



Health Care Support Worker Peer Mentorship Guide

“The greatest good you can do for another is not just to share your riches but to reveal to him his own.”

Benjamin Disraeli

Congratulations!

You have reached the part of your Health Care Support Worker (HCSW) Orientation where you will learn and practice your role and responsibilities. During your mentorship, you will be pair with a skilled Peer Mentor who will help you get the necessary knowledge and experiences successfully meet the Long-term Care standards and requirements.

About This Guide

This guide is a roadmap for learners and mentors to follow as they navigate through orientation. It outlines learner and mentor responsibilities in the following categories:

- Facility lay-out
- Communication
- Resident and family-centered care
- Creating a culturally safe environment for both residents and staff
- Resident and family safety
- Infection prevention and control
- Equipment and supplies

How to Use this Guide

Work through this guide with your peer mentor during your orientation shifts and your first scheduled shifts.

As you go through this guide, reflect on the requirements of each category and write down your strengths and the areas that you need to strengthen. This will allow you to pinpoint your learning needs.

Consult with your Peer Mentor on areas you will need step-by-step instruction and/or coaching. Much of this learning is self-directed but there is always someone who can instruct and guide you with areas of concern. Take time to debrief with your mentor, to explore your learning experience daily and as needed.

At the end of your orientation period, sign this guide (on the last page) and submit a copy to your Clinical Nurse Leader. Retain a copy for yourself to refer back to, should you need it.

Learner Responsibilities

You are responsible for your own learning, in collaboration with your Peer Mentor.

You show initiative by:

- ❖ Applying the program-wide policies, guidelines, procedures and best practice principles.
- ❖ Effectively communicating any additional help you may need.
- ❖ Completing this Peer Mentorship Guide in a timely manner.
- ❖ Adjusting your goals based on your own self-reflection and the feedback you receive.
- ❖ Seeking additional information and resources, as needed.
- ❖ Recognizing your knowledge, skills and abilities within your scope of practice, and comparing them to what you need to know, for a fulfilling connection with residents and their families.
- ❖ Being accountable for the quality of care you provide.
- ❖ Seeking feedback.

The relationship with your mentor does not end once you have completed your orientation. Consider your Peer Mentor someone you may ask for guidance at any time.

Peer Mentor Responsibilities

You are responsible for the collaborative guidance and support of the new learner.

An effective Peer Mentor:

- ❖ Draws on adult learning principles.
- ❖ Uses respectful communication.
- ❖ Coaches and guides.
- ❖ Practices critical thinking skills.
- ❖ Reflects on practice to guide learning.
- ❖ Supports and encourages.
- ❖ Empowers learners to identify their own needs and goals.
- ❖ Allows time to debrief and respond to questions as required.
- ❖ Provides honest feedback about what went well and what may need to be strengthened.

Your guidance will not only provide support for learning, it is a good time to reflect on your own strengths and abilities.

Your Peer Mentor role will continue to support the new learner in their practice, on their request, after the orientation period has ended. Thank you for supporting your colleagues during their orientation.

1 FACILITY LAY OUT

Refer to the *Getting to know My Unit: Orientation Checklist* to learn about people, places and processes.

Learner Responsibilities

As you work through your orientation with your Peer Mentor, check off the actions as you find and learn them.

You show initiative by:

- Introducing yourself to residents and family and other team members, and learning about their roles.
- Identifying where to locate the documents and tools for your role.
- Identifying competencies that require demonstration of practice or supervision.
- Being accountable for the quality of care you provide.

Recognize your knowledge, skills and abilities within your role, and compare them to what you need to know for the safe, supportive care of residents.

Mentor Responsibilities

Welcome and introduce the learner to residents and healthcare team members. Allow time for the learner to review the *Peer Mentorship Guide*. Provide a tour with the learner.

Consider:

- Which competencies need 1:1 demonstration and practice.
- Which competencies have been met and can be performed safely.

Learner and Peer Mentor debriefing conversation tips, to explore the learner’s experience daily and as needed:

1. Can you share a couple of words about how you are feeling?
2. What went well (explore the competencies met and those that need strengthening)?
3. What are your key take-away learnings?

Reflection

Learner’s strengths:

Areas that need to be strengthened:

2 COMMUNICATION

Learner Responsibilities

Team communication is crucial when caring for residents.

You show initiative by:

- Communicating your questions and concerns to your Peer Mentor
- Consulting with healthcare team members.
- Learning methods of communicating confidentially.
- Learning about safety communication tools and devices.

Mentor Responsibilities

Allow time for the learner to:

- Review the Communication Safety Board for alerts.
- Review the Violence Behavioural Assessment Considerations Tool (VBACT).
- Review how to complete a PSLS entry.
- Review staff communication tools (e.g., walkie talkie, pagers) and telephone use (dialing “9” for external lines).
- Demonstrate verbal reporting, by describing unsafe conditions (e.g., resident responsive behaviours, resident falls, and pain and skin damage).
- Review resident call bells and alarms.

Learner and Peer Mentor debriefing conversation tips, to explore the learner’s experience daily and as needed:

1. Can you share a couple of words about how you are feeling?
2. What went well (explore the competencies met and those that need strengthening)?
3. What are your key take-away learnings?

Reflection

Learner’s strengths:

Areas that need to be strengthened:

3 RESIDENT AND FAMILY-CENTRED CARE

Learner Responsibilities

Connecting with residents is an important part of your role. Show respect for others by humbly recognizing that you are a learner when it comes to understanding the resident's wishes and preferences.

You show initiative by:

- Introducing yourself and your role to residents and family.
- Promoting person-/family-centred care.
- Respecting the resident's individual social and cultural identity.
- Seeking to understand what matters to the resident.
- Helping the resident with activities that matters to them, under the direction of the Activity Worker/Rehab Assistant.
- Including the resident and their family in decisions.
- Respecting resident and resident family choices.
- Supporting resident safety and independence.
- Offering support, guidance and compassion.
- Practice a culturally safe environment.

Mentor Responsibilities

Allow time for the Learner to:

- Review the *Resident Bill of Rights*.
- Review the *Resident Social History*.
- Review roles of healthcare team members.
- Meet with the Recreation Therapist (RT)/Activity Worker (AW) Supervisor.
- Consult with the AW Supervisor or RT for the list of resident Virtual Visits and the Activity Calendar.
- Under the direction of the AW/Rehab Assistant, provide items for the resident to engage with.
- Review beverage and snack rounds.
- Review meal delivery.
- Promote and encourage cultural safety awareness.

Learner and Peer Mentor debriefing conversation tips, to explore the learner's experience daily and as needed:

1. Can you share a couple of words about how you are feeling?
2. What went well? Explore the competencies met and those that need strengthening.
3. What are your key take-away learnings?

Reflection

Learner's strengths:

Areas that need to be strengthened:

4 RESIDENT AND FAMILY SAFETY

Learner Responsibilities

Everyone has a responsibility to contribute to a culture of safety. With effective communication and teamwork, we create an awareness of safety risks.

You show initiative by:

- Reviewing the Safety Communication Board at the beginning of each shift.
- Participating in the VBACT review.
- Completing the *Point-of-Care Risk Assessment* during every resident encounter.

Mentor Responsibilities

Allow time for the learner to:

- Review the Fire Plan ([Emergency Codes](#))
- Review the [VBAC Form](#) (Safety Hub)
- Review [Point of Care Risk Assessment](#)
- Review steps for contacting security/police ([Code White Emergency Codes](#))

Learner and Peer Mentor debriefing conversation tips, to explore the learner's experience daily and as needed:

1. Can you share a couple of words about how you are feeling?
2. What went well (explore the competencies met and those that need strengthening)?

Reflection

Learner's strengths:

Areas that need to be strengthened:

5 INFECTION PREVENTION AND CONTROL

Learner Responsibilities

Everyone is responsible for following Infection Prevention and Control practices.

You show initiative by:

- Wearing a medical-grade mask, meticulous hand hygiene, and maintaining social distancing unless providing 1:1 resident activities.
- Avoiding entering resident rooms under isolation
- Helping care providers set up isolation procedures.

Mentor Responsibilities

Allow time for the learner to:

- Review the LTC COVID-19 resources on your *Safety Learning Requirements Checklist* to learn more about the COVID-19 LTC protocols and Personal Protective Equipment (medical mask, hand hygiene, social distancing unless providing 1:1 support).
- Review infection control precaution signage.
- Demonstrate and practice vacant bed linen changes.
- Demonstrate and practice donning and doffing Personal Protective Equipment – medical mask, hand hygiene, and social distancing.
- Review the process for cleaning and transporting soiled wheelchairs, as required.

Learner and Peer Mentor debriefing conversation tips, to explore the learner's experience daily and as needed:

1. Can you share a couple of words about how you are feeling?
2. What went well (explore the competencies met and those that need strengthening)?
3. What are your key take-away learnings?

Reflection

Learner's strengths:

Areas that need to be strengthened:

6 EQUIPMENT AND SUPPLIES

Learner Responsibilities

Your role plays an important part in supporting the resident and care team members in having the equipment and resources available when needed.

You show initiative by:

- Stocking and resupplying equipment (e.g., linen carts, PPE holders, blanket warmers, etc.)
- Set up communication devices for resident virtual visits (electronic tablets, phones)

Mentor Responsibilities

Allow time for the learner to:

- Review the location of equipment and supplies.

Consider:

- Training on techniques and use of equipment sanitizer.

Learner and Peer Mentor debriefing conversation tips, to explore the learner's experience daily and as needed:

1. Can you share a couple of words about how you are feeling?
2. What went well? Explore the competencies met and those that need strengthening.
3. What are your key take-away learnings?

Reflection

Learner's strengths:

Areas that need to be strengthened:

Resources

1. Cultural Safety
https://intranet.viha.ca/admin_resources/viha_and_you/cultural/Pages/default.aspx
2. LGBTQ2+ Seniors
https://intranet.viha.ca/admin_resources/viha_and_you/lgbtq2-support/Pages/LGBTQ2+-Seniors.aspx
3. Point-of-Care Risk Assessment
<https://intranet.viha.ca/safety/Documents/point-care-risk-assessment-pcra.pdf#search=point%20of%20care%20risk%20assessment>
4. COVID-19: Care Provider & Staff Best Practices in Long-term Care & Congregate Living
<https://intranet.viha.ca/covid-19/Documents/covid-19-care-provider-staff-best-practices-long-term-care-congregate-living.pdf>
5. Infection Control Precaution Signage Printed Material
https://intranet.viha.ca/departments/infection_prevention/resources/Pages/ipc_printed_materials.aspx
6. Non-critical Medical Devices and Information Management/Information Technology Equipment Cleaning and Disinfection
<https://intranet.viha.ca/pnp/pnpdocs/non-critical-medical-devices-information-management-technology-equipment-cleaning-disinfection.pdf>
7. Code of Conduct
https://intranet.viha.ca/admin_resources/viha_and_you/Pages/conduct.aspx

Learner Declaration

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

Date: _____

Learner's signature: _____

Date of Shift	Unit/Facility	Mentor	Notes