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Wellness Program

Your Personal Journey to Wellness

At Mackenzie Health, we recognize that our employees, physicians and volunteers are the key to our success in creating a world-class health experience for our patients and their families. The Pursuit of Wellness was created with this in mind.

Dare to be a better you – create your own program. Your unique pathway to physical, emotional, social, spiritual and career wellness. Whether you'd like to make healthier food choices, enhance your professional skills, manage stress, balance work and personal demands, or all of the above, your journey starts here.



The Infinite Pursuit of Wellness

Our Wellness Program offers countless possibilities to suit your own journey to wellness. Here are some ideas of how you might make The Pursuit of Wellness as individual as you are. A more proactive approach to your health and wellness will not only impact your life overall – from your work satisfaction to your friendships – but, ultimately, translate into better patient care.

Our Wellness Program is aligned with our Human Resources Strategic Plan in advancing a healthy workplace culture. Our Wellness Philosophy is driven by our commitment to supporting all team members to be the happiest and healthiest they can be through a holistic framework.



Physical Wellness

- making choices that create flexible, energetic and strong bodies



Emotional Wellness

- expressing our feelings and creating a positive self-concept



Spiritual Wellness

- discovering and exploring spiritual opportunities and exemplifying values



Career Wellness

- engaging in work that brings meaning and satisfaction



Social Wellness

- creating and maintaining healthy relationships in all settings

Check out our events Calendar

Visit the new Learning & Wellness Academy page to view the calendar of current wellness events and times.

Find out More

Full program details are available online at mackenziehealth.ca/wellnessprogram. Visit often, as we continue to add on-topic contests, challenges and activities.



The pursuit of
wellness

Employee Respiratory Safety

N95 Mask Fit-Testing

PURPOSE

As a healthcare worker, there may be instances when respiratory protection is necessary. This is usually (but not always) in the form of a disposable N95 mask-style respirator. Examples of when an N95 mask is required include when the possibility of exposure to an infectious airborne disease such as tuberculosis, measles, mumps, meningitis, etc. exists.

Patients with airborne infectious diseases are placed on “airborne precautions”. This means the patient is placed in a room with negative air pressure (so the contaminants are contained within the room) and anyone, regardless of whether they are a nurse, environmental worker, food services worker, physician, visitor, etc. must wear an N95 mask to protect themselves against the infectious disease.

Rooms are identified as being under airborne precautions by signage on/near the room door and also flagged on the Visibility Board (electronic information board on each unit).

Before you enter a patient room, always check for the airborne precaution sign.

Although a rare occurrence, there may also be situations where all healthcare workers in a particular unit, or even hospital-wide may need to wear an N95 mask.

As per the above, it is required by policy that all employees of Mackenzie Health are mask fit-tested every two years to identify the N95 mask (size, proper fit) for the individual.

MASK FIT-TESTING PROCESS

Fit-testing is a method of ensuring the respirator is fitted properly to the individual. It must be the correct size in order to provide the appropriate protection.

N95 masks (makes, models and sizes) ARE NOT interchangeable. Never wear a mask other than the one that has been selected for you during your fit-testing.

There are two types of mask fit testing:

- Qualitative: relies on the individual’s sensory response to a bitter taste to assess the correct fit.
- Quantitative: relies on an instrument that measures the concentration of air particles inside and outside of the mask during the fit-testing. The instrument identifies whether the mask being tested is an appropriate fit.

Either type of mask fit-testing may be used during your test. A member of the Occupational Health team will determine which test will be used.

Because our face structure changes with age and weight gain/loss, it is necessary that fit-testing is performed every two years, OR if you have lost/gained in excess of 15 lbs.

When your fit-test has been completed, you will receive a card which indicates the correct model/size of your mask and also your expiry date. Please ensure you keep track of this date in order that your fit-testing remains current.

MASK FIT-TESTING PROCESS

Things to remember:

- ✓ Do not eat, drink (other than water), chew gum or smoke 30 minutes prior to your fit test as tastes will “dull” your ability to sense the bitter substance used during fit-testing.
- ✓ Employees must be clean shaven in order to be mask fit-tested. An N95 mask must provide an exceptionally good fit in order to provide protection. The edges of the mask must be against skin (and not facial hair). As such, employees with facial hair that exceeds past the limits of the mask will not be fit-tested. Please be aware that in some cases, the ability to don an N95 mask at any time is an essential job requirement.
- ✓ An exception may be made for religious accommodation or medical reasons. See the N95 Respiratory Protection Policy for further detail.
- ✓ The mask fit-testing process will take approximately 15 to 30 minutes, depending on the number of “fits” that are required to identify the appropriate mask for you.
- ✓ Please arrive 5 minutes prior to your scheduled appointment in order to complete a short questionnaire and confirmation.

DONNING YOUR N95 MASK

1. Perform hand hygiene.
2. Fully expand the mask and hold it in the palm of your hand.
3. Place the mask against your face, letting the straps fall.
4. Pull the straps over your head, starting with the top strap. Make sure the straps don't cross over each other.
5. With your hands, gently press down on the mask to shape the nosepiece over the bridge of your nose until it fits snugly (don't pinch the nosepiece).



PERFORMING A SEAL CHECK

After you don your mask, it is important you perform a seal check. A seal check ensures that you have donned your mask correctly and that it will provide the necessary protection. Never skip this two-step process.

1. **Positive seal check:** using both hands, cover the respirator surface. Exhale into the mask. If the mask “puffs” slightly and air does not escape the mask seal, a correct seal has been achieved.
2. **Negative seal check:** using both hands, cover the respirator surface and inhale. If the mask collapses slightly and no inward air leakage is detected, a correct seal has been achieved.



DOFFING YOUR N95 MASK

1. Without touching the face of the mask, slip the bottom strap forward over your head, and then slip the top strap over your head.
2. While holding the mask by the strap(s), discard the respirator.
3. Perform hand hygiene.

Tuberculosis Testing

TB Skin Tests (TST)

Prior to working or volunteering in a hospital, you are required to demonstrate you do not have TB through a TB skin test.

Those whose TST status is unknown and those who previously had a negative TST result, will require a two-step STS unless they have documented results of a prior two-step test, or documentation of a negative TST within the last 12 months – in which case a single-step test may be given.

After you receive the TST, you will need to return to have the site “read” within a 48 -72 hour period. Your healthcare provider will inspect the site and measure any area that is raised/swollen (known as an induration). Please note that if you do not have the test site read within the time period mentioned above, the test will need to be repeated.

- If result is **NEGATIVE (no swelling)** – you are required to return in 1 week to 1 month for the second step (if required).
- If result is **POSITIVE (swelling)** – you will be referred for a chest x-ray for further diagnosis.

If you require a two-step test, you must wait at least one week, but not more than 1 month to have the test administered. You will return to have the test site read as mentioned earlier.

Contraindications for TB Testing:

You should not have a TB skin test if you have:

- a history of severe blistering reaction or anaphylaxis following a TB test in the past;
- a clear history of treatment for TB infection
- been given a live virus vaccine in the past month
- a documented history of positive TB test
- extensive burns or eczema over the testing site
- a major viral infection (not a common cold)

Periodic TB Testing (high risk areas)

The risk of health care associated transmission of TB to healthcare workers varies, depending on the setting and type of work performed. The risk increases with the duration of exposure and higher amounts of airborne mycobacteria. Staff assigned to high risk areas may be required to participate in annual screening.

Periodic TB tests will not be performed on previously TB test-positive health care workers even in high risk areas. These individuals will be referred for medical evaluation by their physician.

What is Tuberculosis Disease?

Tuberculosis (commonly referred to as TB) is caused by a bacteria called *Mycobacterium Tuberculosis*. TB is an airborne disease that can be fatal if left untreated. Contracting TB disease requires close, prolonged or regular contact with someone who is already infected by the disease. It usually first attacks the lungs, but can also spread to other organs, including the kidneys, brain, and spine.



What is Tuberculosis Infection?

Most people who are exposed to TB germs are able to stop them from growing. Their immune system traps the germs and keeps them inactive. This is referred to as latent TB infection (not TB disease). People who have latent infections do not experience symptoms and cannot spread the infection to others. They are however, at risk of developing active TB disease at a later date.

How is TB Spread?

TB bacteria usually enters the body through the respiratory tract. When a person with active TB disease coughs, talks, or sings, bacteria-laden droplets are propelled into the air. These particles remain airborne for a period of time and can then be inhaled by an uninfected person. The inhaled bacteria remain in the lungs, resulting in TB disease.

Signs and Symptoms of TB Disease

- Cough for longer than 3 weeks
- Coughing up blood
- Fever/chills/night sweats
- Chest pain
- Fatigue
- Loss of appetite
- Unexplained weight loss

Treatments for TB

If you have TB infection, your physician will discuss treatment options with you. Because you might develop TB disease in the future, your physician might recommend a course of medication.

If you are diagnosed with TB disease, you will be prescribed a course of medication.

Prevention of TB

When working in a hospital setting, it is important to follow the appropriate personal protective equipment recommendations that are in place in specific situations.

For example, if you needed to enter the room of a patient with TB, you would be required to wear a fit-tested N95 respirator.

TB Screening and Healthcare Workers

Upon hire in a hospital, all healthcare workers must be screened for TB in accordance with the OHA/OMA Tuberculosis Surveillance Program for Ontario Hospitals.

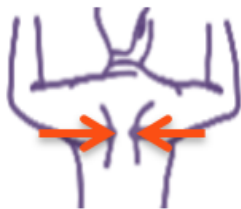
The test is called a Tuberculin skin test (TST). The test determines if someone has developed an immune response to the bacterium that causes tuberculosis by injecting a tiny amount of tuberculin just under the skin on the forearm. A positive result (swelling of the injected area) indicates the person has TB in their body. If this occurs, the individual will be sent for further testing to determine whether active TB disease is present.

Depending on when/if you have had a TST in the past, you may need to have a one-step STS or a two-step.

Back Care Tips

Increasing your strength and flexibility helps keep you healthy and safe at work

Perform stretches throughout the day to maintain your flexibility:



Shoulder Blade Squeeze

From a seated or standing position with your arms out in front of you, bend your elbows at 90° angle. Bring your arms back, squeezing your shoulder blades together.



Shoulder Roll

From a seated or standing position, slowly roll your shoulders in a clockwise motion, and then alternate the motion counter-clockwise



Seated Back Flexion

From a seated position with your feet flat, flex your back and slowly bend forward. Return to an upright position.



Back Curl

Ensure proper seating and while grasping the shin of your leg, curl your back and try to touch your nose to your knee. Hold the posture for 5–10 seconds. Repeat with the other leg.



Head Glide

From a seated or standing position, glide your head straight back, making a double chin. Hold for 5–10 seconds and repeat. Avoid lifting your chin up.



Leg Lift

Sit in the middle of a chair and hold onto the sides as pictured. Straighten one leg and try to lift up. Hold the posture for 5–10 seconds and lower. Repeat with the other leg.



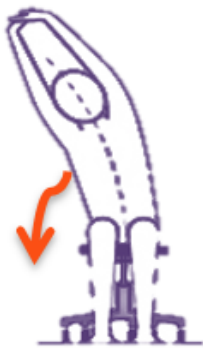
Neck Relaxer

From a seated position, turn your head slowly to the sides, as if you are trying to touch your ear to your shoulder. Repeat on each side.



Shoulder Shrugs

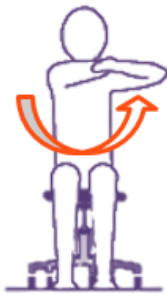
From a seated or standing position, keeping your neck straight, elevate (push) your shoulders upward and return to the starting position.



Oblique/Side Stretch
From a seated or standing position, raise your arms overhead. Interlace your fingers together and slowly lean to the left and then to the right to stretch your sides.



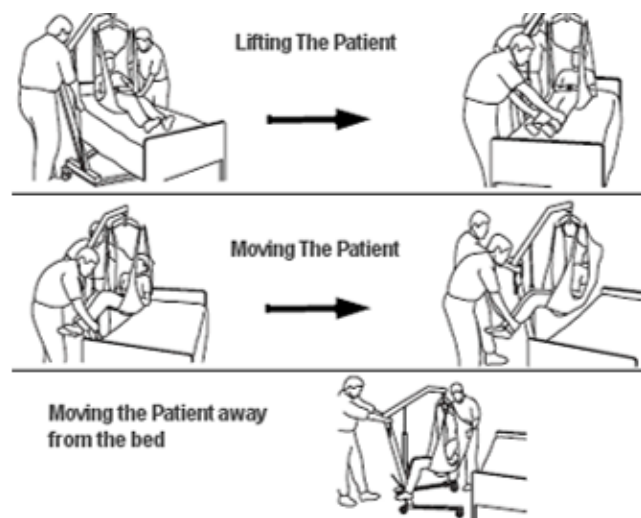
Fencer Stretch
From a standing position keeping your spine upright, take a step forward with one leg, keeping the opposite knee flexed. Maintain the stretch for 10 seconds and then alternate legs.



Middle/Upper Back Stretch
From a seated or standing position, hold your right arm just above the elbow with your left hand. Push your right arm above your left shoulder, feeling the stretch. Hold the posture for 5–10 seconds. Repeat with the other arm.

Before commencing any exercise program, consult your physician

Safe Lifting Techniques





Employee Reporting of Illness Procedure

PURPOSE

Mackenzie Health has specific procedures that all employees are required to follow in the event they are partially or totally disabled from work due to illness or injury.

For a day shift, employees are required to report their absence at least two hours prior to the commencement of their shift using the procedure detailed in this brochure.

For an evening or night shift, employees are required to report their absence at least four hours prior to the commencement of their shift using the procedure detailed in this brochure.

This allows time for a replacement to be found for your shift. It also helps us maintain appropriate staffing levels and provide a safe environment for our patients.

Please note that in some circumstances, based on communicable disease protocols, you may be contacted by an Occupational Health Nurse. Ensure your contact information is current to facilitate this important function.

PROCEDURE

GENERAL:

All employees are required to report absence due to illness or injury first to their manager and then to the unit/department.

The next step of the procedure depends on whether you are scheduled through the Central Staffing Scheduling Office (CSSO) or not.

FOR EMPLOYEES SCHEDULED THROUGH CSSO:

Contact CSSO to report your absence. As part of the process, a CSSO representative will ask you **communicable disease** screening questions, which is a list of symptoms often associated with communicable conditions. If you reach voicemail, you will receive prompts to report the symptoms. If you answer “yes” to any of the questions, an Occupational Health Nurse may contact you later in the day.

FOR EMPLOYEES WHO ARE NOT SCHEDULED THROUGH CSSO:

These employees should contact Occupational Health at 905-883-1212, ext. 7290 to report any symptoms of **communicable disease**. If you reach voicemail, please state your name, contact number and the symptoms you are experiencing. An Occupational Health Nurse may contact you later in the day.



Please note that you do not need to contact Occupational Health if you do not have symptoms associated with communicable disease.

COMMUNICABLE DISEASE

The Ontario Hospital Association (OHA) and the Ontario Medical Association (OMA) provide hospitals with protocols related to communicable disease, including how long an employee should remain away from work when experiencing certain symptoms.

This prevents spreading communicable disease to our at-risk patients and also to other staff.

Examples of communicable disease that we are concerned about are influenza and gastrointestinal viruses (the most common). Others include measles, mumps, rubella, chicken pox, etc.

The screening questions you will be asked or report to Occupational Health as detailed previously are:

Are you experiencing:

- diarrhea
- vomiting
- fever with cough
- eye infection

Based on your answers, an Occupational Health Nurse will provide you with guidance.

REQUIRED DOCUMENTATION

As per policy, all employees are required to submit appropriate medical documentation for absence due to illness/injury of greater than 3 days.

Your manager may request medical documentation for a lesser period of time, depending on individual circumstance.

Occupational Health may also require medical documentation for absences of a lesser period of time, depending on the nature of the illness, infectiousness, etc.

ATTENDING PHYSICIAN STATEMENT

A Mackenzie Health Attending Physician Statement (APS) is considered appropriate medical documentation. Medical certificates and script notes, etc. are not sufficient and will not be accepted.



We suggest you keep an APS form at home, in case you need it. The form is also available outside of the Occupational Health Office at any time (Room 2955).

You can also print a copy from the hospital's intranet site:

[Go to Staff Resources > Occupational Health > Online Forms \(at bottom of page\).](#)

Or, email a copy to yourself by addressing an email (using your Mackenzie Health email account) to sick.form@mackenziehealth.ca

You will automatically receive an email with the form attached.

ONGOING ABSENCE

If you will be absent from work due to illness or injury for a longer period, you will need to submit appropriate medical documentation at regular intervals. An Occupational Health Nurse will provide you with more information, based on your specific situation.

REIMBURSEMENT

You will be reimbursed for properly completed APS forms (or other forms as specified by an Occupational Nurse for ongoing absences) in accordance with Collective Agreement requirements (if applicable). In the event the Collective Agreement does not specify a reimbursement amount or for non-union employees, the reimbursement amount is established by the employer. Please note that requests for reimbursement must be submitted to Occupational Health within 60 days of the receipt of medical services.

MODIFIED WORK

Mackenzie Health endeavours to offer modified duties or a gradual return to work for injured/ill employees whenever possible. An Occupational Health Nurse will provide you with more information, depending on your circumstance. If you are a candidate for modified work or a gradual return, you will be provided with specific forms for your physician to complete, which requests information regarding your limitations and/or restrictions. You will be expected to accept suitable modified work and seek appropriate medical treatment to aid in your recovery.

NON MEDICAL ABSENCES

Please note that absences for procedures that are not covered by OHIP are not considered as totally disabling. As such, short term disability benefits cannot be utilized. Examples include cosmetic surgery, etc.



In addition, employees cannot utilize short term disability benefits for the illness of a family member or for child/eldercare issues. If absences are required for these types of circumstance, please speak with your manager or Human Resources to discuss other options.

Workplace Injuries

OVERVIEW

The WSIA is provincial legislation that applies to most Ontario workplaces, including Mackenzie Health.

The Act's purpose is to prevent workplace injury/illness and to promote health and safety in the workplace through a number of legislative requirements.

When a worker is off work due to an occupational injury or illness, it is a WSIB adjudicator who reviews the documentation submitted by the employer, physician and the injured worker to determine whether compensation to cover loss of earnings or health care costs is appropriate.

WSIB places responsibility on the employer to locate suitable modified work somewhere within the hospital, rather than simply allowing the injured employee to remain at home while recovering.

IF YOU ARE INJURED AT WORK

The first step is to get first aid or medical attention (if necessary). If you do seek medical attention from a health professional (e.g. MD, Physiotherapist, Chiropractor, etc.), make sure you inform him/her that the injury occurred at work.

They must complete and submit a "Form 8" to WSIB, including information about your limitations and restrictions.

Report the incident to your supervisor. We want to make sure your supervisor has the necessary information to investigate and take corrective action. An investigation is required under the legislation.

Complete an RL Solutions Employee Event Form (Event Form). This form can be accessed through EPIC and the Mackenzie Health Intranet site (under Quick Links). It is also available through the Citrix Storefront, Staff Resources and Clinical Support.

MODIFIED WORK

WSIB believes that employers are responsible for identifying modified work that an injured worker can perform while they recover and that only in rare circumstances is it necessary for an injured worker to be absent from work.

Provide a copy of the Form 8 to the Occupational Health Department. A Disability Management Specialist will work with you, your physician and your supervisor to identify modified work opportunities.

Please be aware that if you refuse the modified work that is offered to you, WSIB will likely deny your claim for loss of earnings if they determine that the modified work was safe and suitable in your situation.

While we always attempt to find modified work within your home department/unit, WSIB requires that the employer investigate opportunities throughout the workplace and therefore you may be placed temporarily in another unit or department.

While you are on modified work, you will be required to provide regular updates to your Disability Management Specialist regarding your progress so that your modified work plan can be adjusted.

FREQUENTLY ASKED QUESTIONS

I had a minor injury at work and don't require modified duties. Do I still need to complete an Event Form?

Event Forms must be completed for all work-related incidents whether or not you require modified duties or medical attention.

The Occupational Health and Safety Department reviews all incidents and ensures corrective actions are taken by the appropriate person/department so that a similar incident doesn't occur again.

Under what circumstances does the MH report injuries to WSIB?

By law, an employer must report injuries to WSIB that:

- require medical attention (not including first aid) by a health professional
- require an absence from work as a result of the injury (not including the day of the injury)
- requires modified duties for more than one week

Who reports injuries to WSIB?

If any of the circumstances mentioned prior apply, three forms must be completed and submitted to WSIB:

- A "Form 7" is completed by the Disability Management Specialist
- A "Form 8" is completed by your health care provider
- A "Form 6" is completed by the injured employee

All these forms are reviewed by a WSIB adjudicator who will determine appropriate benefits (if applicable).

My injury requires physiotherapy. Who pays for this?

If WSIB determines that your injury is approved for health care benefits they will generally cover some types of therapy costs (i.e. physiotherapy or chiropractic care), for a reasonable period.

What other services does WSIB provide?

WSIB may require you to attend an assessment at a specialty clinic if you don't seem to be recovering at a pace that is usual for the type of injury you have sustained. They can also send a WSIB Return to Work Specialist to MH to meet with you, your supervisor, your union representative (if any) and your Disability Management Specialist to review your case.

I don't want my injury reported to WSIB, I want to use my sick bank. Is this allowed?

No. By law, workplace injury/illness must be reported to WSIB. Your sick bank is for illness/injury not related to the workplace.

My doctor said I don't have to accept modified work if she says I'm not able to. Is this correct?

Not really. Your physician, you, your supervisor and MH (as the employer) work together to manage your recovery. Your Health Professional's responsibility is to provide your limitations and restrictions.

Remember, it is ultimately WSIB who approve any benefits.

I was involved in an incident last week that could have caused an injury, but luckily I was okay. Is this reported to WSIB?

This is known as a "near miss" – meaning you were nearly injured. You need to complete an Event Form.

The circumstances are investigated and corrective action taken (if necessary) so that no one will be injured in the future. It necessary to report near misses to WSIB.