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| Applies to: | New Health Care Support Workers (HCSWs) at Island Health. |
| Purpose: | To provide a list of activities HCSWs must complete as part of orientation to their new role. |

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| Before you start work at the Long-term Care Home.  1. Complete all online learning in the [Curriculum: Provincial Standard Health Care Support Worker Orientation Program](https://learninghub.phsa.ca/Courses/24230/curriculum-provincial-standard-health-care-support-worker-orientation-program). 2. Complete all learning in the [Additional Provincial Online Requirements/Safety Resources Checklist](https://wiki.cerner.com/download/attachments/2383981392/additional-provincial-online-requirements-safety-resources-checklist.docx?api=v2). 3. Complete the activities in this checklist with your assigned buddy/mentor, to ensure you can safely and effectively:    * Arrive at work.    * Find out about the residents and start making a plan.    * Prioritize your day.    * Complete handover.    * Report risks and issues. 4. Check off the items as you complete them. Once you have completed this checklist,    * Sign it (see the *Learner Declaration* section on the last page of this document).    * Hand the checklist in to your supervisor/CNE. |

| **Topic** |  | **Activities** | **Resources and Notes** |
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| **LTC Care home people, places and processes** | | | |
| Learning about the Long-term Care home | € | Take part in site tour |  |
| € | Locate the clean/dirty Utility Rooms |  |
| € | Locate dining room areas and supplies within |  |
| € | Locate the elevators and stairwells |  |
| € | Locate public washrooms |  |
| € | Locate unit wayfinding signage |  |
| € | Locate exterior video intercom access |  |
| € | Ask about night entry doors and lock-down times (e.g., at night) |  |
| € | Locate team offices, such as Manager, CNL, Social Worker |  |
| € | Locate therapy gyms and offices |  |
| € | Locate hairdressing salon |  |
| € | Locate recreation room and office |  |
| € | Locate telephone lists for staff and Peer Mentors |  |
| € | Find union, MSIP and education boards |  |
| € | Locate staff lockers and washrooms |  |
| € | Locate staff room and staff break areas |  |
| € | Locate the Care Centre (Nursing Station) |  |
| € | Participate in a Code White refresher drill |  |
| € | Participate in a Code Red fire drill |  |
| € | Locate nearest emergency exit(s) |  |
| € | Locate fire extinguishers, fire suppression and pull stations |  |
| € | Locate eyewash stations |  |
| € | Review the [Reporting](https://intranet.viha.ca/Pages/reporting.aspx) Intranet page (for reporting incidents) |  |
| € | Locate the *Disaster Plan* |  |
| Getting ready for your workday | € | Ensure you wear your [Photo I.D.](https://intranet.viha.ca/departments/secsys/Pages/photo_id.aspx) |  |
| € | Review [HCSW Limits and Conditions: Health Care Support Workers](https://connect.islandhealth.ca/depts/lps/hcsw-curriculum/ProductionLibrary/hcsw-limits-conditions-december-2020.docx?d=w456b113013904e8bab515fdf8def3f0c), if needed |  |
| € | Review [HCSW Role and Responsibilities: A Day in the Life of Residents Living in LTC](https://connect.islandhealth.ca/depts/lps/hcsw-curriculum/ProductionLibrary/hcsw-roles-responsibilities-day-life.docx?d=wc38129201aa246f7806446fdc4df45ab) |  |
| € | Discuss assigned residents with Peer Mentor; make a plan for your day |  |
| € | Participate in introductions to the care team |  |
| € | Know how to contact the Most Responsible Nurse |  |
| € | Sign in on the Daily Flowsheet (staffing) |  |
| € | Learn about communication devices used on your unit (e.g., Vocera) |  |
| € | Understand the reporting structure (Manager/CNL/Peer Mentor) |  |
| € | Review Island Health’s [Personal Appearance](https://intranet.viha.ca/pnp/pnpdocs/personal-appearance.pdf#search=personal%20appearance) policy |  |
| € | Attend team huddle |  |
| HR Support | € | Review [New Employee Resources](https://intranet.viha.ca/admin_resources/new_employees/Pages/default.aspx) |  |
| € | Review [Employee SelfService](https://intranet.viha.ca/EMPLOYEES/SELFSERVICE/Pages/default.aspx) |  |
| € | Discuss [Leave requests](https://intranet.viha.ca/departments/staffing/Pages/Forms.aspx) (vacations, etc.) with your leader; learn the proper way to fill out Leave Request forms |  |
| € | Learn the process for calling [Staff Scheduling](https://intranet.viha.ca/departments/staffing/Pages/default.aspx) if you are absent from work |  |
| Safety | € | Learn about the first aid station location, who to contact for first aid and how to report injuries |  |
| € | Review how to report safety concerns |  |
|  | € | Practice culturally safe interactions with staff and residents |  |
| **Resident- and family-centred care** | | | |
| Learning about the residents | € | Practice how to greet residents respectfully and warmly |  |
| € | Find your residents’ paper-based charts |  |
| € | Review how and when to redirect inquiries, when appropriate |  |
| € | Understand and model resident and family centred care |  |
| € | Review the Interprofessional Resident Plan of Care |  |
| € | Read the resident’s *My Story* or equivalent (Social History) |  |
| € | Review your residents’ scheduled, off-site appointments |  |
| Locate collaborative spaces | € | Locate group collaborative and entertainment spaces |  |
| € | Locate activation room |  |
| € | Understand visitor guidelines |  |
| **Resident and family safety** | | | |
|  | € | Recognize potential workplace hazards (e.g., violence, MSI, exposure to infectious agents) |  |
| € | Understand alerts for residents |  |
| € | Locate and review the Safety Communication Board |  |
| € | Review the Point-of-Care Risk Assessment |  |
| € | Locate PPE signage, holders and supplies |  |
| **Infection prevention and control** | | | |
|  | € | Follow the practice of checking in with the greeter upon entry to facililty |  |
| € | Locate handwashing stations (soap and water and/or alcohol-based hand rub) |  |
| € | Locate Personal Protective Equipment (PPE) and demonstrate proper PPE donning and doffing techniques |  |
| € | Locate Covid-19 physical distancing markers |  |
| € | Locate Contact Precaution & Droplet Precaution signs in the home |  |
| **Equipment and supplies** | | | |
|  | € | Locate supplies/stock/linen/brief storage areas |  |
| € | Find clean and dirty Utility Rooms |  |
| € | Locate tub rooms |  |
| € | Locate equipment sanitizers (Meiko) and extra blueware supplies |  |
| € | Find the recycle stations |  |

# Learner Declaration

I declare that I have completed the knowledge requirements as described in this guide.

*Date:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *Signature:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_