Student Handbook

A guide for post-graduate students beginning study terms at BCHS, and their instructors
## Welcome to the Brant Community Healthcare System (BCHS)

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Welcome to the Brant Community Healthcare System

We are known for our excellent patient care, efficient services and friendly atmosphere.

In 1999, as part of the ongoing efforts in healthcare restructuring, The Willett Hospital in Paris and the Brantford General Hospital became the first two partners in The Brant Community Healthcare System, a community-wide system that supports the improvement of programs and services provided through the two facilities.

With a total of 350 beds, the BCHS is an affiliated teaching site of McMaster University Michael G. DeGroote School of Medicine.

Brantford General Hospital is a regional acute health centre and the Willett site provides urgent care and community outreach programs.

The Brantford General provides all of the City of Brantford and Brant County's specialty programs and services for our 120,000+ residents. Over the last five years $80 million has been invested in improvements to the hospital.

We are the regional centre for Paediatrics, Mental Health, Obstetrics, Gynaecology, CT Scanning, Critical Care, Surgical Services, Ambulatory Care and Emergency Medicine. We are also the site of the Brant Community Cancer Clinic and the S.C. Johnson Dialysis Clinic for patients throughout Brant County and Haldimand-Norfolk.

We have more than 175 physicians and 26 members of the Department of Dentistry using the facilities. In addition, 1,282 highly trained employees work at the Brantford General site.

The Willett site has been meeting the health care needs of the residents of Paris, Ontario and surrounding rural areas since 1922 and is now part of the Brant Community Healthcare System.

Due to the rationalizing of medical services throughout the area, the Willett is expanding its programs to become a multi-service health care centre. There is a daily Urgent Care Department as well as a state-of-the-art Diagnostic Imaging Service. The hospital also provides a full range of recreation, occupational and physiotherapy services on an outpatient basis. A number of counseling services are also provided.

In a unique role, The Willett serves our 'natural community,' which includes all of Brant County, the Six Nations territory and some areas of the surrounding townships in Oxford County and the Regional Municipality of Waterloo.

Some of the community health services at The Willett include Volunteer Drivers, a teen Odd Job Squad for seniors, fitness classes and health and wellness education activities.
Welcome message from BCHS CEO Jim Hornell

“We cannot become what we need to be by remaining what we are.” Max De Pree, Leadership is an Art (1989)

Learning is about change as a result of finding new perspectives from people you meet and the experiences you have.

BCHS is a successful, complex and busy environment. Thanks for joining us and be sure to engage and be involved. Enjoy your learning, meeting our people and being part of our demanding world.

Remember, “there are some things learned best in the calm, and others in a storm.”

Hopefully you will find both and thrive as a result.

Welcome aboard!
On your first day...

On your first day, go to Human Resources (E Wing, 4th Floor) to sign a confidentiality agreement and receive a BCHS student ID badge ($20 deposit required).

If your placement is more than 250 hours in length, you'll need to attend the BCHS General Orientation program, which is offered in a full-day session in the Boardroom every two or three weeks.

Topics covered include Emergency Codes, WHMIS, Health & Safety, Patient Safety, Infection Control, Customer Service and a tour. To ensure registration, please contact ext. 2347.

Your student placement coordinator will confirm your training schedule.

Student Coordinators at BCHS

Physician
Alainna Corner ext. 2205
Administration Building H

Nursing
Gale McArthur ext. 2270
Patient Services
A Wing Level 1

Allied Health
Brittany Timothy ext. 2235
Human Resources Generalist
E Wing Level 4

High School Coop
Helen Leonhardt ext. 2592
Coordinator, Volunteer Services
A Wing Level 1

ORIENTATION CHECKLIST

For students:

- Complete e-learning courses within first 30 days of placement
- Report to Human Resources (E Wing, Level 4) to get your ID badge, sign a Confidentiality Agreement and arrange for a parking pass. If required
- Contact your preceptor or supervisor for an initial meeting
- Attend BCHS General Orientation (placements of 250 hours or more)
- Complete pre-placement health screening, if required, through Organizational Health
- Contact your student co-ordinator to get a copy of the required WSIB Forms
- PCS and BMV training, if required
- Order Entry training, if required
- Glucose meter training, if required

For nursing instructors:

- Complete e-learning courses within first 30 days of role
- Report to Human Resources (E Wing, Level 4) to get your ID Badge, sign a Confidentiality Agreement and arrange for a parking pass, if required
- All new instructors must attend the General Orientation Day, and update as required
- Arrange for a PCS and BMV Training update
- Contact Nursing Student Co-ordinator Gale McArthur at ext. 2270 to book classrooms for post-conference; IT Training Lab space; to submit a list of students for passwords; and for information about lockers/change rooms
A Wing
Level 8
Asthma Clinic (Puffer Club)
Level 2
Chapel
Pastoral Care
Level 1
Tim Horton’s
Gifts Plus
Cashier
Volunteer Lounge
Patient Services
Dialysis Clinic
BCHS Foundation
Main
Health Records
Environmental Services
Organizational Health
Xerox Document Source

B Wing
Level 8
Paediatrics
Level 7
Medical A
Level 6
Medical B
Level 5
Surgical
Level 4
Labour & Delivery
Level 3
Obstetrics
Constant Care Nursery
Inpatient Rehabilitation
Level 2
Emergency Department
Discharge Planning
Level 1
Lower Level 1
Lower Level 2

Orthopaedic Clinic
Level 7
Level 6
Level 5
Level 4
Level 3
Level 2
Level 1
Main

C Wing
Level 7
Palliative Care
Laboratory
Medical Cardiology
Medically Complex
Reactivation
Emergency
Cafeteria

D Wing
Level 7
Critical Care
HVAC
Rehab Health
Diagnostic Imaging
Ambulatory Care
Oncology Clinic
Pre-op Clinic
Cardiac Diagnostics
Patient Registration
Business Cashier
Tim Horton’s
Lower Level 1
Operating Rooms
Day Surgery
Post Anaesthetic Care Unit
Lower Level 2
Stores/Receiving

Medical Device Reprocessing
Mortuary

E Wing
Level 5
Financial Services
Level 4
Human Resources
Dr. Dickson
Level 3
Orthopaedic Surgeons
Level 2
Speech Pathology
Information Technology
Organizational Development
Level 1
Main
Community Mental Health
Women’s Health Clinic
Diabetes Education Centre
Outpatient Nutrition
Lower Level 1
Mental Health
Lower Level 2
Psychiatrist Offices
Lower Level 3
Boardroom
Materials Management
Home Oxygen
Kiwanis Lifeline

H Wing
Level 2
Administration Offices
Level 1
Public Affairs
Main
Engineering & Maintenance
The Willett Site of the Brant Community Healthcare System is located at 238 Grand River St. North in Paris, Ontario.

The hours of access at The Willett are Monday to Friday 1000 to 2130 pm and Saturday and Sunday 1000 to 1730 for Urgent Care; Monday to Friday 0900 to 2130 and weekends and holidays 1030 to 1730 for the X-Ray Department; Monday to Friday 0800 to 2200 for the Ultrasound Department; and Monday to Friday 0800 to 2200 and Saturday and Sunday 1000 to 1800 for the remainder of the services housed at the site.

Services provided by BCHS at The Willett Site

**Urgent Care**
On-site physicians supported by other caregivers meet the urgent needs of our community’s residents

**Diagnostic Imaging**
Services including general radiography (x-ray) and ultrasound imaging by physician referral

**Geriatric Assessment**
Screening that looks at a person’s physical, social, cognitive, emotional and environmental needs and abilities

**Nutrition Counseling**
Individual and group sessions with a Registered Dietitian focusing on medical conditions including heart health, weight management, hypertension, etc.

**Diabetes Outreach**
An RN and Dietitian team provide disease management support for people with diabetes and their families

**Outpatient Physiotherapy**
Acute, short-term, goal oriented physiotherapy and kinesiology services for those who do not have any extended health care benefits

**Paediatric Puffer Club**
A Certified Asthma Educator assists families in understanding asthma signs and symptoms, medications and environmental controls, as well as how to use an asthma action plan for children

**Driver’s Assessment**
Individuals who have been ill, suffered an injury or a disability, can have a comprehensive, professional evaluation of driving skills, which meets the regulations of the Ontario Highway Traffic Act

**Secondary Stroke Prevention Clinic**
This specialized clinic provides timely assessments, rapid access to diagnostic tests and education about stroke prevention

**Volunteer Services**
The BCHS has an active volunteer program with a variety of opportunities both in the Willett and in the community

**Well-being Teams**
Well-Being Teams are made up of local volunteers that bring together people, ideas and resources. The teams plan and host various health promotion programs and wellness seminars in various areas of Brant County.

Other services housed at the Willett Site

**Paediatric Cardiology Clinic**
Dr. Roxanne Walker provides assessment and follow-up care to Paediatric patients referred from McMaster University Medical Centre

**Massage Therapy & Acupuncture**
Registered Massage Therapy, Certified Acupuncturist and Hot Stone Massage available in a relaxing and healing environment

**Clinical Counselling**
Dr. Chris Lane, Clinical Psychologist, provides assessment, psychotherapy, sport psychology for children, teens, adults and families

**Plastics/Procedures**
A clinic for minor procedures provided by Dr. Lac

**Eating Disorders Clinic**
Eating Disorders Services of Brant provides supportive counselling for those suffering with eating disorder issues

**MoHTLC Health Cards**
This Ministry of Health and Long Term Care service is for people with scheduled appointments to have OHIP cards prepared

**TOPS (Taking Off Pounds Sensibly)**
TOPS meets every Tuesday evening for mutual support and information sharing related to weight loss and healthy lifestyles

**CML Healthcare Laboratory**
ECG, bloodwork, urine testing, pulmonary function tests

**Allergy Clinic**
Specialized treatment for those with asthma, food and drug allergies, dermatitis, etc., provided by Dr. Susan Waserman

**Hearing Clinic**
Free Hearing Assessment - Hearing aid dispensing, fitting, adjustments, repairs, batteries, ear molds and accessories

**ARTC Satellite**
The Adult Recreation and Therapy Centre offers social, recreational and therapeutic activities for individuals with compromised health such as Stroke, Parkinson Disease, Multiple Sclerosis or early Alzheimer disease

**Aphasia Program**
Supportive, small conversation groups. Fun and social setting for individuals with aphasia to improve conversation skills and confidence

**Children’s Aid Society**
The CAS provides child protection services counselling, education and supports to parents and children in the community.
**PARKING**

Parking is available in any of the BCHS parking lots; please save the parking garage for patients. The **daily charge is $6**, and the parking meters will take loonies and twonies. You can also purchase a monthly parking pass for $40 at Human Resources.

**ATM MACHINES**

ATM machines are located in the lobby of A Wing, Level 1 and D Wing, Main Level. A fee for each transaction is donated to the BCHS Foundation.

**REFRESHMENTS**

The Brantford General site has two Tim Hortons® for staff, volunteers, students, patients, and visitors. **Tim’s One** is located in the A Wing Main Entrance and is open 7 days a week from 0630-2230h. **Tim’s Two** is located in the D Wing Entrance and is open weekdays until 3 pm. **Café on Main** is a large eat-in cafeteria located on C Wing, Level Main, and is open weekdays from 8 am to 1:30, with 24-hour access to seating, vending machines, and microwaves.

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### BCHS TELEPHONE DIRECTORY

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<tr>
<th>Department</th>
<th>Phone</th>
<th>Ext.</th>
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</thead>
<tbody>
<tr>
<td><strong>BCHS General Line</strong></td>
<td>519-751-5544</td>
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<tr>
<td>WILLETT Reception</td>
<td>519-442-2251</td>
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<tr>
<td><strong>ADMINISTRATION</strong></td>
<td></td>
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<tr>
<td>President &amp; CEO</td>
<td>Ext. 5500</td>
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<tr>
<td>Chief of Staff</td>
<td>Ext. 2204</td>
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<tr>
<td>VP Corporate Services / CFO</td>
<td>Ext. 5889</td>
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<tr>
<td>VP Patient Services</td>
<td>Ext. 5555</td>
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<tr>
<td>VP Resources &amp; Development</td>
<td>Ext. 5540</td>
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<tr>
<td><strong>DIRECTORS</strong></td>
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<tr>
<td>Performance Excellence</td>
<td>Ext. 2391</td>
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<td>BCHS Foundation</td>
<td>Ext. 5509</td>
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<td>Public Affairs</td>
<td>Ext. 4214</td>
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<td>Information Technology / CIO</td>
<td>Ext. 5535</td>
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<td>Facilities Planning &amp; Redevelopment</td>
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<td>Supply Chain</td>
<td>Ext. 5516</td>
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<td>Medical Services</td>
<td>Ext. 2323</td>
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<td>Pharmacy</td>
<td>Ext. 2385</td>
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<td>Special Programs</td>
<td>Ext. 4359</td>
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<td>Surgical Services</td>
<td>Ext. 2308</td>
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<td>Finance/Decision Support</td>
<td>Ext. 4502</td>
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<tr>
<td>Mental Health/CCC/Palliative</td>
<td>Ext. 2335</td>
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<tr>
<td>Diagnostic Imaging/Laboratory</td>
<td>Ext. 2451</td>
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<tr>
<td>Nursing and Professional Practice</td>
<td>Ext. 2799</td>
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<tr>
<td>Emergency</td>
<td>Ext. 2618</td>
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<td><strong>DEPARTMENTS</strong></td>
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<tr>
<td>Ambulatory Care</td>
<td>Ext. 4211</td>
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<td>CCC (Level C4)</td>
<td>Ext. 2794</td>
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<td>CCC/Palliative Care (Level C7)</td>
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<td><strong>CCC/Reactivation (Level C2)</strong></td>
<td>Ext. 2585</td>
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<td>Constant Care Nursery</td>
<td>Ext. 5522</td>
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<td>Critical Care (D5)</td>
<td>Ext. 5501</td>
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<td>Decision Support/Health Information</td>
<td>Ext. 2556</td>
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<td>Diagnostic Imaging</td>
<td>Ext. 2771</td>
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<td>Dialysis</td>
<td>Ext. 5586</td>
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<td>Emergency</td>
<td>Ext. 5507</td>
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<td>Health Records</td>
<td>Ext. 5513</td>
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<td>Human Resources</td>
<td>Ext. 2235</td>
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<tr>
<td>Infection Prevention &amp; Control</td>
<td>Ext. 5432</td>
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<td>Inpatient Rehab</td>
<td>Ext. 2515</td>
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<tr>
<td>Lab - Main Office</td>
<td>Ext. 2440</td>
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<tr>
<td>Maternity</td>
<td>Ext. 2348</td>
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<td>Medical 7A</td>
<td>Ext. 2366</td>
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<td>Medical B6</td>
<td>Ext. 2630</td>
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<td>Medical C5</td>
<td>Ext. 2568</td>
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<tr>
<td>Mental Health &amp; Addiction Services</td>
<td>Ext. 2425</td>
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<tr>
<td>Organizational Health</td>
<td>Ext. 2248</td>
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<td>Organizational Development</td>
<td>Ext. 2325</td>
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<tr>
<td>Ortho Clinic</td>
<td>Ext. 2500</td>
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<tr>
<td>PACU</td>
<td>Ext. 2322</td>
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<tr>
<td>Paediatrics</td>
<td>Ext. 2380</td>
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<tr>
<td>Patient Flow &amp; Access</td>
<td>Ext. 2680</td>
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<tr>
<td>Surgical 5</td>
<td>Ext. 2310</td>
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<tr>
<td>Volunteer Services</td>
<td>Ext. 2276</td>
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<td><strong>MISCELLANEOUS</strong></td>
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<tr>
<td>Emergency Code line</td>
<td>Ext. 3</td>
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<tr>
<td>IT Help Desk</td>
<td>Ext. 4357</td>
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<tr>
<td>HURT Injury Reporting Line</td>
<td>Ext. 4878</td>
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</tbody>
</table>
The BCHS Health Sciences Library is located in C-Wing on the first floor of the Brantford General Hospital (Room C1.662). The library supports the learning, research and patient care activities of the clinicians, staff and affiliated students of the BCHS. The Library provides access to knowledge-based resources in print and electronic formats, including books, journals and health databases. The Library’s collection, covering medicine, nursing, the allied health fields, hospital administration and patient care, supports the programs that are offered at the BCHS. Access to the Library is possible on a 24-hour basis; show your staff badge at Switchboard to sign out the key.

Volunteer Services

Brant Community Healthcare System has an excellent reputation for providing volunteers with a range of challenging and rewarding volunteer opportunities. Volunteers complement the services of our staff, and can have a positive effect on quality of worklife. The Volunteer Services Department is responsible for the recruitment, interviewing, screening, orientation, evaluation and appropriately placement of volunteers in a volunteer service. The departments utilizing our volunteers are responsible for departmental training, ongoing support and ensuring that our volunteers are given meaningful tasks. When a volunteer feels a part of the team, they will continue to support the team. Volunteer roles are clearly defined in the Volunteer Service Description. The Volunteer Service Description is developed in collaboration with Volunteer Services and the department where the volunteer is being placed. Human Resources approves all service descriptions to ensure that the volunteer role is suitable.

BCHS Volunteer Association

On April 1, 2009, The Brantford General Hospital Volunteer Association and The Willett Volunteer Association amalgamated to form the BCHS Volunteer Association. The volunteer association’s mission is to support and enhance the BCHS mission and help provide resources (financial and service) to improve the healthcare of our community. The volunteer association raises funds for our system in a variety of ways including Nevada Ticket sales, raffles, tag days, games days, barbecues and book sales, and our Gift Shop and Gift Shop kiosk. Staff and volunteers are invited to support the volunteer association by participating in their fundraising endeavors. The volunteer association offers staff and volunteers a 15% discount when they make a purchase of $5 or more on giftware in the Gift Shop or the Gift Shop Kiosk.

Health Sciences Library

The BCHS Health Sciences Library is located in C-Wing on the first floor of the Brantford General Hospital (Room C1.662). The library supports the learning, research and patient care activities of the clinicians, staff and affiliated students of the BCHS. The Library provides access to knowledge-based resources in print and electronic formats, including books, journals and health databases. The Library’s collection, covering medicine, nursing, the allied health fields, hospital administration and patient care, supports the programs that are offered at the BCHS. Access to the Library is possible on a 24-hour basis; show your staff badge at Switchboard to sign out the key.

E-learning Knowledge Centre

The BCHS e-learning Knowledge Centre gives employees and students the opportunity to access courses and training online from a computer workstation. The courses available on our e-learning system are developed by BCHS staff members and include our mandatory reviews and other topics related to healthcare. Employees and students throughout the system can access the BCHS e-learning Knowledge Centre from a computer with Internet access at work or at home. Simply look for the e-learning Knowledge Centre icon on your BCHS desktop, or access the system through the BCHS website at www.bchsys.org.
Privacy & Confidentiality

People have the right to control the collection, use, sharing and retention of personal information and personal health information. It is your responsibility to hold patient and employee information in the highest confidence.

Note that privacy laws do not affect mandatory reporting by regulated health professionals - e.g. reportable diseases, child abuse, etc.

- Discuss the intended use and sharing of the information with the individual, and respect their decisions regarding use and sharing. If seeking information about the individual from other sources, like the family physician, ask for consent first.
- Protect information that you have in your control. File or put away charts in their proper place. Lock file cabinets and offices. View information - whether in print or electronic format - away from others’ view. Don’t store personal health information on the hard drive of any computer. Log off your secure network application when you are finished.
- Don’t e-mail confidential or sensitive information with identifiable staff or patient information to sources outside of the organization.
- Maintain the confidentiality of information about staff, students, volunteers and physicians in the same way you would patient information. Respect your colleagues’ right to privacy.
- Access only the information that is essential for you to do your work.
- Do not share your system passwords.
- Dispose of confidential files properly, by placing in confidential waste receptacles or by shredding the documents yourself.
- Discuss confidential information in private areas, where others cannot overhear the information.

RESPECTFUL WORKPLACES

A respectful workplace is a positive work environment that is free of disruptive behaviour. This kind of environment offers many benefits, including:

- Patient safety
- Quality of work life
- Improved morale and performance among frontline employees, support staff, leaders, physicians, volunteers, students, board members and other BCHS members

Disruptive behavior can be overt; for example name-calling, intimidation, gossiping, shouting, inappropriate touching. It can also take a more covert form: unfair assignments, sarcasm, ignoring, sabotage or exclusion

How do you report it?

- The first step is to submit a formal concern via Risk Pro
- If your concern is relating to your direct supervisor, it must be reported directly to Human Resources; do not submit a report via Risk Pro
- Speak with your supervisor or manager if in doubt

What is disruptive behavior?

INAPPROPRIATE words, actions, and inactions

interfere with

Staff’s ability to function well with others

which in turn interferes with

Quality health care, patient or workplace safety, recruitment or retention of staff, or the cost of providing health care to patients.

THE BCHS CORPORATE ETHICS PROGRAM

The BCHS Corporate Ethics Program is designed to help us put our values into practice.

The BCHS Code of Ethics examines ethical dilemmas that may arise in patient care, business arrangements and clinical research, with a view to providing practical advice and guidance to staff in identifying and negotiating these dilemmas in a responsible way.

You will find this document posted throughout the BCHS sites; brochures about our code of ethics are available in all departments of the organization.
INFECTION PREVENTION & CONTROL

Hand Hygiene
The best way for us to protect ourselves, our patients and our community from the spread of microorganisms is through 100% hand hygiene!

How should you perform hand hygiene? Two methods

Alcohol Based Hand Rub /gel / foam (preferred method within the hospital)
1 Apply hand rub / gel / foam to palm of hand
2 Spread thoroughly over both sides of hands and between fingers
3 Rub hands together for at least 15 seconds or until dry.

Once dry, your hands are safe

Soap and Water (use only staff-dedicated sinks)
1 Wet hands with warm water
2 Apply soap and lather onto hands
3 Wash both sides of hands and between fingers
4 Rinse hands under running water

Pat hands dry with paper towel. Turn off tap with paper towel.

The four key moments of hand hygiene:

Routine Precautions
Healthcare providers must assess the risk of exposure to blood, body fluids and non-intact skin and identify the barriers (i.e. gown, gloves, surgical mask, eye protection) that will decrease exposure risk and prevent transmission of microorganisms.

Routine precautions is an interlocking system of protection for patient and staff; no one element should be neglected because the others are already in place (i.e. good PPE use is an adjunct to good hand hygiene and good housekeeping practice, it is not a substitute for them.)

Mask & Eye Protection or Face Shield
- Protect eyes, nose, and mouth during procedures and care activities likely to generate splashes or sprays of blood, body fluids, secretions, or excretions
- Wear within one meter of a coughing client/patient/resident
- There are three required masks: 8210, 8110, and 1870, all made by 3M

Gown
- Wear a long-sleeved gown if contamination of uniform or clothing is anticipated

Gloves
- Wear gloves when there is a risk of hand contact with blood, body fluids, secretions, excretions, non-intact skin, mucous membranes, or contaminated surfaces or objects
- Wearing gloves is NOT a substitute for hand hygiene
- Perform hand hygiene after removing gloves

Infection Control Resources:
BCHS Infection Control Manual
Infection Control Signage - reverse of sign provides indications for use
Infection Control Team can be consulted when performing daily rounds within the hospital or by phone at Ext. 2665
## Infection Prevention & Control

### Additional Precautions

Additional precautions are used in addition to routine precautions for patients known or suspected to be infected or colonized with certain microorganisms to interrupt transmission.

<table>
<thead>
<tr>
<th>Additional Precautions Signage</th>
<th>Routine PLUS Use Additional Precautions for: (Note – not all illnesses or conditions have been listed which require additional precautions)</th>
<th>Personal Protective Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Airborne</strong> (Negative pressure HEPA filtered ventilated room)</td>
<td>Suspect or confirmed Mycobacterium tuberculosis (TB) – pulmonary to laryngeal Measles (Rubella) Chicken pox Disseminated zoster (more than one dermatome / immunocompromised host)</td>
<td>• All persons entering the room to wear N95 fit tested respirator • Patient to wear a procedure / surgical mask if outside of isolation room</td>
</tr>
<tr>
<td><strong>Droplet / Contact</strong> Febrile Respiratory Illness (FRI) positive patients Influenza Norovirus - if vomiting Bacterial meningitis Rubella</td>
<td></td>
<td>• Gloves • Gown for direct care or when in contact with patient’s environment • Wear a procedure / surgical mask and eye protection within 2 metres of patient • Patient to wear a procedure / surgical mask outside of isolation room</td>
</tr>
<tr>
<td><strong>Contact</strong> Lice / Scabies MRSA / VRE / ESBL / MRPSEUDO Draining infected wounds if secretions cannot be contained</td>
<td></td>
<td>• Gloves • Gown for direct care or when in contact with patient’s environment</td>
</tr>
<tr>
<td><strong>Enhanced Contact</strong> (green notifies ESA of enhanced required cleaning) Diarrhea C.difficile Norovirus – used droplet / contact if vomiting VRE VRE contacts</td>
<td></td>
<td>• Gloves • Gown for direct care or when in contact with patient’s environment</td>
</tr>
</tbody>
</table>
BCHS is committed to providing a safe and healthy working environment for all staff, patients, and visitors.

In compliance with the Ontario Occupational Health and Safety Act and Regulations, the BCHS takes all precautions reasonable to protect employees from hazards related to the workplace. Maintaining a safe workplace is key to providing exemplary care to our patients. The health and safety program protects employees by reducing workplace incidents, increasing morale and productivity, and making BCHS a great place to work.

The Internal Responsibility System (IRS)

This system is key in maintaining health and safety in the workplace. It is based on the concept that health and safety is a collaboration between the employer, supervisor, employee, Joint Health and Safety Committee members and others. Know your responsibilities! Review the “Duties & Responsibilities Under OH&S Act - Internal Responsibility System” document located on the Bnet.

Employee duties (under the OHSA)

- Work in compliance with OHSA and Regulations and BCHS health and safety programs
- Report any contravention of the act or regulations to the employer
- Report any unsafe acts, conditions or hazards
- Use or wear equipment required by the employer
- Report any absence or defect in any equipment or protective device;
- Do not remove or make ineffective any protective device without providing a temporary protective device;
- Do not use any machine, device or thing that could pose a danger to yourself or any other employee (ensure protective devices are in place before operating equipment);
- Do not engage in any horseplay on the job
- Keep work area clean and orderly
- Only perform work you have been authorized to do

Organizational Health is open from 0800 - 1600 Monday to Friday. Please do not go to the ER for First Aid during Organizational Health business hours.

Both the employer and employees have a legal obligation to participate in the return to work process and to report all work-related incidents that result in injury or illness on the Employee Incident Report Form prior to your departure following a work shift. For further information, refer to your “Injury Reporting” lanyard card. Remember: safety is everyone’s responsibility!

Joint Health and Safety Committee (JHSC)

For the most up-to-date information, please visit the JHSC Bulletin Board located in the Cafeteria. Below is a list of the current JHSC Worker membership:

<table>
<thead>
<tr>
<th>Worker Member</th>
<th>Title</th>
<th>Ext.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kristen Spiers (co-chair)</td>
<td>Specialist, Decision Support</td>
<td>2474</td>
</tr>
<tr>
<td>Corinne Fletcher</td>
<td>Pathology Assistant, Lab</td>
<td>2450</td>
</tr>
<tr>
<td>Ann Birley</td>
<td>RN PACU (ONA Rep)</td>
<td>2315</td>
</tr>
<tr>
<td>Luba Tybin-Patrick</td>
<td>Pharmacy Technician</td>
<td>2386</td>
</tr>
<tr>
<td>Nancy McCreadie</td>
<td>RPN, MH Inpatient</td>
<td>2424</td>
</tr>
<tr>
<td>Holly Arnold</td>
<td>Occupational Therapist, CBI</td>
<td>5523</td>
</tr>
<tr>
<td>Erin Olszowy</td>
<td>HR Consultant</td>
<td>5527</td>
</tr>
<tr>
<td>James Devries</td>
<td>Painter/Journey Person, EMS</td>
<td>4907</td>
</tr>
<tr>
<td>Louise Thompson</td>
<td>RN, MH (ONA Alternate)</td>
<td>2424</td>
</tr>
</tbody>
</table>
Do You Know These Vital Signs?

The Hazard Symbols of WHMIS

CLASS A
Compressed Gas

CLASS D-2
Poisonous and Infectious Material
(material causing other toxic effects)

CLASS B
Flammable and Combustible Material

CLASS D-3
Poisonous and Infectious Material
(Biohazardous Infectious Material)

CLASS C
Oxidizing Material

CLASS E
Corrosive Material

CLASS D-1
Poisonous and Infectious Material
(material causing immediate and serious effects)

CLASS F
Dangerously Reactive Material

WHMIS provides you with information on the safe use, storage, handling and disposal of hazardous materials at Canadian workplaces.

For more information, consult the MSDS, and visit the Health Canada WHMIS Web site: www.health.gc.ca/whmis
Emergency preparedness at BCHS

THE NEED
Emergencies can occur at any time, can impact any number of people and can vary in severity. An effective Emergency Preparedness program can help to ensure the safety and protection of everyone within our walls and allow BCHS to continue to provide the necessary services to our larger community.

THE COMMITTEE
The Emergency Plans Committee was revitalized to more appropriately represent the necessary stakeholders and to ensure that all aspects of Emergency Preparedness are achieved. One objective of the Emergency Plans Committee is to develop a systems-wide approach to emergency plans which includes, but is not limited to: Fire, Bomb Search, Patient Search, Evacuation, Violent Storms, Epidemics/Outbreaks, Threat of Personal Violence, Hostage-Taking, Loss of Essential Services, Hazardous Chemicals and Biological Disaster. The committee meets five times a year, or more frequently as situations arise. Any process changes that are identified through review of the emergency plans are forwarded to the Operations Committee for review and approval.

THE FRAMEWORK
Emergency preparedness is supported by the Senior Leadership Team. In addition, there are legislative requirements that organizations are required to align with to ensure that all persons are provided with the necessary information and knowledge to protect themselves and those we serve.

THE CODES
Emergency plans are developed to align with universal colour codes to provide a standardized approach and common language for response.

THE EXERCISES
Exercises at BCHS are developed to provide all staff with an understanding of the necessity of the code, their roles and responsibilities, and actions to take to protect themselves and their patients.

THE TRAINING
Training at BCHS is delivered to frontline staff using a variety of methods, including e-learning modules, monthly drills (Code Red) and annual Mock Exercises. Future plans to enhance training and increase comfort surrounding the emergency response plans are in development.

BCHS Emergency Colour Codes - Dial 3 to report an emergency

<table>
<thead>
<tr>
<th>Colour</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLUE</td>
<td>Cardiac Arrest: Pink</td>
<td>WHITE</td>
</tr>
<tr>
<td>PINK</td>
<td>Cardiac Arrest: Child</td>
<td>BLACK</td>
</tr>
<tr>
<td>RED</td>
<td>Fire</td>
<td>GREY</td>
</tr>
<tr>
<td>GREEN</td>
<td>Evacuation</td>
<td>PURPLE</td>
</tr>
<tr>
<td>ORANGE</td>
<td>External Disaster</td>
<td>BROWN</td>
</tr>
<tr>
<td>YELLOW</td>
<td>Missing Patient</td>
<td>BURGUNDY</td>
</tr>
</tbody>
</table>

AUGUST 21, 2011 - GODERIC, ONTARIO

Photo courtesy of Photojunkie on Flickr.com
Everyone deserves to have access to the same quality of goods and services, regardless of disability. In compliance with the Access for Ontarians with Disabilities Act 2005, and in service of the Mission, Vision and Values of the BCHS, the organization has created an Accessible Customer Service policy which includes procedures covering the use of assistive devices, use of service animals, use of support people, notices of service disruption, training of staff, volunteers and board members and a feedback mechanism for public input.

The policy is consistent with the principles of dignity, independence, integration and equal opportunity. It is available both internally, to all staff, volunteers and affiliates, and externally to the public at large, in a variety of formats (Braille, large print, electronic version, etc.) upon request.

Everyone who works, volunteers or has input into the policies at BCHS is expected to know the contents and application of the BCHS Accessible Customer Service policy.

What is accessible customer service?

It’s flexible service that meets the needs of individuals, including individuals with disabilities. Under the provisions of this act, as well as under the Ontario Human Rights Code, no one can be refused service because of a disability. We at BCHS are committed to providing the highest possible level of customer service to all of the people we serve.

To put this commitment into action when serving people with disabilities is quite simple.

We will put the person first, understanding that some methods of service may not work for all people and wherever possible providing our services in a way that works best for the individual. We will welcome comments and suggestions on how to improve in accessible customer service. And we will provide as much notice as possible if there is a disruption in service that is used by people with disabilities.

When in doubt about whether a person is disabled, or about how best to meet their needs, we will simply ask. “How can I help you?” is a good opening to a positive, courteous interaction. All that remains is to listen to the response and respect it.

At BCHS, we have an accessibility plan and an accessible customer service policy, which are reviewed on an annual basis by a BCHS team of staff and community stakeholders that meets regularly to discuss accessibility issues in the organization. Both documents are available through Bnet, the BCHS intranet; employees, physicians, students and volunteers are expected to have read them.

Assistive devices

Some people living with disabilities may require assistive devices to help them function and increase their participation in routine activities. These may be mobility devices like wheelchairs, walkers or scooters; computer software or hardware; or sensory devices such as hearing aids.

We must make allowances for assistive devices in the hospital. We cannot prevent people living with a disability from participating in our services when they have an assistive device. Instead we should welcome these devices, since they can help us serve that person in a meaningful way.

Service animals

A service animal is an animal specifically designated and trained to assist someone living with a disability. They are defined by the job they do, rather than by their breed or type. We are accustomed to seeing working guide dogs or even a seizure dog in our daily lives, but there are also rats, mice, cats, parrots, monkeys, pigs, snakes, or even miniature horses being used as service animals.

Anyone who requires the assistance of a service animal should have proof of that animal’s function in the form of a signed note from a doctor or nurse. If a person with a service animal is unable to provide this proof, the animal may be denied access to the building, but some other mutually-agreed upon accommodation should be arranged.

Our accessibility policy states that service animals will be allowed within the facility, unless the animal is excluded by law or hospital policy surrounding infection prevention and control, health and safety or hygiene concerns.

For tips to help you serve people with specific disabilities, and more information about accessible customer service, see the BCHS Accessibility booklet in your department or unit.
Think of the service you provide to patients, families, coworkers, physicians, management, volunteers and students.

Do you make eye contact to show you are listening? Do you knock on patients’ doors or on office doors before entering? Do you introduce yourself before starting a procedure?

What is that little something you can offer to your job that will make it special?

There are many reasons the BCHS has chosen Customer Service Excellence as a priority for 2011. It links directly to our Mission, Vision, Values, Patient Declaration of Values, Excellent Care for All Act, Respectful Workplaces, Patient-Centered Care and it is the right thing to do!

Service standards have been developed for BCHS members. These are the ways we are to show our commitment to Customer Service Excellence. We are to weave these behaviours into the way we do our work each day. Please review, learn and display the Service Excellence Standards and matching behaviours for all BCHS members shown in the poster on this page.

Complete the Customer Service elearning module online today!


What is that one thing you can offer your customers that will be your unique wonderful gift of service?