



ShannexTM

» 4500 EMPLOYEES

» SENIOR LIVING LEADERS

» MULTI-SITE NETWORK

Shannex uses iTacit to deploy rapid operational response and combat COVID-19

Senior VP of Operations, Catherine MacPherson, explains how iTacit helped their corporate pandemic response team to scale efforts and connect 4500-plus employees with the latest information.

CHALLENGE

As a long-term care community facing the initial threat of COVID-19, Senior VP of Operations, Catherine MacPherson explains that the single biggest operational challenge for Shannex was preventing the virus from getting in the door, be it the front door for visitors or back door for staff. Mitigating the spread of infection was equally challenging.

SOLUTION

In response to COVID-19, Shannex stood up a pandemic response team and an emergency communication team, each implementing new protocols such as daily site check-ins and a daily bulletin. The team set the expectation that iTacit would be the primary channel for employees to check each day before coming to work.



RESULTS

+ Coordinated response capacity

Clear, honest and timely communication has kept Shannex's more than 4,500 team members informed and engaged as they work on the front lines to protect more than 4,300 residents in retirement living and long term care communities across Nova Scotia, New Brunswick and Ontario in response to COVID-19.

+ Enterprise connectivity

The Shannex community network extends across more than individual buildings. The iTacit desktop portal and employee app, branded Shannex Connects, is the organization's primary connection to employees. With this connectivity, employees can access available support, key information and get the answers to their questions.

+ Resident family communication

Shannex has initiated a pilot of iTacit Family which extends communication to resident friends and families which has been positively received.

“ The use of iTacit was a critical component of our COVID-19 response, It was imperative that every employee received correct information. In an employee base this large, information needs to be timely, not passed from one person to another – with a feedback loop built-in.



Catherine MacPherson
Senior Vice President, Operations

+5

COVID-19 courses

+11%

New conversations

72k

Total course completions/ 4mos

