

niagarahealth

Extraordinary Caring. Every Person. Every Time.

Student Handbook



WWW.NIAGARAHEALTH.ON.CA

905-378-4647

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Welcome to Niagara Health!

Thank you for choosing Niagara Health for your student placement. We look forward to you joining our team for the duration of your placement experience.

Our aim is to support students in experiences that are both meaningful and rewarding ultimately assisting them to meet their learning objectives. Students complete placements in a variety of departments throughout Niagara Health in both clinical and clinical support areas, for example Patient Care Units or Human Resources. I encourage you to get to know your fellow students on the team.

This Student Handbook will prepare you for a successful experience within an environment of collaborative practice and patient-centeredness. It will introduce you to important policies and procedures, as well as expectations that govern student experiences at Niagara Health. The information will prepare you to assist in ensuring a safe and friendly environment for both those entrusted to our care and for the Niagara Health Team.

We hope that you enjoy your student experience at Niagara Health. Please don't hesitate to contact me if I can be of any assistance along the way.

Sincerely,

Lorrie Forget, Coordinator, Student Resources

905-378-4647, ext. 32265

Lorrie.forget@niagarahealth.on.ca

Niagara Health Sites

Douglas Memorial Site
230 Bertie Street, Fort Erie



Greater Niagara General Site
5546 Portage Road, Niagara Falls



Port Colborne Site
260 Sugarloaf Street, Port Colborne



St. Catharines Site
1200 Fourth Street, St. Catharines



Welland Hospital Site
65 Third Street, Welland



**For a list of programs and services please go to our Niagara Health website at:

<http://www.niagarahealth.on.ca/en/sites-and-services>

Our Purpose:

Extraordinary Caring. Every Person. Every time.

At Niagara Health, Extraordinary Caring is what our patients, their families, our volunteers, our teams and our community need and deserve. Caring is so much more than care. Both the physical and emotional part of caring is at the heart of our purpose. Every person. Every time.

Our Vision:

A Healthier Niagara

We're helping build A Healthier Niagara by contributing to the overall health of our region in the following ways:

- In population health;
- In the economic health;
- In the health of our environment;
- In being good partners.

Our Values: our guide to decision making and behaviours



Compassion in Action

Our compassionate and respectful culture is one in which we quickly take action to meet the needs of those we serve and to make healthcare better. We treat each other well.



Driven by Optimism

We are hopeful and optimistic in tackling our challenges. In partnership we accomplish more. We are resilient through change and drive innovation.



Achieving Ambitious Results

We hold ourselves to the highest standards. We are accountable for high-performing, high-quality, sustainable and innovative healthcare. We are transparent about performance and commit to improve.

EXTRAORDINARY

Areas of Focus



Extraordinary Care

We are collaborating on a number of initiatives that target areas of medication safety, patient flow and quality of care that directly impact every aspect of a patient's healthcare journey, as well as the work environment for our teams. With We Round, for example, patients are formally checked on every two hours for pain, personal possessions within reach, pumps, and positioning. This initiative is a key strategy focused on decreasing patient fall rates, reducing the number of pressure ulcers, and lowering call bell rates, while increasing positive feedback from patients surveyed about their care. Patient flow remains a challenge due to a number of factors internal and external to the hospital, and our teams continue to focus their efforts on reducing wait times in our Emergency Departments through partnerships and other innovative approaches.



Extraordinary Teams

We are proud to work with the very best. To support our teams in providing Extraordinary Caring, we need to provide our people with opportunities to develop and learn. Our teams deserve to work in a respectful culture that fosters critical thinking and innovative ideas. Our most recent employee engagement survey results show we are headed in the right direction. We have seen an increase in the engagement level of staff, leaders and physicians. We've also seen a decrease in negative interactions in the workplace as we continue our work to build a culture of mutual respect. The Unit-Based Teams initiative is spreading, and we will be giving more attention to the growth of this quality improvement program that provides team members with ownership over improvements and results in their respective areas.



Extraordinary Future

Investing in the future of healthcare through our people, equipment and technology ensures the work we are doing today to improve the quality and safety of healthcare for our patients and families is sustainable into the future. We are working with our community to create a well-balanced efficient healthcare system that serves the entire region. Initiatives like Be Well aimed at preventing workplace injuries and illness are proving to create a safer and more fulfilling workplace for our teams.



Extraordinary Innovation

Ensuring a smooth transition between hospital and community care for our patients requires innovative approaches to healthcare and effective communication. Partnering in the community to keep people healthier, get better, or cope with disease or end of life requires collaboration outside of the hospital. The Integrated Comprehensive Care (ICC) model supports patients to manage symptoms at home and avoid Emergency Department visits or long hospital stays. Patients and their families have shared they are less frustrated and have voiced increased satisfaction with services. The early success of our program has led to its expansion to include Mental Health and Addictions Program.

Accessibility at Niagara Health

Ontario's Accessibility for Ontarians with Disabilities Act (AODA) requires all service providers to remove barriers faced by people with disabilities when accessing their services. What does this mean for Niagara Health?

- Create policies and procedures that promote accessibility
- Provide education to all staff and volunteers
- Allow people with disabilities to be accompanied by their service animal or support person when accessing hospital services
- Provide notice when facilities/services are disrupted
- Establish a feedback process for how services are provided to people with disabilities, along with how to take action on any feedback



What do I do when a person with a disability is having difficulty accessing services?

- Always ask, “How may I help you today?”
- Offer assistance – If the person accepts your offer, allow him/her to explain how best to help
- Remember that not all disabilities are visible
- Seek assistance from staff/volunteers in your department

*if you notice a barrier to accessibility during your placement, contact your placement supervisor to have the issue sent to the Niagara Health Accessibility Coordinator at Ext. 29236.



Niagara Health System



PARTNERSHIP



RESPECT



COMMUNICATION

We want to hear from you
Niagara Health System values your feedback. Your experience will help us further improve the quality of the care that we provide to our patients and their families. Whether you have a compliment, complaint or comment, your feedback is very important to us.

Contact Information
Phone: 905-378-4647 ext. 44423
Email: patientrelations@niagarahealth.on.ca

Partnering with Patients

We worked with patients, community members and members of our team to develop the following values aimed at establishing a caring relationship built on mutual respect and understanding with our patients, family members and alternative decision makers.

Niagara Health System is dedicated to providing compassionate, sensitive care and to achieving excellence in healthcare through our on-going commitment to education, innovation and research. We are committed to creating an environment in which our patients, family members and alternative decision makers are partners to ensure the delivery of the highest quality patient care.

Niagara Health System is devoted to providing care regardless of age, gender, race, disability, ill health, faith, culture or sexual orientation. We also recognize that a patient's clinical conditions may sometimes compromise or alter a person's ability to fully participate in their care and take responsibility for their actions.

Dignity, Respect, and Confidentiality

As a patient you have the **right to:**

- Be listened to, responded to and treated with dignity and respect.
- The privacy, safe keeping and confidentiality of your personal health information as per hospital policy.

Your **responsibility** as a patient in Healthcare:

- Treat all members of your health care team, other patients and visitors with dignity and respect.
- Respect hospital property, policies and regulations as they apply to you.
- Respect the privacy and confidentiality of others, including patients, families, visitors and staff as legislated in the Personal Health Information Protection Act.

Information and Communication

As a patient you have the **right to:**

- Ask questions about your health care and receive information in terms and language you understand.
- Know the names, positions and roles of those on your health care team, including learners and volunteers.
- Review or receive a copy of your health record in accordance with hospital policies and legislation (i.e. Personal Health Information Protection Act).

Your **responsibility** as a patient in Healthcare:

- Provide your healthcare team with accurate information about your health.
- Ask questions until you believe you have all the information you need to make informed health care decisions.
- Inform a staff member if you see a safety issue or have a safety concern.
- Notify your healthcare team of any changes in your health including increased levels of pain.
- When appropriate, identify a spokesperson to receive updates while you are in hospital.

Person acting on your behalf

As a patient you have the **right to:**

- Have someone act for you if you cannot act for yourself.

Your **responsibility** as a patient in Healthcare:

- Choose someone in advance to act for you, should the need arise.

Your Healthcare

As a patient you have the **right to:**

- High quality, safe, and evidence based care delivered by professional and courteous staff.
- Know and understand the risks, alternatives and benefits of any medicine, treatment, or decisions about your healthcare.
- Make informed decisions about your care.
- Be informed of any associated harm that can result from the refusal of medical advice or treatment.
- Be informed of harm as a result of care provided.
- Ask for a second opinion.
- Share your concerns.
- Provide your feedback about your healthcare arrangement.
- Have your care plan periodically reviewed with you and your healthcare team.
- Consideration of your emotional, cultural, and spiritual needs, as well as your physical needs and to receive communication in your native language or through an interpreter.
- Periodically have your pain management assessed and best practices applied.
- Continuity of the care and communication throughout your hospital stay.
- Comprehensive and collaborative planning to facilitate the transition in a safe and supportive manner to other levels of care, including discharge from hospital.

Your **responsibility** as a patient in Healthcare:

- Be an active member of your healthcare team by asking questions and being involved with decisions during and after your hospital stay.
- Follow the treatment plan developed and cooperate with the healthcare team to ensure a safe discharge.




Expenses

As a patient you have the **right to:**

- An explanation of any charges not covered by a private and/or the provincial healthcare plan.

Your **responsibility** as a patient in Healthcare:

- Ensuring your hospital bills are paid in a timely manner.
- Providing accurate information on your healthcare coverage.
- Work with staff to ensure safekeeping of valuables, medication and to leave valuables which are not required at home.

Stay Connected www.niagarahealth.on.ca | Find us on:   

Niagara Health Code of Conduct

Niagara Health is committed to a safe and supportive work environment in which everyone is respected and valued. The way we treat each other is reflected in how our patients, family members and visitors view and trust us. The Code of Conduct sets the standard of behavior expected from all individuals providing care and service.

Working Together with Respect

Responsibility
Equality
Support
Professionalism
Education
Communication
Teamwork

Privacy and Confidentiality



Niagara Health’s Philosophy behind Confidentiality

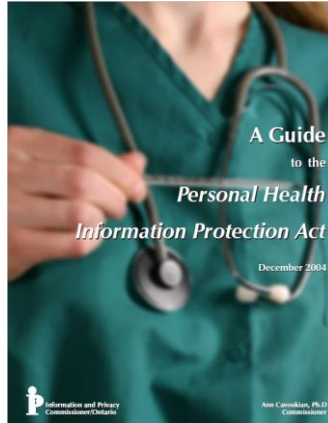
Confidentiality is a general term for the promises that Niagara Health makes to keep information about our patients private. Respecting confidentiality allows patients to be more willing to share information, thereby improving the quality of care provided to the patient. It also demonstrates respect for the patient’s right to control their information (in most circumstances). Every effort to protect patient privacy reflects NH’s intention to protect the dignity of our patients and to ensure that they receive quality treatment.

This philosophy of protecting patient privacy should permeate through the entire organization.

Maintaining patient confidentiality is the responsibility of everyone at Niagara Health.

Legal Mandate behind Confidentiality

Confidentiality rules can originally be found in the code of ethics, but these rules have been embodied in law and through Ontario’s provincial privacy legislation – *Personal Health Information Protection Act* (PHIPA). The Personal Health Information Protection Act, 2004 is a provincial law that establishes rules on how personal health information is collected, used and disclosed within the health sector. PHIPA’s objective is to strike a balance between keeping personal health information confidential and secure, while allowing for the effective delivery of health care. For more information and a review of PHIPA, please click on the [Guide to the Personal Health Information Protection Act](#):



Consent and Circle of Care

Implied

- Much of a health professional's work is done on the basis of consent which is implied either by the word or the behavior of the patient or by the circumstances under which treatment is given.

Express

- Can be in oral or written form.
- When in doubt it is preferable that the consent be expressed
- Express consent should be obtained for most personal health information sent directly to a third party (insurance company or employer).



The "circle of care" is the group of healthcare providers treating a patient who needs information to provide that care.

Consent to share information with providers in the circle of care is generally implied. A patient who accepts a referral to another healthcare provider implies consent for sharing relevant information. Express consent is required to share information with others outside of the circle of care.

Breaches

Most breaches of confidentiality are unintentional

- Unguarded conversations
- Misdirected documents

A small number of breaches are deliberate in nature

- Unauthorized access to personal health information

If you are unclear about whether you should access personal health information ask yourself two questions:

1. Do I need this information to provide care to the patient or to do the duties of my job?
2. Do I have the patient's consent, implied or expressed to access this information?

If the answer to either question is no or you are not certain, it would be prudent to seek guidance from your preceptor, the student Resources Coordinator or the Privacy/FOI office.

Possible consequences of breaches:

- Report to your teaching institution
- Termination of student placement
- Report to Regulatory College
- Report to the Information Privacy Commissioner/Ontario
- Legal Action
 - An individual found guilty of committing an offence under PHIPA can be liable for a fine of up to \$100,000, while an organization or institution can be liable for a fine of up to \$500,000. Patients whose privacy rights have been infringed may in certain instances seek compensation for damages that they allege were caused by the privacy breach. In addition to existing common law rights to seek compensation for damages, PHIPA creates a statutory right to seek damages for actual harm that the person has suffered as a result of a contravention of the Act or its regulations. PHIPA permits the court to award up to \$10,000 in damages for mental anguish.

eCommunication

General Rule: Any personal health information stored on a mobile device (even if stored temporarily) or sent electronically MUST be encrypted.

Password Protection ≠ Encryption

Electronic Mail:

Between Care Providers: When strictly necessary, personal health information may be sent by email using the following methods **ONLY**:

- i. Using the NH Internal email system to send emails from a niagarahealth.on.ca account to another niagarahealth.on.ca or hoteldiesushaver **OR**
- ii. By sending an email from a niagarahealth.on.ca account to an email address listed on the OneMail provincial service provided by eHealth Ontario. (If you are unsure how to access the OneMail email addresses please contact the ICT Helpdesk.)

NH Email accounts are never to be auto forwarded to an external account.

Care is to be taken in addressing email messages to ensure they are not inadvertently sent to outsiders or to the incorrect internal user. **NOTE:** When using Hospital distribution lists, the user should ensure that all addressees included are appropriate recipients.

With the patient: Care providers wishing to communicate with patients should use encryption for email communication. Patient portals such as MyChart include encrypted messaging application as a feature and are an approved method of communicating with a patient. If encryption is not feasible, care providers must obtain expressed consent for email correspondence from a patient prior to communicating via email. Patient consent for communicating through email can be obtained by completing Form CONS20 E-mail/Text Communication Consent at the time of the patient's appointment or through email if the patient expresses his/her consent in a return email from the care provider that includes the content from CONS 20 E-mail/Text Communication Consent.

Mobile Electronic Devices: The use of mobile electronic devices for personal matters must occur on assigned breaks in applicable areas. Please ensure voice capable wireless devices are kept on silent/ quiet or vibrate mode when in patient care areas or meetings during your student placement. Emergency calls as defined in Occupational Health and Safety Legislation may be accepted.

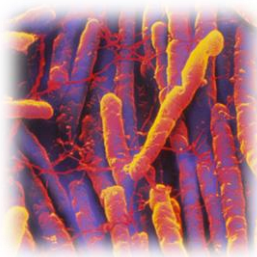
Photography: Students are not to take any photographs while on-site in placement without the express permission of the Departmental Manager who will assist to ensure that all consents/approvals required are in place.

Social media websites such as Facebook, Twitter, Google+, MySpace, YouTube and blogs allow us to communicate in real-time with “friends” or the public. Students use these sites as research and educational tools, for information sharing, and as a way to network. Understanding the risks involved in using social media may prevent potential adverse personal and professional consequences. Do not discuss, post, or reference anything related to the hospital that could be considered confidential or portray Niagara Health in a negative light. See the NH Social Media Policy for more information.



Infection Prevention and Control

Statistics show that 5-10% of patients develop a preventable hospital-acquired infection (HAI) such as C. Difficile, MRSA and VRE. This means that 220, 000 patients are affected each year in Canada and results in more than 8,000 deaths annually. This increases healthcare costs in Canada by more than 50 million each year. Today, hospital-acquired infection is the **4th leading cause of death** after cancer, stroke and heart disease.



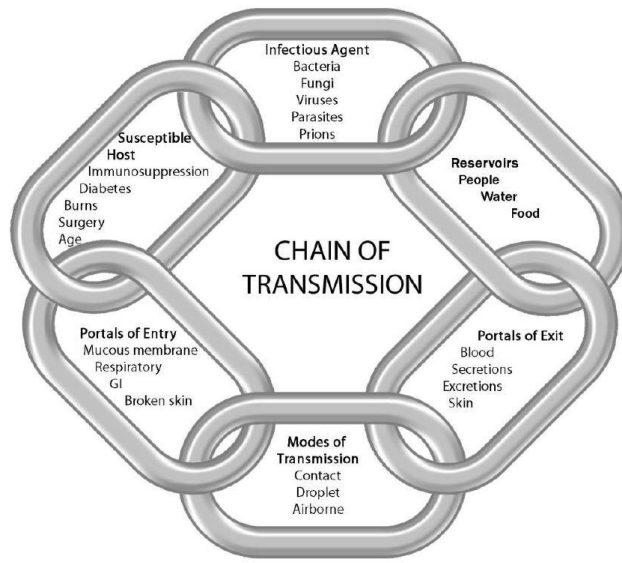
At Niagara Health, infection prevention and control is vital for patient and staff safety. Hand hygiene is the #1 way to stop the spread of infection and the spread of antibiotic resistant organisms. Students are expected to model excellence in hand hygiene for our patients and visitors. Please be sure to use the alcohol-based hand sanitizer when entering and leaving the building, as well as between visits with patients, before eating or drinking and after using the rest room, coughing or sneezing and before wearing and after removing latex gloves. Hand hygiene is also required after you come into contact with contaminated objects such as elevator buttons, doorknobs, phones, debit and bank machines or handling money.

When **hands are visibly soiled**, please wash for **minimum 15 seconds with soap and warm water**. As part of this safety strategy at NH, the Infection Prevention and Control team is involved in regular audits of hand hygiene practices by staff, volunteers, students and physicians.

Chain of Transmission

The transmission of microorganisms and subsequent infection within a health care setting may be represented by a 'chain', with each link in the chain representing a factor related to the spread of microorganisms. Transmission does not take place unless all six of the elements in the chain of transmission are present (Figure 1).

Transmission occurs when the agent, in the reservoir, exits the reservoir through a portal of exit, travels via a mode of transmission and gains entry through a portal of entry to a susceptible host.



Safe Care for our Patients Includes the 5 Cs

Clean Hands

- **Remember the 4 Moments!**

Clean Equipment

- **Always use clean equipment on a patient**
- Clean shared medical equipment between each patient use Using hospital approved disinfectants (e.g. accelerated hydrogen peroxide, sodium Hypochlorite (bleach))
- Equipment used in an isolation area is to be cleaned with bleach

Clean Environment

- Patient rooms are cleaned daily and all isolation rooms are cleaned twice daily
- Areas identified as requiring cleaning should be relayed to environmental services ASAP

Remember the 5 Cs!

Clean Hands

Clean Equipment

Clean Environment

Clear Communication

Consistent Processes

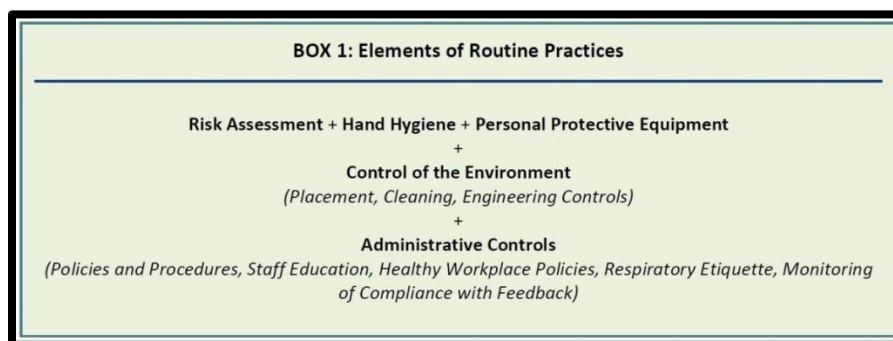
Clear Communication

- Additional Precautions signage posted on doors or patient privacy devices (E.g. curtains)
- Clinical staff:
 - o Transfer of Accountability must include infection control concerns, even for procedures
 - o Ensure timely and accurate charting (E.g. Bristol Stool Chart indicates exact time and instance of a bowel movement and not over an entire shift)

Consistent Processes

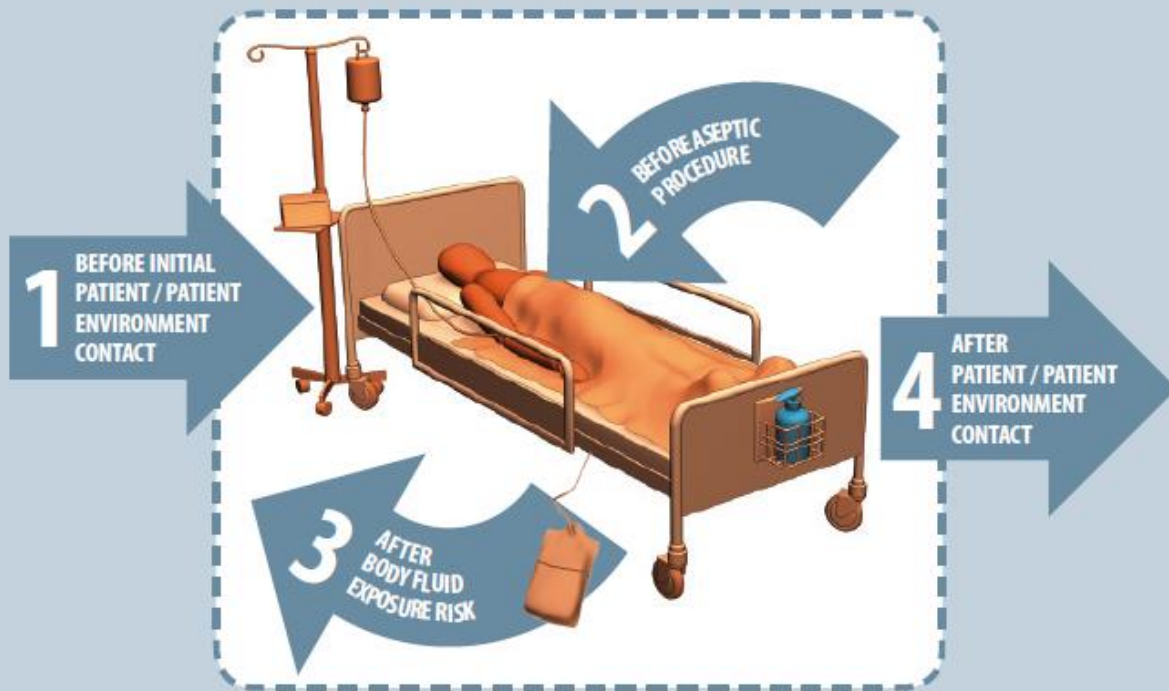
- Consistent follow-up and management of patients with infectious diseases is key to reducing the spread of germs

Routine Practices



Note: An undiagnosed rash or unexplained diarrhea must be investigated if potentially infectious. Apply routine practices and/or additional precautions, if needed.

Your 4 Moments for Hand Hygiene



1	BEFORE initial patient / patient environment contact	<p>WHEN? Clean your hands when entering:</p> <ul style="list-style-type: none"> • before touching patient or • before touching any object or furniture in the patient's environment <p>WHY? To protect the patient/patient environment from harmful germs carried on your hands</p>
2	BEFORE aseptic procedure	<p>WHEN? Clean your hands immediately before any aseptic procedure</p> <p>WHY? To protect the patient against harmful germs, including the patient's own germs, entering his or her body</p>
3	AFTER body fluid exposure risk	<p>WHEN? Clean your hands immediately after an exposure risk to body fluids (and after glove removal)</p> <p>WHY? To protect yourself and the health care environment from harmful patient germs</p>
4	AFTER patient / patient environment contact	<p>WHEN? Clean your hands when leaving:</p> <ul style="list-style-type: none"> • after touching patient or • after touching any object or furniture in the patient's environment <p>WHY? To protect yourself and the health care environment from harmful patient germs</p>

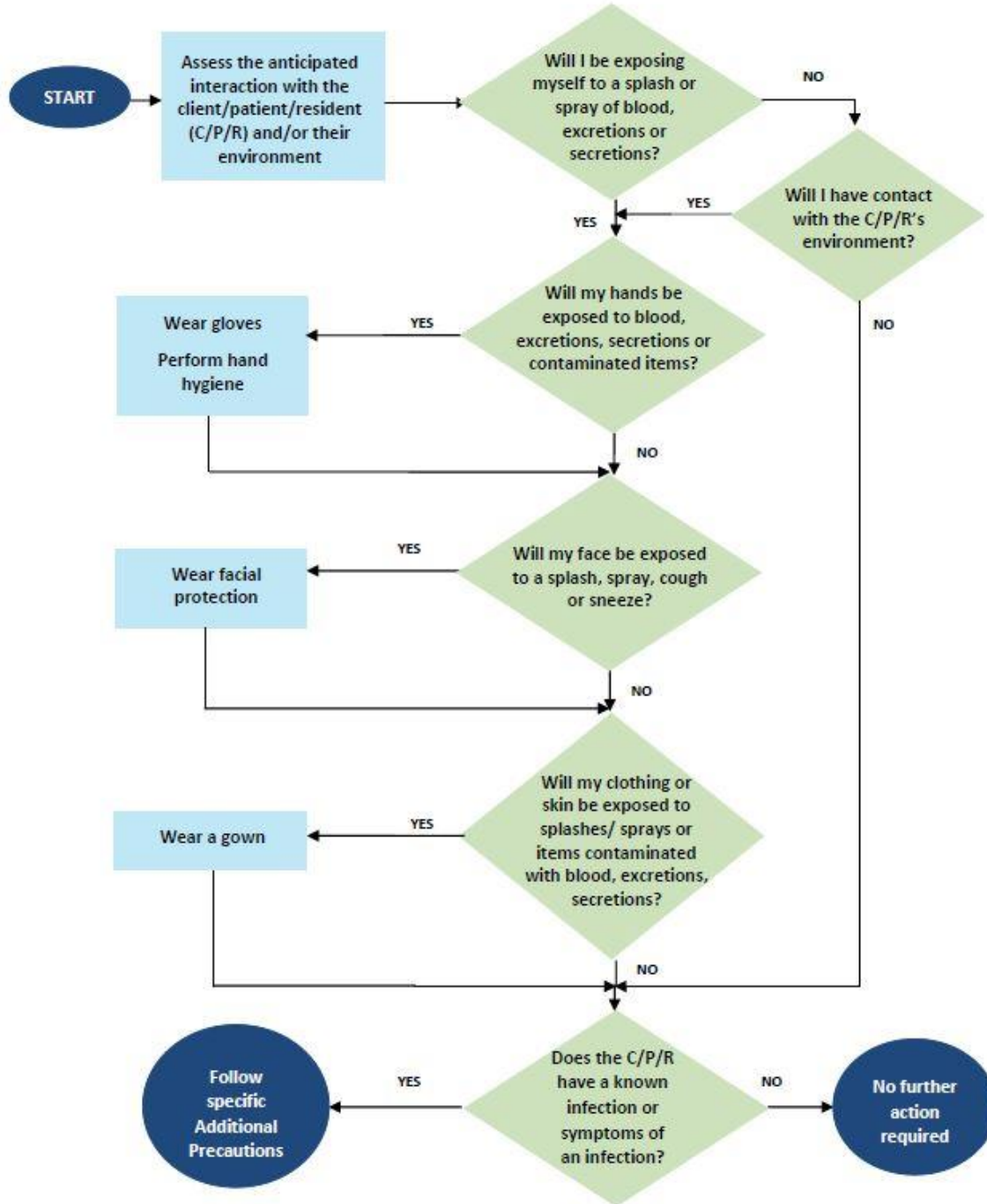
Adapted from WHO poster "The 5 moments for hand hygiene", 2009.

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Risk Assessment

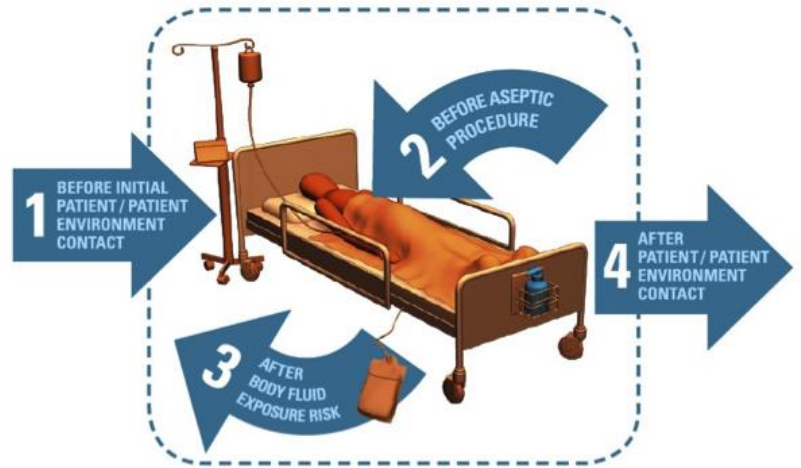
Routine Practices Risk Assessment Algorithm for All Client/Patient/Resident Interactions



Hand Hygiene

When do I wash my hands?

(Click the text!)



How do I clean my hands with alcohol based hand rub?

(Click the text!)

How do I clean my hands with soap and water?


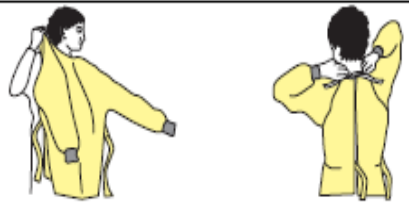


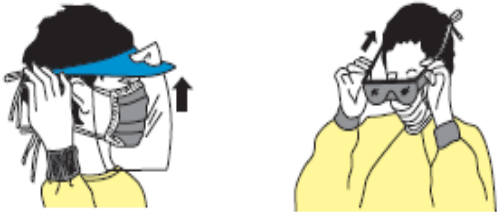
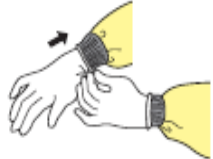
(Click the text!)



Personal Protective Equipment (PPE)

Click the picture for demonstration!

THE ORDER FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

Where to Put On PPE	
<ul style="list-style-type: none"> • Outside patient/resident room 	
1	<p>Clean Your Hands</p> <p><i>Alcohol-based hand rub, OR...</i>  <i>...Soap & water</i></p>
2	<p>Put on Gown</p> 
3a	<p>Put on Mask</p> 
3b	<p>Or N95 Respirator</p> 
4	<p>Put on Eye Protection</p> <p><i>(Unless combination mask with attached eye protection)</i></p> 
5	<p>Put on Gloves</p> 

Personal Protective Equipment (PPE)

Click the picture for demonstration!

THE ORDER FOR TAKING OFF PERSONAL PROTECTIVE EQUIPMENT (PPE)

Where to Take Off PPE	
<ul style="list-style-type: none"> At doorway, before leaving patient/resident room 	
1 Take Off Gloves	
2 Take Off Gown	
3 Clean Your Hands	<p>Alcohol-based hand rub, OR...</p> <p>...Soap & water</p>
4 Take Off Eye Protection <i>(Unless combination mask with attached eye protection)</i>	
5a Take off Mask	
5b Or Take Off N95 Respirator	
6 Clean Your Hands	<p>Alcohol-based hand rub, OR...</p> <p>...Soap & water</p>

Additional Precautions

- For people with organisms or syndromes of concern
- Signage found on patient's door or privacy device (E.g. curtain)
- Not sure what you should wear? Ask!



CONTACT PRECAUTIONS

Requirements

- Gown and gloves

TO DO

- Use single room or designated bed space in shared room: consult with Infection Prevention & Control regarding cohorting and shared rooms
- Wear gloves and gown when entering patient room, or their designated bed space in a shared room
- Dedicate or wipe shared equipment after each use as per Routine Practices



DROPLET/ CONTACT PRECAUTIONS

Requirements

- Gown, gloves, surgical face mask and eye protection

TO DO

- Obtain physician order for a nasopharyngeal swab for diagnosis
- Use single room or best alternative, door may remain open
- Wear a **Surgical mask and eye protection** when within 2 metres of patient
- Wear gloves and gown on entering room or designated bed space
- Only immune HCW should be assigned to patient with known/ suspected mumps/rubella
- Pregnant healthcare workers should not be assigned a patient with rubella.



AIRBORNE PRECAUTIONS

Requirements

- Fit tested N95 mask
- Single negative pressure room with anteroom and door closed if available
- If above not available; single room with portable HEPA filter and door closed

TO DO

- Use single negative pressure room, door kept closed at all times
- All persons entering the room to wear N95 respirator
- Seal-check respirator on every entry to the room
- Only immune HCW should be assigned to patient with known/suspected chicken pox or measles.

Where more than one mode of transmission exists for a particular microorganism, the precautions used must take into consideration both modes.

Occupational Illness

You are responsible...

Know your vaccination status



Adhere to routine practices and additional precautions

Use sharps safely, report incidents



Self-report exposures, infections, or conditions that put you or your patients at risk

Further Learning

[Click here more great information to stay safe !](#)

The screenshot shows the Public Health Ontario website. The main content area is titled "IPAC Core Competencies Course". Below the title, there is a message: "To access the course components please login. If you do not have an account, please register and return to this page to login." Below this message is a section titled "Routine Practices: Description" with a list of topics: Occupational Health and Safety, Chain of Transmission and Risk Assessment, Health Care Provider Controls, Control of the Environment, and Administrative Controls. Two large orange arrows point to "Chain of Transmission and Risk Assessment" and "Health Care Provider Controls".

Please ensure you complete:

1. Chain of Transmission and Risk Assessment
2. Health Care Provider Controls

References

Public Health Ontario (© 2015). PIDAC Documents. Retrieved from

http://www.publichealthontario.ca/en/BrowseByTopic/InfectiousDiseases/PIDAC/Pages/PIDAC_Documents.aspx

OCCUPATIONAL HEALTH & SAFETY











Workplace Hazardous Material Information System (W.H.M.I.S.)

In keeping with Ontario Legislation, all students are provided instruction regarding W.H.M.I.S. It is important to keep in mind that the hospital is an environment where potentially hazardous materials and substances exist. We all have a responsibility to be cautious and knowledgeable of potentially hazardous materials.

Safety Data Sheet Management System

Niagara Health's Occupational Health & Safety Department with the assistance of MSDS Online has developed a SDS (Safety Data Sheet) system for all Niagara Health employees with access from any computer through **source•net**. Employees can view or print a desired MSDS 24/7. In Niagara Health we currently have a library of **over 3000 MSDS** and growing.

The following WHMIS symbols help to identify potentially hazards if a chemical/material is not handled properly. Before handling any product, check the label for potential hazard symbols and safe handling instructions.

	Exploding bomb (for explosion or reactivity hazards)		Flame (for fire hazards)		Flame over circle (for oxidizing hazards)
	Gas cylinder (for gases under pressure)		Corrosion (for corrosive damage to metals, as well as skin, eyes)		Skull and Crossbones (can cause death or toxicity with short exposure to small amounts)
	Health hazard (may cause or suspected of causing serious health effects)		Exclamation mark (may cause less serious health effects or damage the ozone layer*)		Environment* (may cause damage to the aquatic environment)
	Biohazardous Infectious Materials (for organisms or toxins that can cause diseases in people or animals)				

* The GHS system also defines an Environmental hazards group. This group (and its classes) was not adopted in WHMIS 2015. However, you may see the environmental classes listed on labels and Safety Data Sheets (SDSs). Including information about environmental hazards is allowed by WHMIS 2015.

What do they mean?

The following pictograms will be associated with these hazard classes and categories:



The **flame** pictogram is used for the following classes and categories:

- Flammable gases (Category 1)
- Flammable aerosols (Category 1 and 2)
- Flammable liquids (Category 1, 2 and 3)
- Flammable solids (Category 1 and 2)
- Pyrophoric liquids (Category 1)
- Pyrophoric solids (Category 1)
- Pyrophoric gases (Category 1)
- Self-heating substances and mixtures (Category 1 and 2)
- Substances and mixtures which, in contact with water, emit flammable gases (Category 1,2 and 3)
- Self- reactive substances and mixtures (Types B*, C, D, E and F)
- Organic Peroxides (Types B*, C, D, E and F)
-



The **flame over circle** pictogram is used for the following classes and categories:

- Oxidizing gases (Category 1)

- Oxidizing liquids (Category 1, 2 and 3)
- Oxidizing solids (Category 1, 2 and 3)



The **gas cylinder** pictogram is used for the following classes and categories:

- Gases under pressure (Compressed gas, Liquefied gas, Refrigerated liquefied gas, and Dissolved gas)



The **corrosion** pictogram is used for the following classes and categories:

- Corrosive to metals (Category 1)
- Skin corrosion/irritation- Skin corrosion (Category 1, 1A, 1B and 1C)



The **exploding bomb** pictogram is used for the following classes and categories:

- Self-reactive substances and mixtures (Types A and B*)

- Organic peroxides (Types A and B*)



The **skull and crossbones** pictogram is used for the following classes and categories:

- Acute toxicity-
Oral (Category 1, 2 and 3)
Dermal (Category 1, 2 and 3)
Inhalation (Category 1, 2 and 3)



The **health hazard** pictogram is used for the following classes and categories:

- Respiratory or skin sensitization- Respiratory sensitizer (Category 1, 1A and 1B)
- Germ cell mutagenicity (Category 1, 1A, 1B and 2)
- Carcinogenicity (Category 1, 1A, 1B and 2)
- Reproductive toxicity (Category 1, 1A, 1B, 2)
- Specific Target Organ Toxicity (Single exposure (Category 1 and 2)
- Specific Target Organ Toxicity- Repeated exposure (Category 1 and 2)
- Aspiration hazard (Category 1)



The **exclamation mark** pictogram is used for the following classes and categories:

- Acute toxicity- Oral, Dermal, Inhalation (Category 4)
- Skin corrosion/irritation- Skin irritation (Category 2)
- Serious eye damage/eye irritation- Eye irritation (Category 2 and 2A)
- Respiratory and skin sensitization- Skin sensitizer (Category 1, 1A and 1B)
- Specific target organ toxicity- Single exposure (Category 3)



The **biohazardous infectious materials** pictogram is used for the following classes and categories:

- Biohazardous Infectious Materials (Category 1)

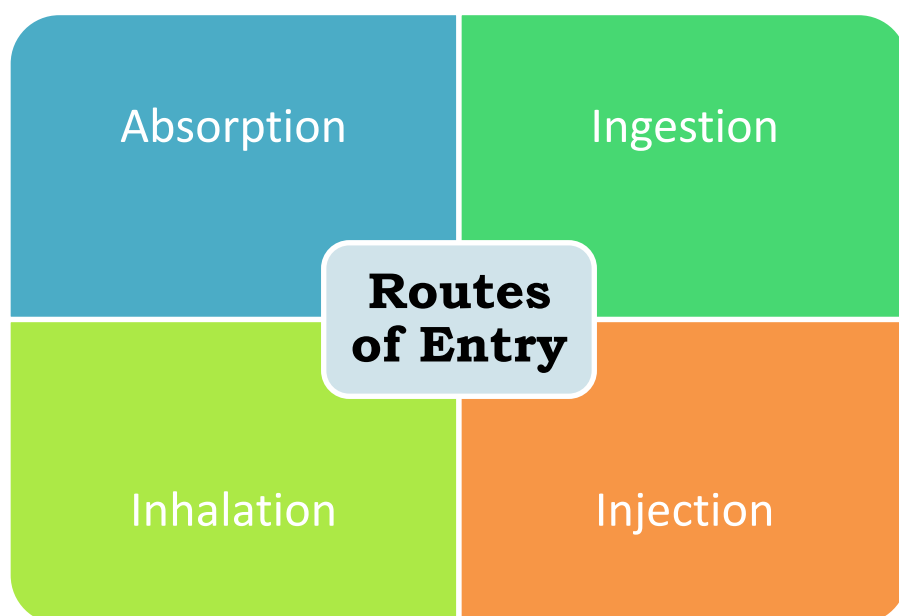
* Both the Flame and Explosive pictogram are used for Self-reactive substances and mixtures (Type B) and organic peroxides (Type B)

NOTE: Physical Hazards Not Otherwise Classified and Health Hazards Not Otherwise Classified classes are required to have a GHS pictogram that is appropriate to the hazard identified.

By 2018 a new Global Harmonized System has been adapted to streamline an international system of hazard communication.

GHS stands for the Globally Harmonized System of Classification and Labelling of Chemicals. GHS defines and classifies the hazards of chemical products, and communicates health and safety information on labels and safety data sheets). The goal is that the same set of rules for classifying hazards, and the same format and content for labels and safety data sheets (SDS) will be adopted and used around the world.

Routes of Entry



Absorption – Some chemicals can be absorbed through your skin. Wearing proper personal protection equipment is vital when handling any chemical which may come into contact with your skin.

Inhalation – Breathing in chemicals through the mouth and nose can cause immediate or delayed reactions. Gases, vapours, dust, and mists are a few of the ways chemicals can be inhaled.

Injection – Biological or chemical substances can be accidentally injected into your body when your skin is punctured with a needle or other sharp object.

Ingestion (swallowing) – In the workplace this can happen by hand to mouth contact or consuming food or drink that has been contaminated with a chemical due to unclean hands.

Safety Data Sheets

- Supplied by the manufacturer of the product
- Details the safe handling, use and storage of hazardous materials used in the work area
- Must be current. It must be revised within 90 days if any new hazard information becoming known about the material

Safety Labels

Product K1 / Produit K1



Danger Fatal if swallowed. Causes skin irritation. Precautions: Wear protective gloves. Wash hands thoroughly after handling. Do not eat, drink or smoke when using this product. Store locked up. Dispose of contents/containers in accordance with local regulations. IF ON SKIN: Wash with plenty of water. If skin irritation occurs: Get medical advice or attention. Take off contaminated clothing and wash it before reuse. IF SWALLOWED: Immediately call a POISON CENTRE or doctor. Rinse mouth.	Danger Mortel en cas d'ingestion. Provoque une irritation cutanée. Conseils : Porter des gants de protection. Se laver les mains soigneusement après manipulation. Ne pas manger, boire ou fumer en manipulant ce produit. Garder sous clef. Éliminer le contenu/réceptient conformément aux règlements locaux en vigueur. EN CAS DE CONTACT AVEC LA PEAU : Laver abondamment à l'eau. En cas d'irritation cutanée : Demander un avis médical/consulter un médecin. Enlever les vêtements contaminés et les laver avant réutilisation. EN CAS D'INGESTION : Appeler immédiatement un CENTRE ANTIPOISON ou un médecin. Rincer la bouche.
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Compagnie XYZ, 123 rue Machin St, Mytown, ON, NON 0N0 (123) 456-7890

All containers of potentially hazardous materials must have one of two WHMIS labels:

A Supplier Label or a Workplace Label?

Supplier labels must be in both official languages of Canada (English and French). They may be bilingual (as one label), or available as two labels (one each in English and French). Providing a supplier label in just English or French would not be considered to be in compliance.

The supplier label must include the following information:

1. **Product identifier**- the brand name, chemical name, common name, generic name or trade name of the hazardous product.
2. **Initial supplier identifier**- the name, address and telephone number of either the Canadian manufacturer or the Canadian importer *
3. **Pictogram(s)**- hazard symbol within a red “square set on one of its points”.
4. **Signal word**- a word used to alert the reader to a potential hazard and to indicate the severity of the hazard.
5. **Hazard statement(s)**- standardized phrases which describe the nature of the hazard posed by a hazardous product.
6. **Precautionary statement(s)**- standardized phrases that describe measures to be taken to minimize or prevent adverse effects resulting from exposure to a hazardous product or resulting from improper handling or storage of a hazardous product.
7. **Supplemental label information**: some supplemental label information is required based on the classification of the product. For example, the label mixture containing ingredients with unknown toxicity in amounts higher than or equal to 1% must include a statement indicating the percent of the ingredient or ingredients with unknown toxicity. Labels may also include supplementary information about precautionary actions, hazards not yet included in the GHS, physical state, or route of exposure. This information must not contradict or detract from the standardized information.

* **Initial supplier identifier**- There are two exceptions to this requirement:

- In a situation where a hazardous product is being sold by a distributor, the distributor may replace the name, address and telephone number of the original supplier with their own contact information.

- In a situation where an importer imports a hazardous product for use in their own workplace in Canada (i.e. the importer is not selling the hazardous product), the importer may retain the name, address and telephone number of the foreign supplier on the SDS instead of replacing it with their own contact information.

Ontario Occupational Health and Safety Act



Purpose is to protect workers against health and safety hazards on the job.

Sets out three basic rights for workers in Ontario.

A copy of the Act/Regulations can be found on the Staff Safety Boards at each site.

Right to Know

As a student you have the right to know if there are any hazards in your work area. Your supervisor or preceptor should advise you of any issues that may have come up since your last shift.

Right to Participate

As a student you have the right to identify and resolve health and safety concerns.

Right to Refuse Unsafe Work

A student may refuse to work or do particular work when they have reason to believe workplace violence or an unsafe environment is likely to endanger him or herself or others. Promptly report any such circumstances to your Supervisor, Preceptor, or

Student Resources. While they investigate the situation, you will remain in a safe place that is as near as reasonably possible to your assigned work area.

Duties of Workers:

- Work in compliance with the law and Niagara Health policies/ procedures/ guidelines
- Use personal protective equipment (PPE)
- Report hazards immediately
- Ensure proper guarding is in place on equipment
- Work in a safe manner
- No rough, boisterous conduct

Duties of Employers:

- Ensure that the ACT and regulations are complied with, supervise workers to protect their health and safety
- Not employing underage workers
- Providing prescribed PPE
- Appointing “competent” supervisors
- Informing a worker, or a person in authority over a worker, about any hazard in the workplace
- Help Joint Occupational Health and Safety Committee to carry out their duties
- Prepare a written occupational health & safety policy and setting up a program to implement it
- Taking “**every precaution reasonable for the protection of the worker**”

Duties of Supervisors:

- Ensure that a worker complies with the Act and regulations
- Ensure that any equipment, protective device or clothing required by the employer is used or worn by the worker
- Advise a worker of any potential or actual health or safety dangers known by the supervisor
- Take every precaution reasonable in the circumstances for the protection of workers



Occupational Illness & Latency

Occupational Health and Safety Act Section 1 defines “occupational illness” to mean “a condition that results from exposure in a workplace to a physical, chemical or biological agent to the extent that the normal physiological mechanisms are affected and the health of the worker is impaired thereby and includes an occupational disease for which a worker is entitled to benefits under the **Workplace Safety and Insurance Act, 1997**.”

What is **latency**?

Latency refers to the concept that some occupational illnesses may not be immediately apparent or known. Rather, there may be a period of time between the initial exposure to a physical, chemical or biological agent and the appearance of the illness or disease. This latency period can be brief or lengthy. In some cases, an occupational illness may appear years or decades after an exposure.

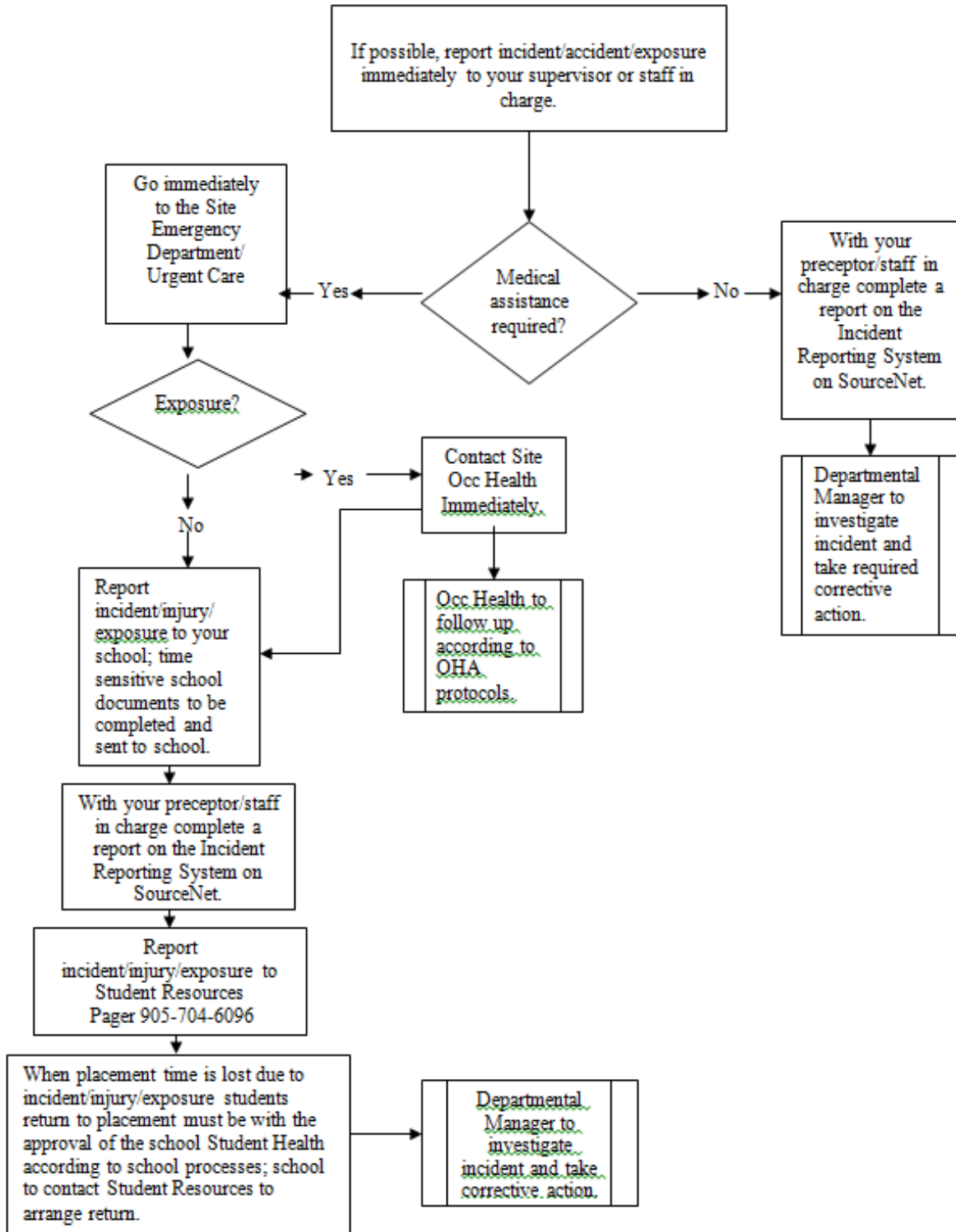
Scent Free

NH is a scent free environment. Be aware of:

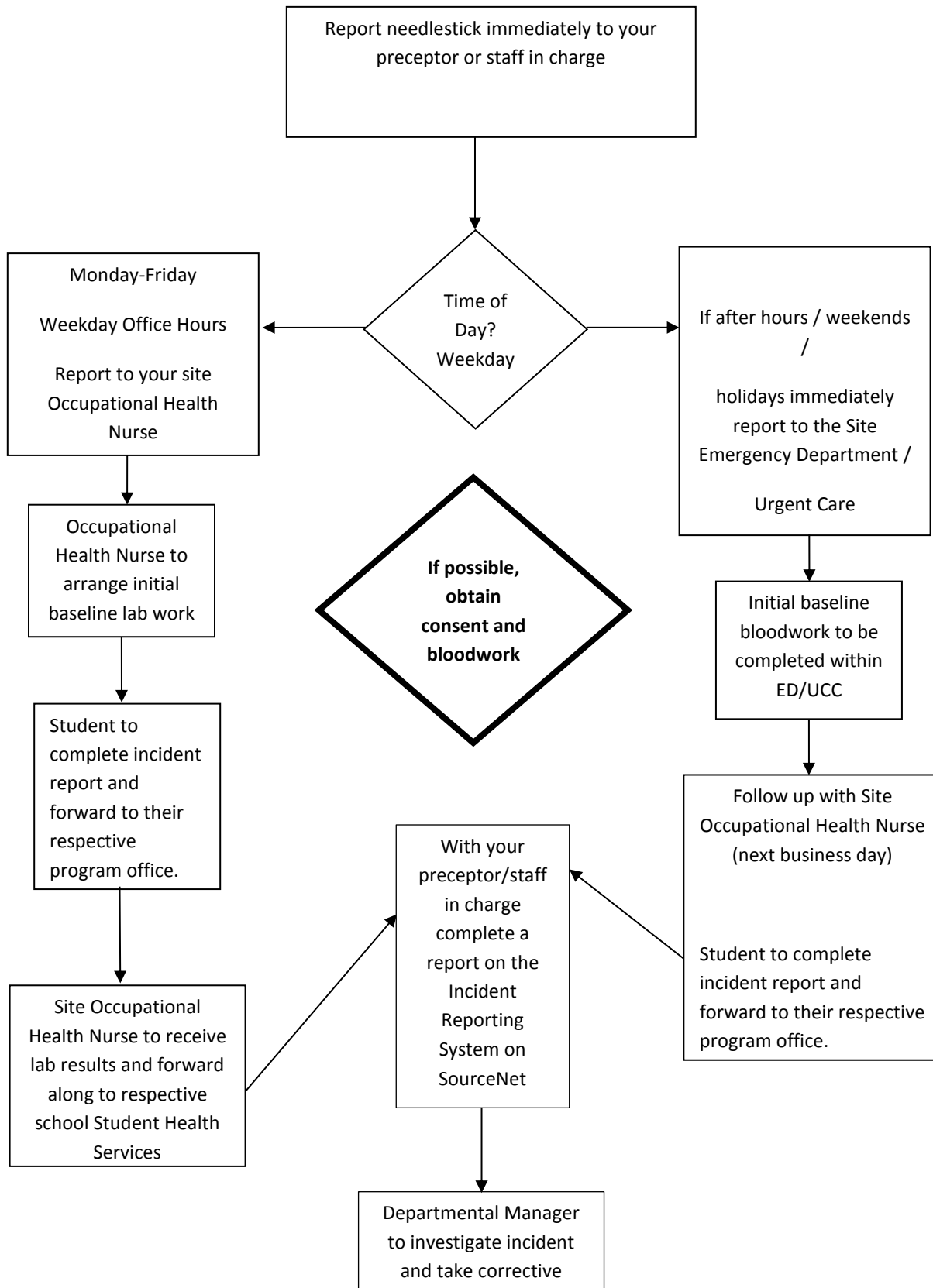
- Perfume
- Flowers
- Scented Personal Hygiene Products



Incident/Accident/Exposure Reporting for Students



Needlestick Algorithm





BeWell – We’ve got your back

What is the We’ve Got Your Back ?

We’ve Got Your Back is an awareness campaign to educate you on how to prevent repetitive strain injuries at work and create awareness about our Safe Patient Handling training and education program. The Safe Patient Handling Training and Education Program provides ongoing support to our new and existing team members on how to safely transfer and reposition patients and prevent repetitive strain injuries.



Back and neck injuries are the most common type of workplace injuries. Patient handling, such as transferring and repositioning patients has led to a significant amount of sprain or strain injuries. Even simple tasks such as sitting at a desk or lifting a box can lead to sprains and strains. Repetitive strain injuries account for 50 percent of all lost work days which means valuable work time is lost as a result of these injuries.

What are repetitive strain injuries?

Workplace pains and strains are also known as musculoskeletal disorders. Repetitive strain injuries develop as a result of the effects of repetitive, forceful or awkward movements on bones, joints, ligaments and other soft tissues. Examples of repetitive strain injuries include back pain, muscle strain, carpal tunnel syndrome, tendonitis and shoulder pain.

How can I prevent repetitive strain injuries?

By completing the online Learning Management System Training Module on Safe Patient Handling, you will help reduce your risk of repetitive strain injuries. In this training, we will reinforce the proper use of devices available to you, such as lifts, slings, boards, swift slide sheets for transferring and repositioning patients to reduce the risk of repetitive strain injuries.

What is the Safe Patient Handling Training Module?

All students responsible for operating any of the mechanical lifts or complete manual patient transfer and repositioning techniques will complete this training. The goal of this training is to reinforce important safety information to keep you safe and reduce your risk of repetitive strain injuries at work.

The module is 15 minutes in length and a quiz follows.

The module covers:

- Assessment of a patient to determine best transfer method
- Mechanics of one and two person manual patient transfers
- Mechanics of repositioning patients in bed or stretcher (including swift slide sheet use)
- Lateral transfers, such as moving a patient from bed to a stretcher
- Mechanical lift and sling use
- Proper body mechanics

Workplace Violence & Harassment

The Occupational Health & Safety Act states that an employer has the obligation to keep workers safe from Workplace Violence and address Workplace Harassment. We are committed to providing a safe and secure work environment, free from violence, threats, bullying, intimidation and harassment.

Workplace harassment: is defined in the Occupational Health and Safety Act as “engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.” Bullying is part of harassment and may include verbal or nonverbal intimidation, giving the silent treatment, or spreading rumours or gossip.

Workplace sexual harassment: is defined in the Occupational Health and Safety Act as “engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome”



Niagara Health has a zero-tolerance policy regarding sexual harassment.

What to do if you Experience or Witness Workplace Harassment, or Bullying?



Workplace violence: is defined in the Occupational Health and Safety Act “as the exercise or attempted exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker, or a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.”

Reporting Workplace Violence

Threats, threatening behavior or acts of violence against employees, patients, visitors, volunteers or other individuals on NH properties, will not be tolerated. All affiliates of NH have the responsibility to immediately raise any concerns about workplace violence and to report any violent incidents or threats to their immediate manager or supervisor to ensure everyone’s safety. All reports of potential or actual workplace violence will be investigated fully by Niagara Health and any other necessary stakeholders. Corrective action will be taken to ensure a safe working environment for everyone.

Flag Alert:



This symbol indicates that a patient has a known history of aggressive behavior. If you see this symbol on a patient's door do not enter the patient's room or interact with the patient before obtaining additional information from your preceptor or supervisor.

Be Kind

All of our patients, physicians, staff, and visitors expect and deserve a respectful, safe, caring and inclusive environment

Emergency Codes

NH Emergency Codes Call Ext. 55555		Call Ext. 55555	
Blue - Adult cardiac arrest	ONE - Medical emergency on premises	Beige - ICT service disruption	Maroon - Severe weather
Pink - Paediatric - Paediatric emergency	Pink Neonatal - Neonatal emergency	CBRNE - Hazardous material	Aqua - Flood / water damage
Yellow - Missing person	Amber - Missing / abducted child	Orange - Mass casualty incident	Silver - Person with a weapon
OMEGA - Massive blood transfusion	Brown - Hazardous spill	Purple - Hostage	White - Violent person
Green - Evacuation	Red - Fire	Grey - Utility failure	Grey - Medical gas failure
Black - Bomb threat	Black - Suspicious package	Grey - External air exclusion	Grey - Elevator failure
Black - Suspicious vehicle	Black - CBRNE internal	Grey - Internal unknown odour / gas leak	niagarahealth

What to do in an Emergency – How to Call a Code

1. From any NH phone, dial **Ext. 55555** (“the five fives”) to alert Switchboard of a code. If you are using a non-NH phone, dial the main hospital number and use the extension to get the code phone at the Resource Centre **(905) 378-4647 Ext. 55555***

2. Provide the following information:

- **Name of the CODE (i.e. CODE RED) or describe the emergency**
- **Exact location (i.e. Department or Room #)**
- **Floor number**
- **Site**

Always be aware of your location in the hospital in case the need arises to call a code.

*Tip: As a preparedness measure, consider adding **(905) 378-4647 Ext. 55555** to your contacts as “NH Code Phone” in case you need to call a code from your own phone.

Code Red – Fire/Smoke

Code Red	Definition	Action
Stage 1	Alarm, no signs of smoke or fire	Prepare to evacuate or receive evacuees
Stage 2	Signs of smoke or fire (alarm may or may not be activated)	Activate alarm (if required) Evacuate the fire zone
Stage 3	Fire spread beyond first fire zone	Evacuate the facility – activation of Code Green (Evacuation)

If a fire is discovered, perform **REACT**:

R	Remove persons from immediate danger if possible
E	Ensure doors are closed to confine the fire (use REMAR markers when possible)
A	Activate the fire alarm system
C	Call the code, Ext. 55555 (911 will be activated through the Resource Centre)
T	Try to evacuate: remove all occupants from the fire zone

Upon Hearing the Fire Alarm:

1. Remain in the area you are in until location of fire is announced. Ensure visitors stay in place, maintaining clear hallways.
2. For unit and department accountability purposes:
 - In non-clinical areas – Managers to take a head count of staff
 - In clinical areas – Managers to take a head count of staff, patients and visitors
3. Immediately begin searching fire area for signs of smoke or fire in all rooms. After a room is deemed clear (empty of persons), close all doors and windows, flip the REMAR marker to show all white.
 - To check patient rooms:
 - If possible, check rooms with the highest patient count first
 - Divide into teams to allow for all fire zones to be checked simultaneously
 - Ensure each room is fully entered, checking the washrooms
4. Check public washrooms, locker rooms, etc., and ensure everyone has heard the alarm.
5. If outside department and able, return to designated work area only if it is safe to do so, and you have heard where the fire is located (do not cross into fire location).
6. Clear hallways of items if no fire is located and begin shutdown procedures of machines as required in non-patient care environments.

7. Do not move items into patient rooms, as it will create an obstacle should the patient need to be evacuated.
8. Wait for further announcements, or until the “All-Clear” has been issued.

Code 1 – Medical Emergency

What is Code 1?

Code 1 is used to initiate a response to a person who is in immediate need of assistance for a non-cardiac medical emergency anywhere on hospital property when an existing code does not apply.

How to Activate a Code 1?

- Dial “55555” + Name of Code + Location
From an NHS phone (or 905-378-4647 Ext. 55555 from any other phone)
- Give the location of the person requiring assistance and then begin first-aid to the level of your training.
- On hearing an overhead announcement for “Code 1” Staff members in the vicinity are to respond, security is to respond immediately (if available) and the Code Team will respond.

While waiting for the Code Team

Support the patient but please do not try to lift a patient – just keep them comfortable and reassured while waiting for the Code 1 Response Team.

Code Blue/ Pink: Adult/ Child or Infant Cardiac Arrest

The Code Blue Team at each site will bring the code blue crash cart to the scene and take charge of **any** announced Code Blue. If you are working in an area that has a Code Blue emergency, stop what you are doing and ensure that the pathway for the code cart is clear by moving other hallway items out of the way. Also, calmly ask visitors to move to another area or stand aside for the Code Blue Team to come through.

Code White: Violent Person

Code White is potential or actual violent situation that cannot be de-escalated that jeopardizes the safety of others. Security and department staff will respond to all Code White calls.

Security Assist

A "Security Assist" is not a Code, but is a pre-scheduled event in which the Dept. Lead determines that Security is required. Planned security presence may prevent or de-escalate a situation, but if it becomes violent a Code White must be called:

1. Dial 55555 in order to provide the responding Switchboard Operator with the details as to the site of the episode.
2. On hearing an overhead announcement for a "Security Assist" (with site of real/potentially aggressive episode), Security is to respond immediately. (STAT)

Code Yellow: Missing Patient

Code Yellow is when a unit/department has identified as an adult patient to be missing. If the patient is considered to be "at risk" a Code Yellow is called to help locate them. Factors in determining if the missing adult patient is at risk may include:

- Risk to themselves
- Risk to others
- Formed patients Form 1 or Form 2 under the Mental Health Act
- CTAS 1 or 2 patients
- Dementia
- Suicidal
- Mentally incompetent

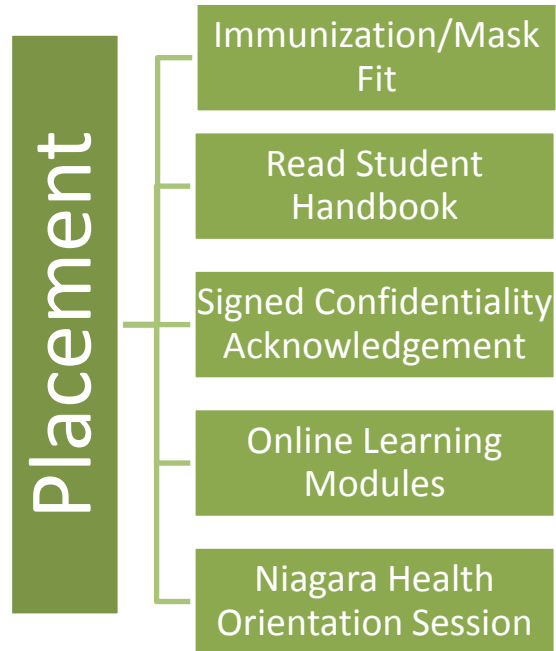
Staff only will initiate a "Code Yellow."

On hearing an Code Yellow announcement, all units/departments will ensure that their unsecured areas are searched for "conspicuous individuals". Patients who are missing are generally confused, afraid or trying to elope.

This search includes any unsecured areas, usually unoccupied, nearby washrooms/change rooms, nearby stairwells (one floor up and two floors down), and other nearby unsecured, non-public area to which staff can access.

Descriptions of all other Emergency Codes can be found on the Home Page on SourceNet at Niagara Health. You will be able to access SourceNet while on Site in placement at Niagara Health.

Being Prepared for your Placement



In order to be prepared for your placement within any of the NH sites, there are a number of requirements you will need to complete before you are able to begin your placement.

Health Screening Requirements

Communicable Disease Surveillance Program

Student must meet all Niagara Health immunization requirements prior to placement. The health screening process is to ensure the safety of our patients, staff, volunteers, and students within Niagara Health. Details of the health review can be found on the Student Resources page of our website.



N95 Mask Fit

One of the documents you will need to provide is verification of a recent (within the last 2 years) mask fit for an N95 respirator carried by Niagara Health.

Student Handbook

As part of the placement process, you need to familiarize yourself with this Student Handbook. Knowing where to access it and the information it contains will help you to excel during your time with Niagara Health.

Student Orientation

Students will need to participate in General Orientation in order to ensure a safe and successful experience during their time with Niagara Health. Once you have received confirmation of your placement you will be provided with orientation information.

Dress Code

Students are expected to maintain a neat, clean appearance while representing Niagara Health. Depending on the location of your placement, you may be required to wear a school uniform or “business casual”. In all areas of Niagara Health, a dress code is in effect to maintain a professional appearance. Please ask your preceptor or supervisor what the specific dress code is for your department. Students are not expected to purchase new uniforms in the colours below. The information is provided to assist in your identification of staff departments.

Colours for each Department

Department/Position	Colour
Registered Nurse	Light Blue
Registered Practical Nurse	Light Blue
Occupational Therapy	Burgundy
Physiotherapy	Burgundy
Recreation Therapy	Burgundy
Rehabilitation Assistant	Burgundy
Speech Language Pathology	Burgundy
Food Services	Black
Environmental Services	White
Materials Management	Grey
Cardiology Diagnostics	Purple
Diagnostic Sonographer	Purple
Medical Radiation Technologist	Purple
Radiation Therapist	Purple
Health Care Aide	Green
Personal Support Worker	Green
Unit Aide	Green
Pharmacy	Red
Pharmacy Technicians	Red
Dialysis Technicians	Navy Blue
Respiratory Therapy	Navy Blue
Front Line Patient Clerk	Pink
Registration Clerk	Pink
Ward Secretary	Pink



Identification Badges

During your placement you are required to wear school issued photo Identification, such as a student card. It must include:

- A recent picture of yourself
- Your name
- Name of school

If your school does not provide student photo identification, you will be provided with a Niagara Health Photo ID badge.

Location of Photo ID Badge

When you arrive at your placement location please have your photo ID badge easily visible. This means your identification **should not** be worn at the waist. You may have it attached to a badge reel, or pinned to your uniform.

Footwear Guidelines

In keeping with Niagara Health footwear guidelines students must wear footwear of a design, construction and material that is appropriate to the protection required for their type of placement. To determine appropriate protection, the following factors must be considered: possibility of slipping; terrain in the area of work; possibility of abrasion; required ankle protection and foot support; potential for crushing or puncture injuries, and other recognizable hazards. Open toed footwear is not appropriate for students in clinical placements.

Smoke Free Policy

All Niagara Health Sites, including buildings, parking lots and lawns/gardens became smoke-free zones, effective May 31, 2007. No smoking is allowed on the property to reduce the effects of second-hand smoke and to provide a safe and healthy environment. Nicotine Replacement Therapy is available to patients experiencing difficulty managing their nicotine dependency and students are encouraged to share this information when appropriate as a resource for those in our care.



**“Learning is a lifelong process
of keeping
abreast of change”**

- Peter Drucker

**Enjoy your student experience
with Niagara Health!**

