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INTRODUCTION

Welcome

Dear Student:

Welcome to Mackenzie Health. We are very pleased to extend a warm welcome to you as you begin your experience with us. We would like to wish you every success and hope that you will have a fulfilling and rewarding experience.

For more than 40 years, Mackenzie Health has been a provider of increasingly progressive and innovative health care services to our community. As the health care system changes to better meet the needs of those it serves, Mackenzie Health will continue to help lead change in the way that many health care service providers work with each other; to lead change in its unique and comprehensive range of services; and to help lead change in providing more services 'closer to home.'

Mackenzie Health prides itself on providing quality learning, teaching and research environments that enable and maximize your experience as a student.

Once again, we would like to take this opportunity to wish you every success in your clinical experience at Mackenzie Health.

With best wishes,

Susan Kwolek, MHSc, CHE
Executive Vice President, Chief Operating Officer & Chief Nursing Executive

Kathryn Pereira RN, BScN, MScN
Professional Practice Leader, Nursing
B-Wing room 5907
905-883-1212 ext 7461
Foreword

We are very proud of the care we provide for patients and their families as well as the excellent working relationships we maintain with members of the health care team. We welcome you to our team and hope you will develop the same pride as you learn how we function together. We are committed to providing quality learning, teaching and research environments that enable and maximize your experience as a student.

The “Student Handbook” is destined for students registered to complete a clinical placement at Mackenzie Health. It is aimed at providing you with information that will ease your journey through this exciting experience. Please print and read the handbook provided.

Sign, date and return the “Confidentiality Agreement” and “Student Placement Declaration Form” to Kathryn Pereira PPL for nursing on the first day of your placement.

Objectives

This handbook will focus on:

✓ Welcoming you and enabling you to familiarize yourself with the Mackenzie Health environment.

✓ Introducing programs, services, policies, procedures, and role expectations of the specific setting.

✓ Providing you with the information necessary to maximize your experience at Mackenzie Health.
PREPARING FOR YOUR CLINICAL PLACEMENT

Hospital Orientation

In the Spring 2014, Mackenzie Health began offering student orientation online. All clinical students are required to read this handbook prior to arriving to their placements. In addition, students are required to complete mandatory e-learning modules within the first week of their placements. The details for the online learning requirements can be found on page 11 of this handbook.

The orientation focuses on welcoming you and enabling you to familiarize yourself with the Mackenzie Health environment, introduction to programs, services, policies, procedures, and role expectations of the specific setting and providing you with the information necessary to maximize your experience.

Health Requirements

All students are required to be immunized as per their school’s policy on immunization. CPR and police checks are expected to be current and are the responsibility of the school to maintain and validate.

All students must be respiratory mask fit-tested by the school prior to the clinical experience and will be required to provide documented evidence of such. Masks will be provided by the hospital and worn by students according to Infection Prevention and Control guidelines, policies and procedures.

Identification Badges and Uniforms

As a student, you are expected to wear a picture identification badge at all times (provided by your school). You are also expected to adhere to Mackenzie Health’s policies on Dress Code and Safety Footwear. Please read the policies in the pages that follow.
Human Resources Advisor

HRQ0100-Dress Code

Original: October 1984
Revised: Organization Development Committee 2003
Approved: Planning and Priorities Committee 2003
Revised: Director, Organization & HR Development, May 2005

1.0 Policy

It is the policy of Mackenzie Health that the personal appearance and attire worn by our staff be professional, safe and appropriate to their work environment at all times. The hospital’s philosophy, mission and values are to be reflected in the proper conduct and attire of all staff.

Respecting the mission and values of the hospital, staff are asked to keep the following in mind: Caring is reflected in bearing and demeanor. Dress and language are symbols of communication which indicate respect for self and others. It is a reflection of who we are. Therefore, all clothes and shoes should be clean, neat and in good repair.

2.0 Purpose

The purpose of the hospital dress code is to:
- Maintain a professional appearance in a hospital setting
- Protect staff, patients and visitors from injuries and infections

3.0 For all staff

3.1 Identification
   Hospital photo identification badge must be visible and worn above the waistline;
   may be worn clipped to collar, on pocket of apparel or on a lanyard around the neck
   Name and designation on identification badge must not be obstructed

3.2 Inappropriate messages
   Inappropriate messages, graphics or pictures are not permitted on any article of clothing

3.3 Apparel with hospital logo
   ‘Golf shirts’ and sweatshirts with hospital logo are acceptable.

3.4 Footwear
   Footwear must be in clean and in good condition.
   Stiletto heels are not permitted

4.0 Apparel for Uniformed Staff

4.1 Uniforms
   Uniforms must be clean, in good condition with sleeves
   Pant suit tops designed to be worn outside pants, should cover the torso at all times or be tucked in
   T-shirts with hospital logo, worn with uniform pants must be tucked in
Human Resources Advisor

HRQ0100-Dress Code

Original: October 1984
Revised: Organization Development Committee 2003
Approved: Planning and Priorities Committee 2003
Revised: Director, Organization & HR Development, May 2005

Walking shorts of knee length with a pressed pleat are permitted
Neutral coloured undergarments
Only clean, coordinated sweaters, warm up jackets or sweatshirts with hospital logo
  can be worn
The hospital will supply scrub suits to staff who regularly work in Central Processing,
  OR, PACU, L&D, IV Prep Room, Diagnostic Interventional Suite and the Morgue
Other support staff who require access to the OR or C-section room will be provided
  with gowns.
White lab coats will be supplied to Medical Laboratory Technologists

4.2 Footwear
  Shoes must be sturdy and predominately white with clean laces and non skid soles
  Shoes must have a closed toe and closed heel or a strap
  Clean white socks or panty hose must be worn with shoes

4.3 Hair
  Neatly styled and secured off the face, tied back if necessary
  Functional plain hair accessories

4.4 Jewellery
  Limited to one pair of small hoop or stud earrings.
  Limited to smooth surfaced wedding band, one school/class ring and a simple plain
  chain worn inside of the neckline, no bracelets
  Rings are to be removed during aseptic techniques, if possible.

4.5 Make Up
  Subdued
  Scent free hygiene products only

4.6 Nails
  Finger nails are to be clean, well manicured: clear or light coloured nail polish is
  permitted
  Artificial nails, tips or wraps are not permitted

5.0 Apparel for Non-Uniformed Staff: Business or Business Casual (24/7)

5.1 Females
  Appropriately sized plain earrings
  Dress slacks and walking shorts with a pressed pleat are permitted
  Skirts, walking shorts, culottes and dresses must be no shorter than three inches above
  the knee
  Spandex pants, sweat pants, casual or cut off shorts are not permitted
Human Resources Advisor

HRQ0100-Dress Code

Original: October 1984
Revised: Organization Development Committee 2003
Approved: Planning and Priorities Committee 2003
Revised: Director, Organization & HR Development, May 2003

Low cut bodices, tummy exposing tops, tank tops, thin straps are not permitted.
Tops should be designed to ensure the torso is covered at all times.

5.2 Males
Neat coordinated street clothes; shirts must have a collar and sleeves.

5.3 Footwear
Clean, closed toe with a closed heel or strap for staff in Pharmacy & Lab.

5.5 Scrub Suits
Staff, physicians, sales representatives and contractors who require entry to the OR or
C-section room will be provided with a scrub suit to wear during the duration of their
visit.

5.6 Casual Fridays
Denim jeans may be worn on Fridays provided they are in good repair and fit without
exposing the torso or undergarments.

6.0 Compliance

6.1 The Administrative Coordinator or Supervisor is responsible for monitoring and
enforcing this policy.

6.2 Staff who do not present themselves in accordance with this policy may be sent home to
change and will not be compensated for this time.

Related Policies
AK1900-Fingernail Enhancement
HRG1000-Safety Footwear
UJ300-Scrub Suit Policy

Examples include alcohol slogans, profanity and business promotions.
With the exception of those staff who are required to wear safety boots/shoes.
Long fingernails may scratch or gouge patients during the moving or positioning process. Chipped nail polish has
a tendency to harbour greater numbers of bacteria. Artificial nails harbour organisms and prevent effective hand
washing. Fungal growth occurs frequently under artificial nails as a result of moisture being trapped between the
natural nail and artificial nail.

© Mackenzie Health
Our Privacy Policy

When patients visit our hospital, they trust us with their Personal Health Information (PHI). Ensuring the confidentiality of their PHI is a statutory obligation, professional standard and ethical requirement.

The legal requirements for protecting privacy are imposed on both the organization and all of us who work for the organization.

When commencing employment or placement at Mackenzie Health, we require that you sign a Confidentiality Agreement that outlines your privacy obligations. During your time with Mackenzie Health, you will have access to information and material (electronic and manual records) relating to patients, medical staff, employees, or other individuals which is of a private and confidential nature. Access to this information must be restricted and limited to your role and should only be accessed if you are part of the patient’s circle of care.

What is Privacy?

Privacy refers to the right of individuals, groups of individuals or organizations to determine for themselves when, how and to what extent information about them is shared with others.

Privacy is governed by two key pieces of legislation in Ontario.

Personal Health Information Protection Act, 2004

PHIPA came into effect on November 1, 2004 and sets out the rules that hospitals must follow when collecting, using and disclosing personal health information (i.e. patient records).

Freedom of Information Protection of Privacy Act, 1990

FIPPA came into effect on January 1, 2012 for all Ontario hospitals. The act imposes general obligations to disclose records not subject to exemptions or exclusions under the freedom of information regime and sets rules for the collection, use and disclosure of personal information.

How Do We Protect Privacy at Mackenzie Health?

- Physical measures: for example, use of lockable filing cabinets and restricting access to offices

- Organizational measures: for example, limiting access to personal information on a “need-to-know” basis
• Technological measures: for example, the use of passwords, system access controls and encryption where appropriate

• Regular audits of system access and use, including appropriate disciplinary action for non-compliance with legal or hospital requirements governing access to information.

What Are Your Responsibilities?
✓ Treat all Mackenzie Health patient, employee and other records as confidential information, and protect them to ensure full confidentiality.

✓ Do not access records or discussing, divulging, or disclosing such information, unless there is a legitimate purpose related to your association with Mackenzie Health

✓ Ensure that confidential information is not inappropriately accessed, used, or released either directly, or by virtue of your signature or security access to premises or systems

✓ Report all privacy breaches or suspected breaches to the Privacy Office.

✓ Familiarize yourself with Mackenzie Health’s Privacy Statement and key policies:
  o Privacy Incident Management
  o Privacy and Security of Personal Health Information

Role of the Privacy Office
• Facilitate the hospital’s compliance with the Acts
• Inform all staff, physicians, volunteers, contractors of their duties under the Acts through education and training
• Consult with staff and advise on privacy related matters
• Investigate any complaints about privacy practices and take appropriate measures to resolve such complaints.
• Conduct regular audits on clinical information systems to confirm that access to is on a “need to know” basis only
• Respond to inquiries from the public about the hospital’s information practices
• Processing and managing FOI Request
Frequently Asked Questions About Privacy

What if I accidentally access a patient chart that I am not authorized to view?

Please ask your instructor for further information and support.

What if a patient asks for a copy of their medical record?

Patients may request a copy of their medical records through Health Information Services at 905-883-2200.

How do I report a privacy concern?

Report concerns to the Privacy Office (extension 7117). The Privacy Office will work with you to help determine if a breach occurred and ensure the breach is containment. The Privacy Office can also provide advice and recommend practical solutions to address your concerns and prevent similar incidents from occurring.

What should I do if I think someone else knows my password?

You should change your password immediately. Contact the Helpdesk at ext. 3333 for assistance.

What do I do if the media calls me?

Information cannot be disclosed to the media under any circumstances by anyone other than Public Affairs. Forward all media requests to Public Affairs at ext. 7492

Network Access

- You will be granted temporary network access during your placement at Mackenzie Health. Your preceptor will request access by emailing kathryn.pereira@mackenziehealth.ca. It may take up to 2 weeks to set up your computer access. With this access, you will be able to access the Mackenzie Health Intranet webpage.
- Your login is as follows:
  - Username: your first initial and last name (no spaces)
  - Password: the word “password:”
After your initial login, you will be asked to change your temporary password. It is critical that you do this on your first day as you will use this login to complete your e-learning modules from home.

**Online learning**

All students are required to complete the following mandatory e-learning modules within the first week of their placement.

1) Mandatory Corporate Curriculum 2016_WHMIS
2) Mandatory Corporate Curriculum 2016_Occupational Health and Safety Awareness Training for Workers
3) Mandatory Corporate Curriculum 2016_Back Care and Safe Lift Training Clinical Application
4) Mandatory Corporate Curriculum 2016_Influenza Immunization Information Session
5) Mandatory Corporate Curriculum 2016_Accessibility
6) Mandatory Corporate Curriculum 2016_Emergency Safety
7) Mandatory Corporate Curriculum 2016_Privacy Basics
8) IPAC Core Competencies 2016:
   - Chain of transmission and Risk Assessment (students only)
   - Health Care Provider Controls (students only)

All **NURSING** students are required to complete these additional learning modules

- Horizon expert Documentation (HED) (students only)
- Hill-Rom Beds Versa Care Air (students only)
- HCP_Infusion Pump Certification_CareFusion Alaris System
- HCP_Infusion Pump_Carefusion Alaris System Video

**Accessing the e-learning modules from home**

Some of our e-learning modules utilize PDF files. To ensure that you are able to view those documents, please ensure that you have the latest version of Internet Explorer and Adobe Acrobat reader. Adobe Acrobat reader can be installed for free from: [http://get.adobe.com/reader/](http://get.adobe.com/reader/)

1. From home, go to the web address below
   [https://ilearn.mackenziehealth.ca](https://ilearn.mackenziehealth.ca)
2. Enter your user name and password
3. Go to course registration
4. Enter “STUDENTS ONLY”
5. Register and complete all the listed courses
6. Print the certificate of completion and bring with you on your next shift
• Failure to complete the required modules within the first week of placement will result in students being sent home

Accessing the e-learning modules from the MH intranet

• Log into the computer using your username and password
• Go to the Internet Explorer tab
• On the MH intranet page, in the “Quick Links” section, go to iLearn (see picture below)
• Enter your username and password
• Go to course registration
• Enter “STUDENTS ONLY”
• Register and complete all the listed courses
• Print the certificate of completion and bring with you on your next shift
Electronic Documentation and Computer training

At the present time, computer training will be offered to students that are going to an area where electronic documentation has been implemented. Your computer training date will be posted in hspnet or you can contact your placement coordinator for further details.

Students may not chart electronically until they have gone to computer training. Students are to document in the patient’s paper chart until they have had the training and have their own username and password for the electronic documentation program. This username and password is different from the network password students are given at the beginning of their placement.

**Under no circumstances, are students to chart under their preceptors login.**

**Activities that students cannot participate in:**

- Use the glucose meter or any Point of care machine
- Perform venipuncture or insert IVs
- Access specialty lines (CVADs, PICCs, etc)
- Chart electronically until you have your own login
- Access the narcotic drawer

**Lockers/Personal Belongings**

We are currently unable to offer lockers for students, therefore we ask students to place their belongings in the unit staff room. Students are encouraged not to bring valuables to the hospital.

**Absenteeism (Late, Ill, Absent)**

Students are expected to notify the responsible person, the charge nurse and the clinical instructor prior to the commencement of duty if unable to report to duty as scheduled. If the student is working with a preceptor, please also let the preceptor know that the student is absent.
Parking

- Parking is available for students in the visitor parking lot.
- For further information, please contact the Parking Office at ext 3070.
- The Parking Office is located at the entrance of the North parking lot. The office is open 0700-2200hrs.

In case of Injury

- In the case of injury, please seek medical attention as soon as possible.
- Please call locating at ext. 2310 to have Kathryn Pereira PPL for Nursing paged.
- After hours and or weekends, please go to the emergency department and notify the PPL and your school at your earliest convenience. Please identify yourself as a visitor rather than an employee of Mackenzie Health.
- You may also be asked to go to our occupational Health Department for an assessment.
- You and your instructor/preceptor will need to complete an incident report on “SafePoint”. Once again, you will complete it as a visitor and not as an employee.
- Your school’s clinical instructor and you will also need to complete the “Post Secondary Student Unpaid Work Placement Insurance Claim”.
- Information about submitting your claim and the downloadable form can be found at: http://www.tcu.gov.on.ca/pepg/publications/questions.html
MACKENZIE HEALTH

Mission
Create a world-class healthcare experience.

Vision
Relentlessly improve care to create healthier communities.

Core Values
Excellence
Leadership
Empathy

Character
Professional
Friendly
Expert

Guiding Principles
Teamwork Accountability Safety
Patient Declaration of Values:

As a PATIENT at Mackenzie Health, I expect:

**Excellent Care**
- Timely and professional treatment
- A clean and safe environment
- Progressive approaches to meeting my healthcare needs

**Respectful Care**
- My family and I will be treated with compassion and respect
- Staff, Physicians and Volunteers will act with honesty and integrity
- Diversity and individual needs will be recognized and treated appropriately

**Clear Communication**
- To be informed, educated and involved in decisions about my care
- My personal health and medical information will be kept confidential
- The entire health care team will work together to ensure seamless care

**Accessibility For All**
- A barrier-free environment
- Consideration for special needs
- Plain language explanations
**Vision:** Create a world-class health experience  
**Mission:** Relentlessly improve care to create healthier communities  
**Values:** Excellence • Leadership • Empathy  
**Guiding Principles:** Teamwork • Accountability • Safety  
**Character:** Professional • Friendly • Expert

---

### Meet Mackenzie Health

Mackenzie Health is a dynamic regional healthcare provider serving a population of more than a half million people across York Region and beyond. Nationally recognized for its commitment to safety and quality patient care, Mackenzie Health is a healthcare leader with a wide variety of academic partners. Mackenzie Health includes Mackenzie Richmond Hill Hospital, the future Mackenzie Vaughan Hospital, as well as a comprehensive network of community-based services in Richmond Hill, Vaughan and the surrounding communities.

Mackenzie Health’s vision is to create a world-class health experience. This means delivering quality, compassionate and timely patient-centered care. It means that everything we do is focused on our patients and community.

**Our network of community-based services are located as follows:**

<table>
<thead>
<tr>
<th>Location</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Richmond Hill</strong></td>
<td></td>
</tr>
</tbody>
</table>
| Oak Ridges Medical Centre Site | • Chronic Kidney Disease Program  
| Paterson Plaza Site | • Centre for Behaviour Health Sciences  
|                   | o Behavioural Clinic  
|                   | o Sexuality Clinic  
|                   | o Central East Autism Service - York Region  
| **Partnership Location** |                                                                          |
| Saint Elizabeth Rehab Health - Richmond Hill | • Outpatient Rehabilitation Clinic  
| **Vaughan** |                                                                          |
| Jane Street Site | • Chronic Kidney Disease Program  
|                 | • Urgent Care Centre  
| **Upper Thornhill Centre Site** |                                                                          |
|                 | • Health and Wellness Centre  
|                 | o Cardiac Rehab  
|                 | o Diabetes Education Centre  
|                 | • Domestic Abuse & Sexual Assault Care Centre (DASA)  
|                 | • Mackenzie Health Foundation  
| **Barrie** |                                                                          |
| Bryne Drive Site | • Centre for Behaviour Health Sciences  
|                 | o Behavioural Clinic  
|                 | o Sexuality Clinic  
|                 | • Central East Autism Services  
|                 | • York-Simcoe Brain Injury Services  

### Mackenzie Health Strategic Goals
- Exceptional Patient and Family Experience  
- Excellent Quality and Efficiency  
- Community-Driven Growth  
- Great People, Systems and Partners

### Wildly Important Goals 2015
- Create an exceptional experience for Emergency patients  
- Plan and get ready for Mackenzie Vaughan Hospital and two-site model of care

### Mackenzie Health Clinical Programs
- **Emergency and Medicine Program:** Critical Care, Emergency, Medicine, Patient Flow, Outpatient Clinics, Urgent Care Centre  
- **Surgery Program:** Day Surgery, Inpatient Surgery, Recovery, Outpatient Clinics  
- **Women and Child Program:** Family Birthing Centre, Maternal Fetal Medicine, Neonatal Intensive Care Unit (NICU), Obstetrics, Pediatrics, Outpatient Clinics  
- **Chronic Disease and Seniors Health Program:** Behavioural Services, Complex Care, Chronic Kidney Disease Program, Geriatric Services and Outreach, Integrated Stroke Care, Mental Health, Palliative Care, Rehabilitation, Southwest York Region Health Link  
- **Clinical Supports:** Infection Control, Laboratory, Medical Imaging, Pharmacy, Rehabilitation Services, Respiratory Therapy

### Mackenzie Health Regional Programs
- Behavioural Supports Ontario (BSO) for Central LHIN  
- Centre for Behaviour Health Sciences  
- Domestic Abuse and Sexual Assault (DASA) Care Centre of York Region  
- Genetics Clinic of York Region  
- Mackenzie Health Long-Term Care Facility  
- York Region Chronic Kidney Disease Program  
- York Region District Stroke Centre
Mackenzie Health Activity

<table>
<thead>
<tr>
<th></th>
<th>Patient Volumes (2014-15)</th>
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<tbody>
<tr>
<td>Acute Beds*</td>
<td>253</td>
</tr>
<tr>
<td>Complex Care and Rehabilitation Beds</td>
<td>97</td>
</tr>
<tr>
<td>Long Term Care beds</td>
<td>168</td>
</tr>
<tr>
<td>Total</td>
<td>518</td>
</tr>
</tbody>
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* includes medical, ICU, surgical, mental health, pediatrics, obstetrics

Human Resources

<table>
<thead>
<tr>
<th>As of April</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Staff</td>
<td>2502</td>
</tr>
<tr>
<td>Number of Physicians</td>
<td>450</td>
</tr>
<tr>
<td>Number of Volunteer Hours/Year</td>
<td>97,000</td>
</tr>
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Financial Resources

| Total Annual Revenues (2014-15) | $299.9 M |
| Total Annual Expenses (2014-15) | $290.7 M |
| Surplus (2014-15)                | $9.2 M   |

Where Mackenzie Health Patients Come From (% of Total in 2014/2015)

<table>
<thead>
<tr>
<th></th>
<th>Inpatient</th>
<th>Outpatient</th>
<th>Emergency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Richmond Hill</td>
<td>36%</td>
<td>28%</td>
<td>38%</td>
</tr>
<tr>
<td>Vaughan</td>
<td>38%</td>
<td>27%</td>
<td>42%</td>
</tr>
<tr>
<td>Markham</td>
<td>8%</td>
<td>11%</td>
<td>7%</td>
</tr>
<tr>
<td>Other York Region</td>
<td>5%</td>
<td>20%</td>
<td>4%</td>
</tr>
<tr>
<td>Toronto</td>
<td>7%</td>
<td>7%</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>6%</td>
<td>7%</td>
<td>4%</td>
</tr>
</tbody>
</table>

86% of our patients reside within York Region and 91% within the Central LHIN

Building on Our Achievements

Accreditation with Exemplary Standing from
Accreditation Canada — the highest rating a Canadian healthcare provider can receive. Stroke Distinction Accreditation.
Booth Centennial Green Award. Gold Quality Healthcare Workplace Award. Margaret Comack National Award for Excellence in Nursing Leadership. RNAO Best Practice Spotlight Organization Designation. National Healthcare Safety Award. Partnership with Sunnybrook Health Sciences Centre

Community Demographics

- Richmond Hill + Vaughan (Dec. 2014) | 521,042
- 2014 Population in York Region | 1,144,800
- % Seniors of York population (by 2031) | 21%
  - Seniors population growing three times faster than the average population
- Top languages in Vaughan and Richmond Hill: English, Italian, Russian, Cantonese, Farsi, Mandarin
- % Residents in Richmond Hill and Vaughan with native language other than English | 57%

Central Local Health Integrated Network (LHIN) Profile

Geographic Boundaries:
All York Region, north Toronto and South Simcoe; rural and urban mix.

Population:
With 1.8 million* residents, the Central LHIN has the most residents in the province and is one of the fastest growing LHINs in Ontario.
*Source: Environics Analytics 2012

Central LHIN Public Hospitals

- Mackenzie Health
- Southlake Regional Health Centre
- Markham Stouffville Hospital
- North York General Hospital
- Humber River Hospital
- Stevenson Memorial Hospital (Alliston)
- West Park Healthcare Centre

Key Contact Numbers for Mackenzie Health

- Main Switchboard: 905-883-1212
- CEO/Executive Office: 905-883-1212, x7406
- Medical Affairs: 905-883-1212, x7451
- Patient Relations: 905-883-1212, x7494
- Board of Directors: 905-883-1212, x7400
- Mackenzie Health Foundation: 905-883-2032
- Communications and Public Affairs: 905-883-1212, x7490

Mackenzie Health

10 Trench Street, Richmond Hill, ON  Canada  L4C 4Z3 :: T: (905) 883-1212  F: (905) 883-2455  ::  www.mackenziehealth.ca

© Mackenzie Health
Unit/Department

Incident Management Systems (IMS) & Information Escalation Call Back Plan

- CODE RED
- CODE GREEN
- CODE BLUE
- CODE BLUE PEDIATRICS
- CODE PINK
- CODE YELLOW
- CODE AMBER
- CODE WHITE
- CODE BROWN
- CODE ORANGE
- CODE BLACK
- CODE PURPLE
- CODE GREY

For All Emergency Codes Call

5555

OFF SITE LOCATIONS CALL 911

Full versions of all emergency codes can be found on the Mackenzie Health intranet under Fire and Emergency Preparedness

December 13 2012
Commitment to Caring:

Mackenzie Health’s Commitment to Caring is a set of principles to guide everyone who works, volunteers, visits or receives care at the hospital. Mackenzie Health is committed to providing a safe, caring and inclusive environment where we:

- Treat one another with compassion, kindness, courtesy, respect and dignity
- Recognize the unique role and contribution of each individual
- Work together
- Listen and communicate responsibly
- Take responsibility for our actions
- Act with integrity and fairness

Resolve differences and concerns in a sensitive and timely way

Policies

Accessibility – Customer Service:

It is Mackenzie Health’s policy that people with disabilities be given an opportunity equal to that given to others to obtain, use and benefit from the provision of goods and services by the hospital, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the Accessibility Standards for Customer Service, Ontario Regulation 429/07 (2007). We are committed to meeting the accessibility needs of persons with disabilities in a timely manner.

This policy includes our guiding principles surrounding customer service and the specific training of current and future staff, physicians, students, and third party contractors; and is supported by procedures which outline the detailed processes and accommodations pursuant to this policy.

Accessibility – Service Animals:

It is Mackenzie Health’s policy to create a welcoming environment for people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the Accessibility Standards for Customer Service (2005). We are committed to meeting the accessibility needs of persons with
disabilities in a timely manner.

This policy identifies areas where access to service animals will be limited, including but not limited to:

- operating rooms;
- minor procedure rooms or rooms where sterile interventional procedures are occurring;
- food preparation and food storage areas;
- medication preparation or storage areas;
- clean or sterile supply storage areas; and / or
- rooms in which transmission based precautions are in place (isolated rooms).

This policy also outlines the responsibility of the owner of the service animal.

Accessibility – Use of a Support Person:

It is Mackenzie Health’s policy that people with disabilities who are accompanied by a support person have access to that support person while receiving care and services by the hospital, consistent with the principles of independence, dignity, integration and equality of opportunity, in compliance with the Accessible for Ontarians with Disability Act, 2005 (AODA). We are committed to meeting the accessibility needs of persons with disabilities in a timely manner.

This policy identifies areas where a support person may not be able to accompany patient and the organizations commitment to provide alternate services. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his/her support person while on our premises, unless it is a controlled access area, including but not limited to surgical suites, procedure rooms, Post Anaesthetic Care Unit (PACU) and recovery rooms. If possible, situations requiring the separation of the person with a disability and their support person will be discussed with the individual in advance and appropriate measures taken.

Accessibility – Assistive Devices:

It is Mackenzie Health’s policy that people with disabilities may use their own personal assistive devices or those which may be offered by the hospital, while receiving care and services provided by the hospital, consistent with the principles of independence, dignity, integration and equality of opportunity, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). If a person with a disability uses an assistive device, the person will be allowed to enter into all Mackenzie Health premises with the device and to use the device, unless not allowed by law or on the basis of medical or safety considerations. We are committed to meeting the accessibility needs of persons with disabilities in a timely manner.

This policy also outlines our guiding principles of the use of assistive devices.
Accessibility - Accessibility Standards for Customer Service Procedures:

The Mackenzie Health accessibility policies are supported by this procedural document. The following procedures support these policies by outlining the detailed processes and accommodations pursuant to the policy. The supporting procedures include:

Procedures for Customer Service and the Use of Assistive Devices
Procedures for the Use of Service Animals
Procedures for the Use of Support Persons
Procedures for Providing Notice of Temporary Disruptions
Procedures for Receiving Feedback

For procedural document, please go to the policy and procedure section on the Mackenzie Health Intranet page
Confidentiality Agreement

Name: ____________________________ (Please Print) Title/Position: ____________________________ (Please Print)

Affiliation with MACKENZIE HEALTH:

(Eg. Employee, Physician, Volunteer, Researcher, Student, Consultant, Vendor, Contractor, Agency Staff)

Name of School, Company, Agency: ____________________________________________
(if not a MACKENZIE HEALTH employee, physician or volunteer)

During my association with Mackenzie Health (MACKENZIE HEALTH), I will have access to information and material (electronic and manual records) relating to patients, medical staff, employees, or other individuals which is of a private and confidential nature. At all times, I shall respect the privacy of patients, employees, and all associated individuals by adhering to the following:

1. I shall treat all MACKENZIE HEALTH patient, administrative, financial, employee and other records as confidential information, and I will protect them to ensure full confidentiality.

2. I shall not read records nor discuss, divulge, or disclose such information about MACKENZIE HEALTH, unless there is a legitimate purpose related to my association with MACKENZIE HEALTH. This obligation does not apply to information in the public domain.

3. I shall ensure that confidential information is not inappropriately accessed, used, or released either directly by me, or by virtue of my signature, or security access to MACKENZIE HEALTH premises or systems.

4. I understand that MACKENZIE HEALTH will conduct periodic audits to ensure compliance with this agreement and its corporate privacy policy.

5. Violations of this agreement include, but are not limited to:
   - accessing information that I do not require for my job purposes;
   - misusing, disclosing without proper authorization, or altering patient or employee information;
   - disclosing to another person my user name and/or password for accessing electronic records or equipment (eg. blood glucose monitors, medication carts, etc).

By my signature below, I understand and agree to abide by the conditions outlined in this agreement, and they will remain in force even if I cease to have an association with MACKENZIE HEALTH.

I also understand that should any of these conditions be violated, I may be subject to corrective action up to and including termination of employment, loss of privileges, or termination of a contract.

__________________________  ________________  ________________
Name (Please Print)    Signature    Date

__________________________  ________________  ________________
Name of Witness (Please Print)    Signature    Date

© Mackenzie Health
Student Placement Declaration Form

Date: ____________________________

I, _________________________________ (student’s name) from ________________________________ (name of academic centre) have reviewed, read, and understood the student handbook and am familiar with the following Mackenzie Health polices:

➢ Completion of ALL required online learning modules as indicated in the student handbook
  1) Mandatory Corporate Curriculum 2016_WHMIS
  2) Mandatory Corporate Curriculum 2016_Occupational Health and Safety Awareness Training for Workers
  3) Mandatory Corporate Curriculum 2016_Influenza Immunization Information Session
  4) Mandatory Corporate Curriculum 2016_Accessibility
  5) Mandatory Corporate Curriculum 2016_Emergency Safety
  6) Mandatory Corporate Curriculum 2016_Privacy Basics
  7) IPAC Core Competencies 2016:
      • Chain of transmission and Risk Assessment (students only)
      • Health Care Provider Controls (students only)

All NURSING students are required to complete these additional learning modules:

• Horizon expert Documentation (HED) (students only)
  • Hill-Rom Beds Versa Care Air (students only)
  • HCP_Infusion Pump Certification_CareFusion Alaris System
  • HCP_Infusion Pump_Carefusion Alaris System Video

Signature: ____________________________________________________________

Unit Assigned to: ______________________________________________________

Date: ____________________________

N.B Please returned signed documents to PPL Nursing or Designate.