



Thunder Bay Regional
Health Sciences Centre

Orientation Handbook 2024

Table of Contents

Welcome to TBRHSC.....	1
Mission, Vision and Value Definitions.....	2
Patient Family Centered Care (PFCC).....	3
Academic Affairs and Contact Info.....	3
Isolation Precautions.....	5
Code of Conduct.....	6
Confidentiality.....	6
Additional Policies.....	6
Social Media.....	7
Information Technology (IT).....	7
Security (Parking and ID).....	7
Nutrition and Food Services.....	8
Lockers.....	9
Waste Removal and Sharps.....	9
Occupational Health & Safety.....	10
Accessibility.....	10
Emergency Planning.....	11-12
Sights to See in Thunder Bay.....	13

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 quality Care to Patients and Families, supported and advanced by research, innovation and education 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 provide quality Care to Patients and Families, supported and advanced by research, innovation and education that is responsive to the needs of the population of Northwestern Ontario.

Vision

Exceptional care for every patient, every time

Values:

Diversity

We foster a people-centred environment that is inclusive of all.

Compassion

We show empathy, compassion and respect by acknowledging ourselves as learners in understanding the experiences of others, and by considering the needs, thoughts and feelings of those we serve and with whom we work.

Excellence

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

Innovation

We embrace continual learning and improvement to drive positive change.

Accountability

We sustain and reinvest in our mission and communities by wisely planning for and managing our resources

Philosophy:

Patients at the centre of everything we do



Land Acknowledgement:

We acknowledge we are on the traditional lands of the Anishinaabe Peoples of Fort William First Nation, in the Robinson-Superior Treaty area.



Patient and Family Centred Care (PFCC)

PFCC puts patients and families at the centre of everything we do and involves them in medical decisions.

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



Karen Anderson

Manager,
Academic Affairs

Karen.Anderson@tbh.net
(807) 684-6416



Jane Varley

Academic Advisor,
Academic Affairs

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(807) 684-6025

Office

We are located on the 3rd Floor - Room #3333 which is located in the hall across from nursing unit 3A.

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



Haley Koopman

Administrative Assistant
Academic Affairs

Haley.Koopman@tbh.net
(807) 684-7863

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
- Athletic wear - including hoodies
- 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. Be sure that any products you use are scent free.



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, mustaches and sideburns must be trimmed and clean. The use of personal protective equipment may not be compromised (i.e. N95 mask).

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.

How to handrub (preferred method)

Rub hands for 15 seconds

- Apply 1 to 2 pumps of product to palms of dry hands.
- Rub hands together, palm to palm.
- Rub in between and around fingers.
- Rub back of each hand with palm of other hand.
- Rub fingertips of each hand in opposite palm.
- Rub each thumb clasped in opposite hand.
- Rub hands until product is dry. Do not use paper towels.
- Once dry, your hands are safe.

How to handwash (when hands are visibly soiled)

Lather hands for 15 seconds

- Wet hands with warm water.
- Apply soap.
- Lather soap and rub hands palm to palm.
- Rub in between and around fingers.
- Rub back of each hand with palm of other hand.
- Rub fingertips of each hand in opposite palm.
- Rub each thumb clasped in opposite hand.
- Rinse thoroughly under running water.
- Pat hands dry with paper towel.
- Turn off water using paper towel.
- Your hands are now safe.



JUST CLEAN YOUR HANDS

Isolation Precautions

The signs below are cautionary signs for Personal Protective Equipment (PPE) you need to wear when entering a room if precautions are required.

CLEAN YOUR HANDS WHEN ENTERING AND EXITING THE ROOM

DROPLET/CONTACT PRECAUTIONS

STOP

ARRÊTEZ

CARE PARTNERS / PROCHES ADJANTS

1. Check with nurse before entering.
2. Wear a gown and gloves.
3. Wear eye protection and a face shield.

STAFF

1. Wear a gown and gloves.
2. Wear eye protection and a face shield.
3. Wear a mask.

CLEAN YOUR HANDS WHEN ENTERING AND EXITING THE ROOM

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CLEAN YOUR HANDS WHEN ENTERING AND EXITING THE ROOM

AIRBORNE PRECAUTIONS

STOP

ARRÊTEZ

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STAFF

1. Wear a gown and gloves.
2. Wear eye protection and a face shield.
3. Wear a mask.

CLEAN YOUR HANDS WHEN ENTERING AND EXITING THE ROOM

CONTACT PRECAUTIONS

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2. Wear eye protection and a face shield.
3. Wear a mask.

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 in a clear, timely and truthful manner
- We will offer assistance to anyone who appears distressed or in need of help
- We will treat all individuals with dignity
- We will address all customers by their preferred name
- We will identify ourselves - name and occupation
- 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.

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.

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.



Do:

- Think before you post
- Use your best judgement
- 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

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

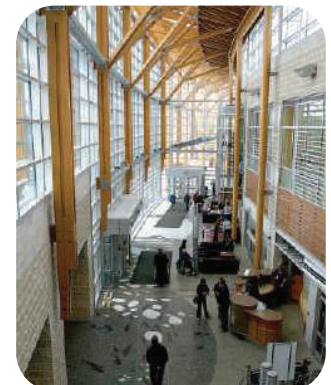
The first time you attempt to log on to the network you will need to enter your username. Your account will be set up with a temporary password provided by your APC. Once logged on, the network will prompt you to create a new password.

Security

The security office is located on the main floor right beside 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.

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 uploaded in NirvSystem, our learner onboarding system and can be picked up at Security. Lanyards can be found in Academic Affairs - Room 3333.



Nutrition and Food Services

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

Monday - Friday

Breakfast: 8:00am-11:00am

Lunch: 11:15am-3:00pm

After Hours: 3:00pm-6:30pm

Convenience Market: Sandwiches, Wraps, Reheatable Meals, Salads, Snacks, Fruit, Vegetables, Chips, Pop, Coffee and Adventure Boxes.

Saturday - Sunday

Open: 9:00am-3:00pm

Convenience Market: Sandwiches, Wraps, Reheatable Meals, Salads, Snacks, Fruit, Vegetables, Chips, Pop, Coffee and Adventure Boxes.



Robin's Donuts

Robin's Donuts is located in the Main Lobby and are open Monday-Sunday for 24 hours a day.



On September 8th, 1974, the first Robin's Donuts opened at 465 Memorial Ave. in Thunder Bay!

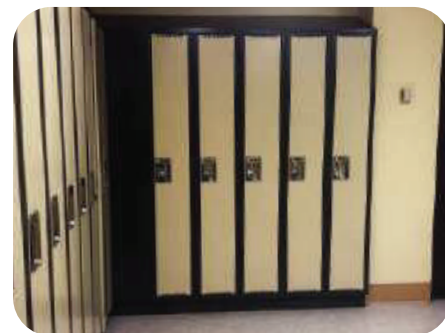
Vending Machines

Vending machines containing snacks and drinks can be found in all major patient waiting areas: Emergency waiting room, Surgical Day Care/Endoscopy waiting room, 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 pending 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 ask your preceptor 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 via phone at extension 6199

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

Recycling Program

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



Occupational Health & Safety (OH&S)

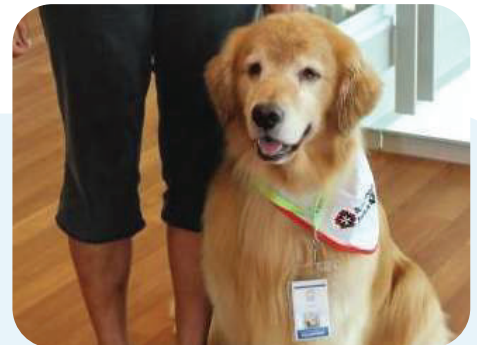
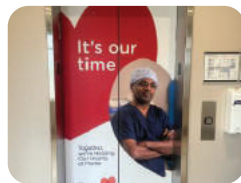
The role of OH&S department is to promote health and safety for all employees, staff, students, physicians, volunteers and contractors.

Many activities concerning safety are driven by legislation, including but not limited to 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



Printed Floor Plan

Directory Floor Plan Signs

Accessible Entrances

Accessible Parking

Accessible Washrooms

Accessible Elevators

Easy Access Doors

Handrails

Wheelchairs

Service Animals

Pocket Talkers

Amplified Telephone

American Sign Language Interpreters

Closed Captioning

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

Emergency Planning

Codes continued

GREY	“AIR EXCLUSION” EXTERNAL TOXIC AIRBORNE SUBSTANCE	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"> 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 Staff should return to their units immediately and await further instructions Physical plant will shut down area air handling units to limit external air flow
	“INFRASTRUCTURE FAILURE” BUILDING STRUCTURE FAILURES, BUILDING SYSTEM FAILURES, FLOOD	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"> Staff should return to their units if safe to do so, await further instructions and refer to sub-plans
SILVER	ACTIVE SHOOTER/ ARMED INTRUDER	Any Staff/ Professional Staff	<ol style="list-style-type: none"> 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. 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. 	<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"> Remain CALM and EVACUATE. If unable to evacuate, HIDE. If your life is in immediate danger, FIGHT. CALL Switchboard and Police as soon as possible.
PURPLE	HOSTAGE SITUATION	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"> Remain calm and cooperative Evacuate staff, patients, and visitors from unit if safe to do so Staff not from hostage site should return to home unit (if safe to do so) or notify unit of whereabouts Staff should not attempt to re-enter home unit if home unit is hostage site, report to adjacent unit instead

Alerts

HOSPITAL LOCKDOWN	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
ALERT 99/TRAUMA	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

Best to do in:

- 🌸 Spring
- ☀️ Summer
- 🍂 Fall
- ❄️ Winter
- ✔️ All seasons

Art & Museums & Theatre

- Thunder Bay Art Gallery ✔️
- Definitely Superior (Defsup) Art Gallery ✔️
- Thunder Bay Museum ✔️
- Lakehead Transportation Museum - Alexander Henry 🌸🌿🍂
- Magnus Theatre ✔️
- Paramount Live Theatre ✔️
- Thunder Bay Community Auditorium ✔️



Sights & Landmarks

- Thunder Bay Marina Park ✔️
- Fort William Historical Park 🌸❄️
- Centennial Conservatory ✔️
- Kakabeka Falls 🌸🍂❄️
- Terry Fox Memorial & Lookout ✔️
- Mount McKay Lookout 🌸
- International Friendship Garden 🌸🍂
- Port Arthur Stadium (Baseball) 🌸
- Fort William Gardens (Hockey) ❄️



Outdoor Activities & Parks

- Sleeping Giant Provincial Park ✔️
- Boulevard Lake ✔️
- 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) ❄️



Shopping & Food

- Goods & Co Market ✔️
- Thunder Bay Country Market ✔️
- Thunder Oak Cheese Farm ✔️
- Waterfront District ✔️
- Bay & Algoma Neighborhood ✔️

