



Thunder Bay Regional  
Health Sciences Centre

# Orientation Handbook 2021



Thunder Bay Regional  
Health Sciences  
Centre

healthy  
together

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## Welcome to Thunder Bay Regional Health Sciences Centre (TBRHSC)!



We are pleased you have chosen Thunder Bay Regional Health Sciences Centre for your academic placement!

We are an Academic Health Sciences Centre which prides itself on a great learning environment. Our mission is to provide a quality patient experience in an academic health care environment that is responsive to the needs of the population of Northwestern Ontario. You will play an important role as a learner in this environment and it is our hope that you leave having a better understanding of our patients, what we are doing to provide the best possible care and the knowledge to provide that same care as you graduate from your program.

We offer placements to over 20 different disciplines/programs including nursing, environmental science, respiratory therapy, and medicine. You'll recognize each other as students as you will be wearing Orange, Red or Green Lanyards.

We have created this Learner Handbook specifically for students and it is our hope that you find it useful as you start your placement.

I encourage you to explore our website and iNtranet where you will learn about the programs, services, initiatives and achievements that make our hospital an amazing place to learn and work. Welcome to our team!

**Karen Anderson**  
Manager, Academic Affairs





# Mission

We deliver a quality patient experience in an academic health care environment that is responsive to the needs of the population of Northwestern Ontario.

# Vision

healthy  
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# Our Values

## Patients First

We are respectful of and responsive to the needs and values of our patients and families. Patient value guide all decisions

## Accountability

We are responsible to advance a quality patient experience. We commit to social and fiscal accountability, internal and external stakeholders for the delivery of services to our patients

## Respect

We honour the uniqueness of each individual and his/her culture

## Excellence

We foster an environment of innovation and learning to advance a quality patient experience.



# Patient and Family Centered Care

Patient and Family Centered Care (PFCC) is the philosophy that guides us. PFCC puts patients and families at the centre of everything we do and involves them in medical decisions.

# Current PFCC Strategies:

## Engagement

Ensuring all staff understands what PFCC means: how to partner with our patients and families, translate concepts into practice and support the development of unit specific PFCC Action Plans.

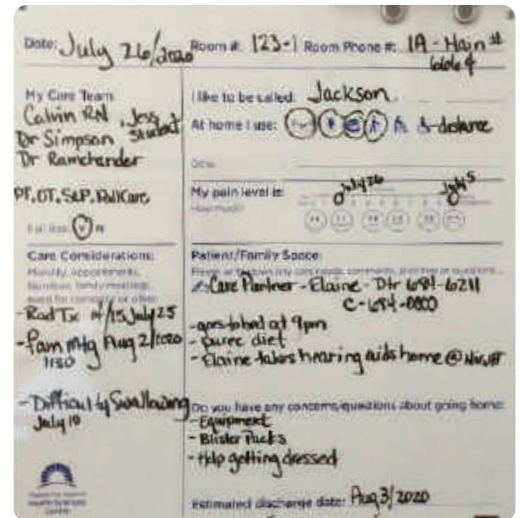
## Bedside Communication Whiteboards - everybody's responsibility...

The bedside communication whiteboard is a tool that improves communication through collaboration between the patient, family and healthcare team.

It is completed through active engagement with the patient and their family and is a reflection of the patient's needs and priorities.

## NOD (Name, Occupation, Do)

Every time you interact with someone new, it is important to say your name, what your occupation is and what you are going to do. Ex. "Good morning, I am Erin from housekeeping. Is now a good time?" "Hi, I'm David. I am your nurse today. Is now a good time for me to change your dressing?"



Example of a Bedside Communication Whiteboard filled out by patient, family and healthcare team.

# Academic Affairs

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## Office

We are located on the 3rd Floor - Take a right at 3A and go straight down the hall until you reach Room 3333 (on the right side).

The Academic Affairs department is available Monday-Friday 8:00am-4:00pm.



Each learner will be assigned an Academic Placement Coordinator (APC) who will work with you while you are here on placement.

## Appropriate Attire

- Tops long and high enough to cover back, midriff, chest and up to the neck
- Skirts, shorts and dresses more than two (2) inches above the knee
- Underwear must not be visible through clothing or above the waistband

## Unacceptable Attire

- Torn, ripped clothing
- Midriff or off-the-shoulder blouses, sweaters or dresses
- Tight, sheer or revealing clothing
- Skirts, shorts and dresses higher than 2" above the knee
- T-shirts with inappropriate logos or sayings
- Spaghetti straps or strapless tops
- Hats, caps and bandanas (unless worn for safety/health or religious reasons)



## Jewelry

Jewelry must be kept to a minimum. Students who provide direct patient care are limited to medic alert bracelet, plain solid band ring and post type stud earrings.

## Perfume and Scents

TBRHSC is a scent free facility. Scented products, such as cologne and perfume are not allowed.

## Footwear

All students are responsible for wearing the appropriate footwear at all times and maintaining the footwear in good condition. Closed toe shoes are required in all clinical areas. For clinical students please refer to your Academic Placement Coordinator (APC).



## Hair

Hair is to be neat, clean and well groomed. Beards and mustaches must be trimmed and appropriate coverings are to be worn (i.e. N95 Mask, Surgical Mask etc.) when required by health regulations.

## Hands

Hands and fingernails must be clean at all times. To prevent transmission of infectious diseases in the health care setting, hand hygiene is the single most important means of spreading infection. Artificial nails and polish are not allowed when providing direct patient care.







## E-Learning

Students are required to complete mandatory learning modules on Dual Code LMS (Learning Management System) before starting any placement at Thunder Bay Regional Health Sciences Centre.

### This includes:

- **MOL Safety and Awareness**
- **WHMIS**
- **Workplace Violence**
- **Privacy**
- **Healthy Backs**
- **PFCC**
- **Quality Risk**
- **Emergency Planning**



## Code of Conduct

TBRHSC sets out behaviours that we expect from all persons who participate in activities within the Hospital. The Code of Conduct sets the parameters by which we treat each other as well as those we serve.

- **We will maintain confidentiality**
- **We will treat any individual within our organization in a professional manner**
- **We will communicate**
- **We will offer assistance**
- **We will treat all individuals with dignity**
- **We will address all customers**
- **We will identify ourselves**
- **We will adhere to conduct and appearance standards**

## Confidentiality

All information concerning patients and hospital business is confidential and must be treated as privileged information. Hospital personnel having access to this information must use it only for professional purposes. Patient affairs or illnesses must never be discussed with anyone, including fellow employees, except in the course of duty.

All students will be required to sign a “Protection of Confidential Information & Accountability Form” before access to the Electronic Medical Record (EMR) will be issued. This form will be provided during your orientation or with your starting package prior to your start date.

The Hospital has a zero tolerance policy on any violation of security and confidentiality. Audits will be conducted periodically on records of a confidential nature to monitor compliance with corporate policy.

Unnecessary disclosure of such confidential information will be grounds for discipline and dismissal from placement.

# Respect

"The Respect Project" is designed to build skills and knowledge to support a respectful work/care environment and to enhance knowledge in the areas of acute mental health, seniors' health, the Indigenous population, accessibility and overall patient experience.

## Additional Policies

### Food and Beverage: Restrictions on Consumption and Storage

The purpose of this policy is to provide a safe work environment at the Hospital which eliminates or minimizes staff contact to occupational exposures. **No food or drink is permitted in clinical work areas.**

Individual(s) who are discovered to be non-compliant with hospital policy or law are subject to an investigation conducted by the Ministry of Labour, which could result in a maximum personal fine of \$100,000, up to a year in prison or a combination of both.

### Smoke-Free Grounds

The hospital has a NO smoking policy which means smoking is not permitted on the hospital grounds at any time. Hospital property includes all sections/areas of the hospital buildings, exterior grounds and parking areas (includes the inside of a personal vehicle parked on hospital property).

## Social Media

Please keep in mind when using social media that you are not doing anything that may negatively impact the reputation of yourself, your patients, your colleagues or the Thunder Bay Regional Health Sciences Centre.



To help you navigate what is appropriate or not, please review the following Social Media Do's and Don'ts:

#### DO:

- Think before you post
- Use your best judgment
- Know that more people will see the post than you think
- Post positive things
- Be respectful
- Remember what information is confidential
- Keep in mind that what you posts reflects on you

#### DON'T:

- Post things that could hurt or potentially hurt someone (i.e. emotionally, mentally, physically, professionally etc.)
- Post things that are confidential



# Information Technology

## Network Accounts

Your APC (Academic Placement Coordinator) is responsible for requesting:

- a) A network account for you
- b) Changes to your account

Network passwords are 10+ characters long and can be comprised of letters and numbers and must be changed every 90 days.

If you have any issues with your accounts, please contact your APC. If issues occur on a weekend please contact the Help Desk at 684-6411

## Logging On and Off the Network

The first time you attempt to log on to the network you will need to enter your username. Your account will be set up with a temporary password provided by your APC. Once logged on, the network will prompt you to create a new password.

## Security

The security office is located on the main floor right behind the Information Desk. They operate 24 hours a day, 365 days a year.

If you are working an evening shift and feel uncomfortable walking to the parking lot alone you have the option of requesting a security escort to your vehicle.

There are also Emergency Call posts located in each parking lot if you are ever feeling unsafe.

## Parking

If parking is required, you will need to go to Patient Billing, which is located in the main hallway across from the Information Desk. Let them know you are a learner as there are student rates.

Once parking is paid for, the billing clerk will provide you with a receipt which you will need to present to Security. Let Security know also that you are a learner so that they can assign you the appropriate lot.

**Once your parking has been paid for, please save your receipt until you can confirm your parking is working.**

**Please note that not every placement will require computer accounts and they are designed based on need.**



# Identification Tags and Lanyards

All learners within the organization are required to wear photo identification accompanied by a colour coded lanyard.

**Green lanyard** - Resident

**Red lanyard** - Medical Student

**Orange lanyard** - All other learners (PA, Nursing, Midwifery, etc)



Photos will be taken on your first day of placement or arrangements for photos will be made by your Academic Placement Coordinator (APC). A date or time will be scheduled for photos.

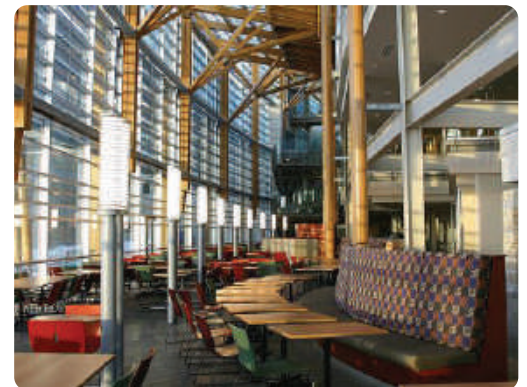
## Food Services

The Hospital Cafeteria is located on the first floor and the hours of operation are as follows:

Monday-Friday - 7am-6:30pm

Saturday & Sunday - 9am-6:15pm

The Thunder Bay Regional Health Sciences Centre is unveiling its Eating Health Together initiative (Summer 2019) which is designed to provide healthy eating options for patients and staff at the hospital, as well as education for the public on healthy food consumption practices.



**Robin's Donuts was founded and the first store opened in Thunder Bay**

## Robin's Donuts

Robin's Donuts is located in the Main Lobby.

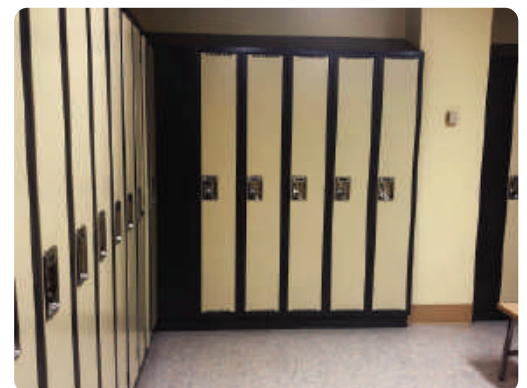
They are open Monday-Sunday from 6am-11pm

## Vending Machines

Vending machines containing snacks and drinks can be found in all major patient waiting areas: Emergency waiting room, Surgical daycare, Diagnostic Imaging and the main entrance area.

## Lockers

You may be assigned a locker to use during your placement. Your Academic Placement Coordinator (APC) will assign this to you if required and if there is availability.



# Waste Removal

All waste removal is the responsibility of the Housekeeping Department. It is very important that proper disposal processes identified during orientation be properly followed.

If you are not sure, have questions or concerns related to disposal of waste on your unit or department, please contact the Housekeeping Department for further direction. To prevent staff injury, DO NOT throw out items in the regular waste containers if you are not sure how to dispose of it. Contact the Housekeeping Department at 6199.

- **Black/Green** bags are for general waste
- **Yellow** bags and containers are for infectious waste
- **Red** bags are for pathological/cytotoxic waste

There is a Recycling Program in place at the Hospital.  
We recycle the following:

- Cardboard
- Plastics
- Fine paper and newsprint
- Glass pop and food cans
- Miscellaneous Metal
- Batteries

## Sharps

Proper disposal of sharps is essential:

- To ensure the safety of learners, staff & patients
- To reduce the risk of exposure to needle stick injuries
- Disposal of sharp always need to be made in the proper disposal containers provided



**Please remember that improper disposal of sharps or waste could be harmful to other staff.**

## Occupational Health and Safety (OH&S)

The role of OH&S department is to promote health and safety for all employees, staff, students, physicians, volunteers and contractors.

Many activities concerning safety are driven by legislation, including but not limited Ministry of Labour (MOL), Occupational Health and Safety Acts and Regulations, WSIB, CSA Standards, etc.

If an incident occurs while on placement, please let your APC know and contact OH&S as they will provide guidance and proper instruction for whatever situation you may have encountered.

**Students need to ensure that they adhere to best practice policies to maintain a safe work environment.**



# Accessibility

## Accessible features at the TBRHSC



Printed Floor Plan

Directory Floor Plan Signs

Accessible Entrances

Accessible Parking

Accessible Washrooms

Accessible Elevators

Easy Access Doors

Handrails

Wheelchairs

Service Animals

Pocket Pagers

Pocket Talkers

Amplified Telephone

American Sign Language Interpreters

Closed Captioning

Teletypewriter Text Phone Devices (TTY)

Medbridge Translation System



# Emergency Planning

## Codes

In the event a code is called where evacuation is required (Red, Orange, Green etc), please follow your preceptors instructions.

CODE	MEANING OF CODE	WHO CAN INITIATE?	HOW TO INITIATE?	WHAT NEEDS TO BE DONE
<b>RED</b>	<b>FIRE</b>	Any staff who discovers smoke or a fire	Call out "CODE RED", do NOT yell "FIRE"	<ul style="list-style-type: none"> <li>R- Remove persons in immediate danger</li> <li>E- Ensure door(s) is closed to confine fire and smoke</li> <li>A- Activate the fire alarm using nearest pull station</li> <li>C- Call Switchboard (dial 55) to confirm location of the fire</li> <li>T- Try to extinguish the fire or continue to evacuate</li> <li>Locate safety vest and follow instructions of fire plan and departmental sub-plan</li> </ul>
<b>BLUE</b>	<b>ADULT CARDIAC ARREST</b> (over the age of 16 years)	Any staff with knowledge of an unresponsive adult or someone requiring emergent medical intervention	Dial 55 to notify Switchboard of code and location	<ul style="list-style-type: none"> <li>Designated personnel will respond</li> </ul>
<b>PINK</b>	<b>PEDIATRIC CARDIAC ARREST</b> (over 1 month of age up to 16 years)	Any staff with knowledge of an unresponsive child or child requiring emergent medical intervention	Dial 55 to notify Switchboard of code, age, and location	<ul style="list-style-type: none"> <li>Designated personnel will respond</li> </ul>
<b>NRP</b>	<b>NEONATAL CARDIAC ARREST</b> (within 1 month of age)	Any staff with knowledge of an unresponsive infant or infant requiring emergent medical intervention	Dial 55 to notify Switchboard of code and location	<ul style="list-style-type: none"> <li>Designated personnel will respond</li> </ul>
<b>WHITE</b>	<b>VIOLENT or THREATENING PERSON</b>	Any staff aware of a violent or threatening person	Dial 55 to Notify Switchboard of code and location	<ul style="list-style-type: none"> <li>Security and minimum of 1 staff member from each clinical unit should respond</li> </ul>
<b>YELLOW</b>	<b>"SEARCH" MISSING PATIENT</b> (11 years and older)	Any staff aware of a missing patient	Dial 55 to Notify Switchboard of "CODE YELLOW SEARCH" with patient description	<ul style="list-style-type: none"> <li>Refer to unit sub-plans and search area for patient matching description</li> </ul>
	<b>"CHECK" WANDERING PATIENT</b> (11 years and older)	Any staff with reports of a patient wandering OUTSIDE	Dial 55 to Notify Switchboard of "CODE YELLOW CHECK" with patient description	<ul style="list-style-type: none"> <li>Search unit for any missing patients, notify Switchboard if a patient is missing who matches description</li> </ul>
<b>AMBER</b>	<b>MISSING/WANDERING INFANT/CHILD</b> (10 years and under)	Any staff member who suspects a child is missing	Dial 55 to notify Switchboard of "CODE AMBER", description and location	<ul style="list-style-type: none"> <li>Staff should be sent to designated exit doors as found in sub-plans</li> <li>Remaining staff should search unit</li> <li>Visitors attempting to leave should be directed to main entrance</li> <li>Notify Switchboard if child found</li> </ul>
<b>BROWN</b>	<b>UNKNOWN OR UNMANAGEABLE SPILL/SUBSTANCE</b>	Any staff that encounters an unknown spill/substance which cannot be handled appropriately by unit	Dial 55 to notify Switchboard of "CODE BROWN" and location	<ul style="list-style-type: none"> <li>Do not enter location of spill</li> <li>Ward off patients and visitors from area of spill</li> </ul>
<b>ORANGE</b>	<b>LEVEL 1- EMERGENCY TEAM DISASTER CAN BE HANDLED WITHIN EMERGENCY DEPARTMENT</b> (with support from select services)	Senior Management	Dial 55 to Notify Switchboard of "CODE ORANGE – LEVEL 1 – EMERGENCY DEPARTMENT"	<ul style="list-style-type: none"> <li>All ER staff report to department, other areas which may be impacted refer to sub-plans</li> </ul>
	<b>LEVEL 2- ALL DEPARTMENTS DISASTER REQUIRES ALL HOSPITAL RESOURCES</b>	Senior Management	Dial 55 to Notify Switchboard of "CODE ORANGE – LEVEL 2 – ALL DEPARTMENTS"	<ul style="list-style-type: none"> <li>All staff immediately report back to their units for instruction, all units will initiate fan-outs and should refer to sub-plans</li> </ul>
	<b>LEVEL 1 OR 2 AND CBRN CHEMICAL, BIOLOGICAL, RADIOLOGICAL, NUCLEAR</b>	Senior Management	Dial 55 to Notify Switchboard of "CODE ORANGE, LEVEL 1 OR 2 – CBRN"	<ul style="list-style-type: none"> <li>Staff trained in CBRN procedures should report to ER Ambulance Bay to set up decontamination and await further instruction</li> <li>If Code Orange LEVEL 2 CBRN, all units initiate fan-outs and refer to sub-plans</li> </ul>
<b>GREEN</b>	<b>"PRECAUTIONARY" EVACUATION NECESSARY BUT NOT IMMEDIATE</b>	Senior Management	Dial 55 to notify Switchboard "CODE GREEN – PRECAUTIONARY" OR "CODE GREEN - STAT" and location from- location to	<ul style="list-style-type: none"> <li>Listen to overhead announcements for details of evacuation (i.e. horizontal or vertical, department from-department to)</li> <li>Refer to sub-plans for further instructions</li> <li>1 staff member from every clinical department to report to location of "Code Green STAT" to assist</li> <li>Senior Management will determine if fan-outs are necessary</li> </ul>
	<b>"STAT" IMMEDIATE EVACUATION</b>	Any staff with knowledge of incident		
<b>BLACK</b>	<b>BOMB THREAT</b>	Staff member receiving threat	Dial 55 to notify Switchboard of threat and location (if known)	<ul style="list-style-type: none"> <li>Fill out BOMB THREAT TELEPHONE CARD with as much information as possible</li> <li>Call 9-911 to notify police</li> <li>All staff to search units in teams of 2 for any suspicious items, if suspicious package found, DO NOT TOUCH or MOVE IT</li> <li>Call 6509 to report if suspicious item has been found or unit is clear. Evacuate immediate area if suspicious item found.</li> </ul>

<b>GREY</b>	<b>“AIR EXCLUSION” EXTERNAL TOXIC AIRBORNE SUBSTANCE</b>	Management Representative (Manager, Director, Senior Management or Admin Coordinator, Senior Manager on-call)	Management Representative to dial 55 to notify Switchboard of CODE GREY-status-AIR EXCLUSION and stage	<ul style="list-style-type: none"> <li>If a warning situation is communicated to Hospital, the “receiver” completes the CODE GREY INFORMATION CARD with as much detail as possible and notifies switchboard</li> <li>Staff should return to their units immediately and await further instructions</li> <li>Physical plant will shut down area air handling units to limit external air flow</li> </ul>
	<b>“INFRASTRUCTURE FAILURE” BUILDING STRUCTURE FAILURES, BUILDING SYSTEM FAILURES, FLOOD</b>	Staff Supervisor/Management	Staff supervisor to dial 55 to notify Switchboard of CODE GREY-INFRASTRUCTURE FAILURE, status, stage with location	<ul style="list-style-type: none"> <li>Staff should return to their units if safe to do so, await further instructions and refer to sub-plans</li> </ul>
<b>SILVER</b>	<b>ACTIVE SHOOTER/ ARMED INTRUDER</b>	Any Staff/ Professional Staff	<ol style="list-style-type: none"> <li>Immediately notify Switchboard (55) to call a Code Silver when they observe or are informed of a person(s) who is uncontained and actively attempting to harm or injure people with any type of weapon and an enhanced police response is required.</li> <li>Contact 911 (9-911) from a Hospital phone) directly. If outside on Hospital grounds, activate a blue emergency pull station to notify Security, if safe to do so.</li> </ol>	<p>Do not attempt to engage the assailant. This includes verbal and physical attempts to deescalate the situation.</p> <ol style="list-style-type: none"> <li>Remain CALM and EVACUATE.</li> <li>If unable to evacuate, HIDE.</li> <li>If your life is in immediate danger, FIGHT.</li> <li>CALL Switchboard and Police as soon as possible.</li> </ol>
<b>PURPLE</b>	<b>HOSTAGE SITUATION</b>	Any staff member	Dial 55 to notify Switchboard of “CODE PURPLE” and location, and provide as many details as possible	<ul style="list-style-type: none"> <li>Remain calm and cooperative</li> <li>Evacuate staff, patients, and visitors from unit if safe to do so</li> <li>Staff not from hostage site should return to home unit (if safe to do so) or notify unit of whereabouts</li> <li>Staff should not attempt to re-enter home unit if home unit is hostage site, report to adjacent unit instead</li> </ul>

## Alerts

<b>HOSPITAL LOCKDOWN</b>	A situation within or external to the facility threatens the safety of TBRHSC occupants and entry to and egress from the facility needs to be restricted All staff to return to their departments and await instructions from manager or overhead announcements from Switchboard
<b>ALERT 99/TRAUMA</b>	If a person collapses and is still conscious, or becomes injured and is still conscious, dial 55 to notify Switchboard of “ALERT 99 and location” Response team will escort in-patients back to unit, and all other persons to emergency for assessment





# Sights to See in Thunder Bay

## Art & Museums & Theatre

- Thunder Bay Art Gallery ✓
- Thunder Bay Museum ✓
- Founder's Museum and Pioneer Village 🌸 ☀️
- Magnus Theatre ✓
- Thunder Bay Community Auditorium ✓



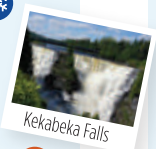
**Best to do in:**

- 🌸 Spring
- ☀️ Summer
- 🍁 Fall
- ❄️ Winter
- ✓ All seasons



## Sights & Landmarks

- Thunder Bay Marina Park ✓
- Fort William Historical Park ☀️ ❄️
- Centennial Conservatory ✓
- Kakabeka Falls ☀️ ❄️
- Terry Fox Memorial & Lookout ☀️ 🍁
- Mount McKay Lookout ☀️
- Friendship Gardens ☀️ 🍁
- Blue Point Amethyst Mine ☀️
- Quimet Canyon Provincial Park ☀️ 🍁



## Outdoor Activities & Parks

- Sleeping Giant Provincial Park (camping & hiking trails) ✓
- Boulevard Lake (lakefront walking paths) 🌸 ☀️ 🍁
- Cascades Conservation Area 🌸 ☀️ 🍁
- Centennial Park 🌸 ☀️ 🍁
- Chippewa Park 🌸 ☀️ 🍁
- Silver Falls Provincial Park ☀️ 🍁
- Kamview Nordic Trails (Cross country skiing) ❄️
- Mount Baldy (Downhill and cross country skiing) ❄️
- Loch Lomond (Downhill skiing) ❄️



## Food

- Persian ✓  
(a treat that originates and is only made in Thunder Bay, try from the Persian Man)
- Thunder Bay Country Market ✓
- Thunder Oak Cheese Farm ✓

