

Getting to Know My Site: Orientation Checklist Health Care Support Worker



Health Care Support Worker Curriculum

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.

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](#).
2. Complete all learning in the [Additional Provincial Online Requirements/Safety Resources Checklist](#).
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.

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Topic	Activities	Resources and Notes
LTC Care home people, places and processes		
Learning about the Long-term Care home	<input type="checkbox"/> Take part in site tour	
	<input type="checkbox"/> Locate the clean/dirty Utility Rooms	
	<input type="checkbox"/> Locate dining room areas and supplies within	
	<input type="checkbox"/> Locate the elevators and stairwells	
	<input type="checkbox"/> Locate public washrooms	
	<input type="checkbox"/> Locate unit wayfinding signage	
	<input type="checkbox"/> Locate exterior video intercom access	
	<input type="checkbox"/> Ask about night entry doors and lock-down times (e.g., at night)	
	<input type="checkbox"/> Locate team offices, such as Manager, CNL, Social Worker	
	<input type="checkbox"/> Locate therapy gyms and offices	
	<input type="checkbox"/> Locate hairdressing salon	
	<input type="checkbox"/> Locate recreation room and office	
	<input type="checkbox"/> Locate telephone lists for staff and Peer Mentors	
	<input type="checkbox"/> Find union, MSIP and education boards	
<input type="checkbox"/> Locate staff lockers and washrooms		

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Topic	Activities	Resources and Notes
	<input type="checkbox"/> Locate staff room and staff break areas	
	<input type="checkbox"/> Locate the Care Centre (Nursing Station)	
	<input type="checkbox"/> Participate in a Code White refresher drill	
	<input type="checkbox"/> Participate in a Code Red fire drill	
	<input type="checkbox"/> Locate nearest emergency exit(s)	
	<input type="checkbox"/> Locate fire extinguishers, fire suppression and pull stations	
	<input type="checkbox"/> Locate eyewash stations	
	<input type="checkbox"/> Review the Reporting Intranet page (for reporting incidents)	
	<input type="checkbox"/> Locate the <i>Disaster Plan</i>	
Getting ready for your workday	<input type="checkbox"/> Ensure you wear your Photo I.D.	
	<input type="checkbox"/> Review HCSW Limits and Conditions: Health Care Support Workers , if needed	
	<input type="checkbox"/> Review HCSW Role and Responsibilities: A Day in the Life of Residents Living in LTC	
	<input type="checkbox"/> Discuss assigned residents with Peer Mentor; make a plan for your day	
	<input type="checkbox"/> Participate in introductions to the care team	
	<input type="checkbox"/> Know how to contact the Most Responsible Nurse	

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Topic		Activities	Resources and Notes
	<input type="checkbox"/>	Sign in on the Daily Flowsheet (staffing)	
	<input type="checkbox"/>	Learn about communication devices used on your unit (e.g., Vocera)	
	<input type="checkbox"/>	Understand the reporting structure (Manager/CNL/Peer Mentor)	
	<input type="checkbox"/>	Review Island Health's Personal Appearance policy	
	<input type="checkbox"/>	Attend team huddle	
HR Support	<input type="checkbox"/>	Review New Employee Resources	
	<input type="checkbox"/>	Review Employee SelfService	
	<input type="checkbox"/>	Discuss Leave requests (vacations, etc.) with your leader; learn the proper way to fill out Leave Request forms	
	<input type="checkbox"/>	Learn the process for calling Staff Scheduling if you are absent from work	
Safety	<input type="checkbox"/>	Learn about the first aid station location, who to contact for first aid and how to report injuries	
	<input type="checkbox"/>	Review how to report safety concerns	
	<input type="checkbox"/>	Practice culturally safe interactions with staff and residents	

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Topic	Activities	Resources and Notes
Resident- and family-centred care		
Learning about the residents	<input type="checkbox"/> Practice how to greet residents respectfully and warmly	
	<input type="checkbox"/> Find your residents' paper-based charts	
	<input type="checkbox"/> Review how and when to redirect inquiries, when appropriate	
	<input type="checkbox"/> Understand and model resident and family centred care	
	<input type="checkbox"/> Review the Interprofessional Resident Plan of Care	
	<input type="checkbox"/> Read the resident's <i>My Story</i> or equivalent (Social History)	
	<input type="checkbox"/> Review your residents' scheduled, off-site appointments	
Locate collaborative spaces	<input type="checkbox"/> Locate group collaborative and entertainment spaces	
	<input type="checkbox"/> Locate activation room	
	<input type="checkbox"/> Understand visitor guidelines	
Resident and family safety		
	<input type="checkbox"/> Recognize potential workplace hazards (e.g., violence, MSI, exposure to infectious agents)	
	<input type="checkbox"/> Understand alerts for residents	
	<input type="checkbox"/> Locate and review the Safety Communication Board	
	<input type="checkbox"/> Review the Point-of-Care Risk Assessment	

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Topic		Activities	Resources and Notes
	<input type="checkbox"/>	Locate PPE signage, holders and supplies	
Infection prevention and control			
	<input type="checkbox"/>	Follow the practice of checking in with the greeter upon entry to facility	
	<input type="checkbox"/>	Locate handwashing stations (soap and water and/or alcohol-based hand rub)	
	<input type="checkbox"/>	Locate Personal Protective Equipment (PPE) and demonstrate proper PPE donning and doffing techniques	
	<input type="checkbox"/>	Locate Covid-19 physical distancing markers	
	<input type="checkbox"/>	Locate Contact Precaution & Droplet Precaution signs in the home	
Equipment and supplies			
	<input type="checkbox"/>	Locate supplies/stock/linen/brief storage areas	
	<input type="checkbox"/>	Find clean and dirty Utility Rooms	
	<input type="checkbox"/>	Locate tub rooms	
	<input type="checkbox"/>	Locate equipment sanitizers (Meiko) and extra blueware supplies	
	<input type="checkbox"/>	Find the recycle stations	

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Learner Declaration

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

Date: _____

Signature: _____