outbreak preparedness, response and follow-up. Engagement may occur during complex or high-risk outbreaks, as well as through proactive planning or post-outbreak reviews to enhance future readiness.
- **Assessment and Audit:** Collaborative, practice-based evaluations that identify gaps and opportunities for improvement. These may include on-site or virtual reviews of cleaning practices, PPE use and other IPAC measures with an emphasis on both compliance and learning.

Figure 1: IPAC Hub Service Distribution (%) for the 2025-2026 Reporting Year

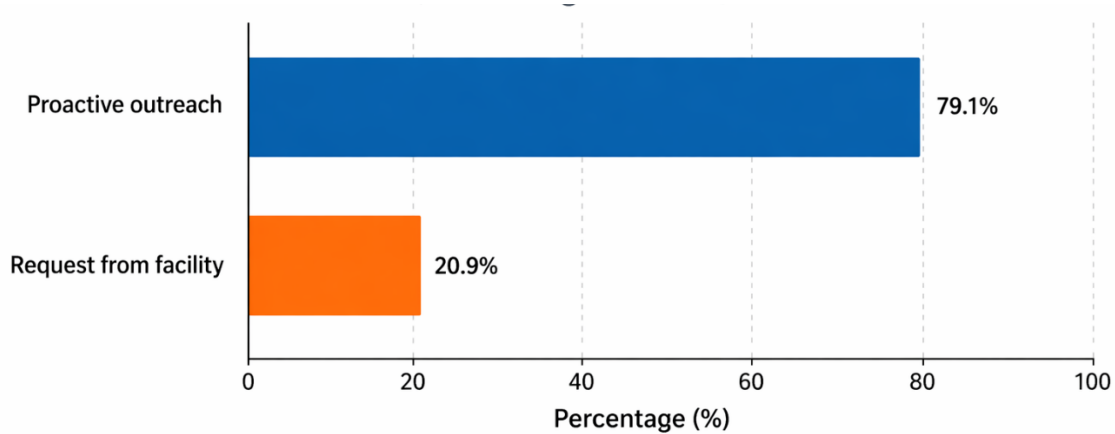


Focus Area	Coaching/ Mentoring	Outbreak Planning/Support	IPAC Program Development	Education/ Training	Other	Assessment/ Audit
Percentage (%)	33.1%	22.9%	22.8%	16.7%	3.2%	1.3%

IPAC Hub Service Delivery (2025-2026):

A notable trend during this reporting period (April 2025–March 2026) is the continued strengthening of relationships between the IPAC Hub and congregate living settings. While the majority of services were proactively initiated by WDG Public Health (see Figure 2), facilities continue to engage the Hub directly – particularly for urgent or complex needs. This reflects sustained trust in the Hub and recognition of the value of IPAC expertise alongside an increased capacity for proactive, Hub-led outreach to support early intervention and system readiness.

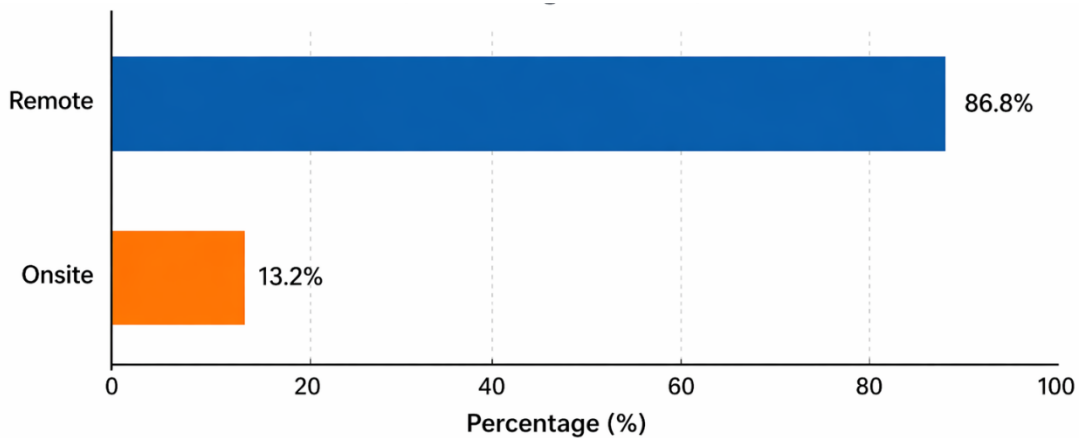
Figure 2: Distribution (%) of Service Initiation (2025-2026)



Source	Percentage (%)
Proactive outreach	79.1%
Request from facility	20.9%

Services were delivered both remotely and in person, depending on the nature of the request and facility needs. As displayed in *Figure 3*, the majority of services were provided remotely, improving accessibility and allowing the Hub to respond efficiently to a high volume of requests while accommodating the operational constraints of partners.

Figure 3: Distribution (%) of Service Delivery (2025-2026)



Delivery Method	Percentage (%)
Remote	86.8%
Onsite	13.2%

Key Areas of Support (2025–2026)

The majority of IPAC Hub support focused on outbreak management and preparedness, including outbreak control measures, testing, PPE and antiviral use. This was the most frequent area of engagement by a significant margin.

Additional high-demand topics included antibiotic-resistant organisms (e.g., Methicillin-resistant *Staphylococcus aureus*, and *Candida auris*), immunization and case management, and IPAC capacity-building initiatives such as the IPAC Champion Program and fall preparedness.

Ongoing support was also provided across core IPAC practices including routine practices and additional precautions, auditing, environmental cleaning and hand hygiene. Specialized or emerging issues (e.g., measles, Tuberculosis screening, construction-related IPAC considerations) were less frequently requested but still demonstrate the breadth of expertise required to support congregate living settings. This distribution reflects a dual role for the IPAC Hub: supporting immediate outbreak response while simultaneously building long-term prevention capacity within facilities.

Related Reports

No related reports.

Prepared By:	Shelby Leenders, Infection Control Manager
Approved By:	Paul Medeiros, Vice President, Health Protection and Emergency Preparedness
Submitted By:	Dr. Nicola J. Mercer, MD, MBA, MPH, FRCPC Medical Officer of Health & CEO
