

General Hospital Orientation Reference Book

Your Journey Begins Here!

Oak Valley Health

Land Acknowledgement

Oak Valley Health honours the traditional territory of the closest Indigenous communities, the Chippewas (chi-puh-waas) of Georgina Island and the Mississaugas of Scugog Island. The Haudenosaunee (Ho-de-no-shau-nee) and Anishinaabe (Ah-nish-in-ah-beh) have lived, worked and existed on this land from time immemorial. This land is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaty signed with many Mississauga and Chippewa bands.

We acknowledge that Indigenous Peoples were not asked to share their territory with settler populations and that we are all here as uninvited guests. We acknowledge and thank all generations of Indigenous Peoples across Turtle Island for their commitment, contributions, and protection of the land and its resources.

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Important Contacts

Contact	Extension/Email		Why You Need Them
Ethics	ethics@oakvalleyhealth.ca		Help with ethical decision-making
Human Resources	7050		Recruitment, compensation and policy questions
	humanresourcesinquiries@oakvalleyhealth.ca		Employment letters, HR requests & general inquiries
IT/Helpdesk	6000		Helpdesk, credentials/passwords; app questions/concerns; remote access set up
Integrated Risk	6614		Emergency Codes
Occupational Health and Safety (OHS)	MSH Nurse	6271, 1545, 6280	Illness or injury
	Uxbridge Nurse	5233	Illness or injury
	Safety	1410	Mask-fit testing, employee accident reporting
Parking Office	6992 msh@precisebi.com		Parking enroll/cancel, iPass questions, badge replacement
Patient Relations	7141 patientrelations@oakvalleyhealth.ca		Incident reporting, coordinates patient feedback
Payroll	6753 payrolldepartment@oakvalleyhealth.ca		Premium coding, tax questions & general pay inquiries
Privacy	6331 privacy@oakvalleyhealth.ca		Reporting privacy breaches and all other privacy issues
Professional Practice	7006		Certification Reimbursement, technical training
Quality	6914		Quality improvement and Patient safety
Security	6301		Walk safe, unlocking doors, lost and found

Level 1

- Building A**
- 1 Centre (1C) – Palliative/Complex Continuing Care Unit
 - 1 East (1E) – Rehabilitation/Integrated Stroke Unit
 - Cashiers Office
 - Clinic 5
 - Low Back and Spine Clinic (ISAEC)
 - Shoulder Rapid Access Clinic
 - Lower Extremity Rapid Access Clinic
 - Ontario Workers Network Clinic (OWN)
 - Orthopaedic Joint Assessment Clinic (OJAC)
 - Fracture Clinic
 - COVID-19 Assessment Centre
 - Health Information

- Building B**
- EMERGENCY**
 - 1 West (1WF) - Inpatient Mental Health Unit
 - Human Resources
 - Occupational Health & Safety
 - Patient Relations
 - Tim Horton's 24 Hour Kiosk

Level 2

- Building A**
- 2 Centre (2C) – Transitional Care Inpatient Unit
 - 2 East (2E) – Medicine/AAU Inpatient Unit
 - Clinic 1
 - Medical Day Unit
 - Plastics Clinic
 - Clinic 2
 - Breast Health
 - Chemotherapy
 - Pain and Symptom Management
 - Clinic 3
 - Post Surgical Wellness
 - Infectious Diseases
 - Stroke Prevention
 - Cardiac
 - Seniors Clinic
 - Clinic 4
 - Paediatric Ambulatory Clinic
 - Paediatric Diabetes
 - Surgical Assessment Clinic
 - Outpatient Procedures Suite
 - Gift Shop
 - Registration/Information Desk
 - Tim Horton's Cafe

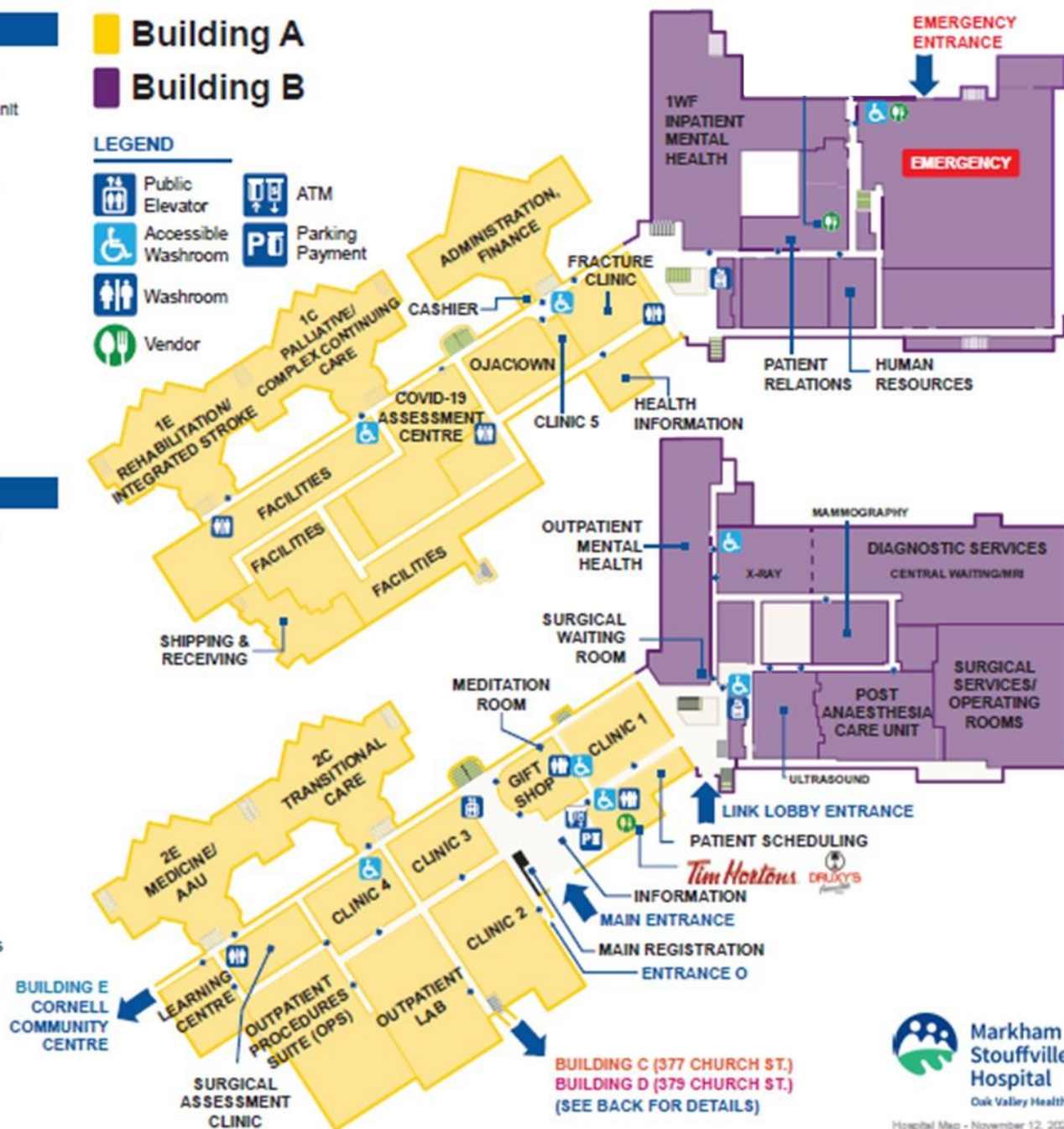
- Building B**
- 2 West (2WF) - Outpatient Mental Health
 - Day Surgery/Recovery - Main Operating Rooms
 - Diagnostic Services
 - EEG/ECG
 - Mammography
 - Ultrasound
 - Stress Lab/Holter Lab
 - Cardiorespiratory
 - Nuclear Medicine
 - MRI/CT
 - X-Ray

Building A

Building B

LEGEND

- Public Elevator
- Accessible Washroom
- Washroom
- Vendor
- ATM
- Parking Payment



Building B

Level 3

Building A

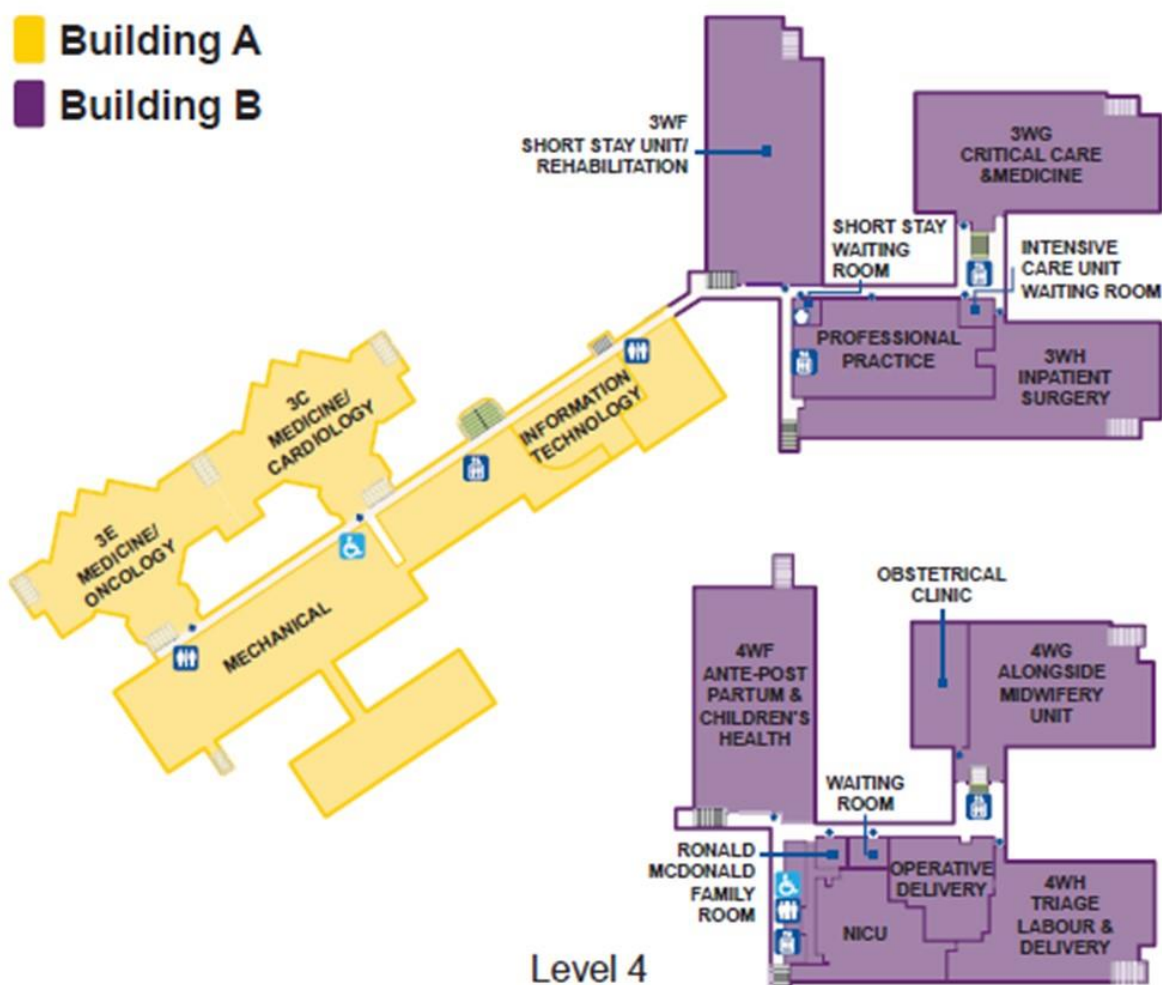
- 3 Centre (3C) - Medicine/Cardiology Inpatient Unit
- 3 East (3E) - Medicine/Oncology Unit

Building B

- 3 West (3WF) - Short Stay/Rehabilitation Inpatient Unit
- 3 West (3WG) - Critical Care/Medicine Inpatient Unit
- 3 West (3WH) - Inpatient Surgery Unit Professional Practice

Building A

Building B



Level 4

Building B

- 4 West (4WF) - Post-Partum & Children's Health Inpatient Unit
- 4 West (4WG) - Alongside Midwifery Unit
- 4 West (4WH) - Triage, Labour & Delivery
- Neo-natal Intensive Care Unit (NICU)
- Ronald McDonald Family Room
- Obstetrical Clinic
 - Breastfeeding Clinic
 - Colposcopy Clinic
 - Post-Partum Clinic

Level 4

Building C (377 Church St.)

Building D (379 Church St.)

Building E

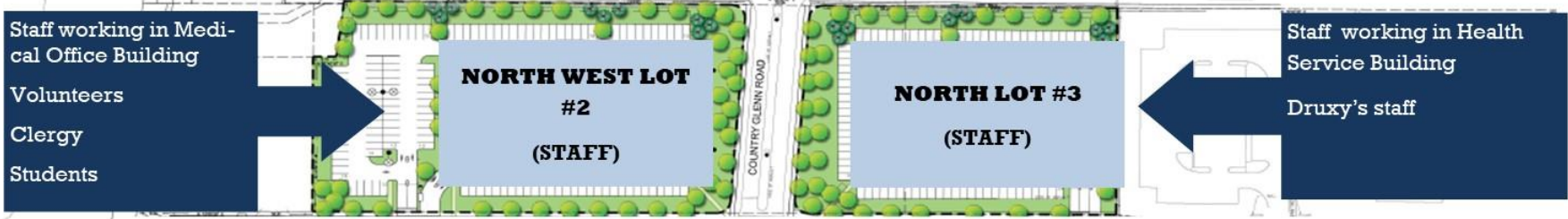
Medical Offices Building

- Altima Dental
- Caregiver Services
- Dales Pharmacy (Retail Pharmacy)
- Markham Family Practice
- The Waiting Room Café
- Physician Offices

Health Services Building

- Child Development Programs
- Health for All
- Lifelabs
- Adult Diabetes Clinic
- Markham Stouffville Hospital Foundation
- MSH Auditorium A/B
- Physician Offices

Cornell Community Centre



CHURCH STREET



- Professional Practice
- Health Records
- Maintenance
- Switchboard
- All other staff

- Administration and Board Members
- Public Relations
- Human Resources
- IT
- Finance
- Decision Support
- Pharmacy
- Physiotherapists
- Directors/Managers
- Coordinators and Admin Assistants

Enter Day 1

HWY 7

MDRD Entrance (Building B)

iPass Parking

WHO?

- For all staff who require parking access.

WHAT?

- A set rate for each entry/exit.
- Markham staff: provides access to Markham lots 2, 3 and 4 depending on your role.
- Uxbridge staff: parking is 4th driveway on the right side of Campbell Drive (just past the hospital and right beside the Paramedic Station).
- RCC staff: please speak to your manager for site parking information.

HOW?

- On your first day, you may park for free. Take a ticket on your way in; on your way out simply buzz at the gate and let them know it is your first day. Moving forward you must be signed up for paid parking to tap in and out with your badge.
- You can sign up once you have received your badge as it is connected to your staff ID badge to track and charge each entry/exit cycle.
- Billing is through Precise Parklink iPass system and registration is online.
- Visit <https://ipass.preciserd.com/clientlogin> and register their ID, vehicle information and payment method (credit card)
- Staff will receive a notice that registration has been completed, and a user name and password assigned to review their access and billing.
- For questions and to find out about current rates, please call (416) 243-6990

If you have to work at another site: at the Markham site, inform the parking office by buzzing at the gate upon exit; at Uxbridge site inform the security office inside upon arrival.

LIME - Required eLearning

Important note: ACORN (intranet) and LIME cannot be accessed until you receive your network user name and password (typically your first day). All courses must be completed within your first two weeks. ACORN and LIME can be accessed from any Oak Valley Health computer.

Access Instructions

1. Use your network credentials to log on to your Oak Valley Health computer.
2. Using Google Chrome open [Acorn](#) (Oak Valley Health's Intranet)
3. Hover over the **Departments (Q – Z)** tab at the top, and navigate down and hover over **Talent Strategy**, then Click on **LIME**.
4. Please read carefully and follow the instructions detailed on the page to access and use LIME.
5. Refer to the list of [Corporate eLearning Requirements](#) on the eLearning at Oak Valley Health (LIME) ACORN page to determine what courses you are required to take.
6. Questions and inquiries related to LIME can be sent to LIMESupport@oakvalleyhealth.ca.

Information Technology/Helpdesk

TIPS

- Helpdesk is able to support most issues remotely; have your computer name handy (found on monitor or tower (i.e. IT001234)
- Nursing Stations use generic accounts to automatically logon to the computer when restarted
- You will need your network ID to log into specific applications such as Meditech, Outlook webmail etc.

PASSWORDS

- New password policy overview <https://sspr.msh.ca>
- Password reset self-service: when you start your first day onsite, you will receive your Oak Valley Health username and password from your manager. Instructions will be included on how to enroll in the password reset self-service tool; please ensure you do this as soon as possible once you receive your information.
- Never share your password with anyone.

PASSWORD REQUIREMENTS

- Minimum 10 characters - Expires in 90 days
- 12 or more characters - Expires in 180 days
- Must contain three of the character groups below
 - Uppercase characters (A through Z)
 - Lowercase characters (a through z)
 - Numerals (0 through 9)
 - Non-alphabetic characters (e.g. !,\$,#,%)
- Cannot use any of your previous 24 passwords
- Cannot be easily guessed or include frequently used words such as (hospital, Markham, summer, winter, etc.)
- Cannot contain username or any part of your full name

HOW TO REACH US

Email: helpdesk@oakvalleyhealth.ca

Phone: x6000 *(Always call if issue is urgent)*

Hours of Operation: Monday – Friday 7:30AM – 5:00PM

After hours, weekends & stat holidays call IT-On call through switchboard (Dial 0)

Privacy and Security General Hospital Orientation

Protecting personal health information (PHI) is critical in order to cultivate trust and maintain strong relationships with patients and their families, as individuals have an expectation of privacy and confidentiality from their health care providers. Ontario's *Personal Health Information Protection Act* ("PHIPA") sets out rules about how PHI must be appropriately handled by health information custodians (the Hospital) and their agents (employees and physicians).



What Information Can You Access?

- Only access records and information to perform your assigned duties.
- Do not access PHI about yourself, friends, family, neighbours, colleagues, public figures, high-profile incidents, etc. This includes accessing information indirectly by giving a colleague permission to do so on your behalf.
- If you need to access your own information, you must do so through the proper channels (signing up for Patient Connect, our online patient portal, or contacting the Health Information Management department at ext. 6216), as the Office of Access and Privacy conducts daily audits to ensure appropriate access to our information systems.





Protecting Privacy – General Tips

- Create a strong password that contains at least 8 characters, with both uppercase and lowercase letters, a mixture of letters and numbers, and at least one special character.
- Lock your computer when stepping away from your workstation.
- Do not share your password, or allow someone to access records under your login, as you are responsible for all access under your name.
- Do not leave paper records, computer screens, or any other devices containing PHI unattended and unsecured when you are not around.
- Be aware of your surroundings when discussing patient care outside of patient care areas.
- Dispose of PHI appropriately in secure shredding bins.
- When communicating PHI via fax, use a cover sheet and verify the recipient's fax number before pressing send.



Email Best Practices

- Do not open attachments unless you were expecting them or can confirm they are coming from a trustworthy source.
- Recognize and report phishing attack emails to Help Desk (helpdesk@oakvalleyhealth.ca or extension 6000).
 - May include a generic greeting, claim there's an issue with your account, include a fake invoice, and/or ask you to click on a link.
 - Remember that reputable sources would never ask you to confirm sensitive information via email.
- Only correspond to and from '@oakvalleyhealth.ca' email accounts for all hospital business purposes, especially when communicating any PHI. Email domains such as Gmail, Hotmail and Yahoo are not secure and should not be used to communicate any sensitive information.
- If any PHI needs to be communicated through email (in unique circumstances), it must be secured by use of encryption.
- Communication with patients through email may be done once written consent is obtained (see "Consent to Email Communications" form). However, email is not viewed as best practice for communicating with patients. Speak to your manager/supervisor before engaging with patients over email.

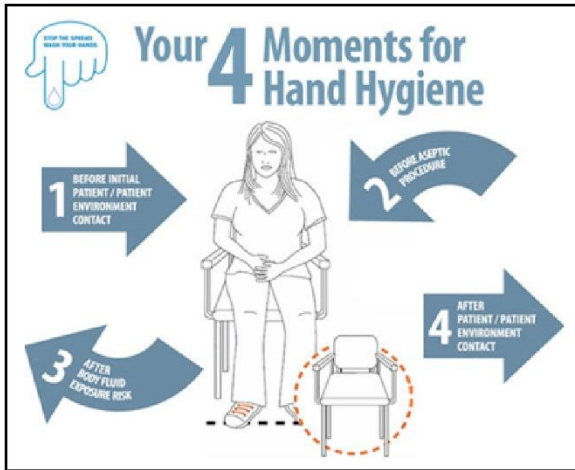
	<p>What is a Privacy Breach? A privacy breach occurs when PHI is viewed, collected, used or disclosed without authorization. This can include:</p> <ul style="list-style-type: none"> ➤ Loss/Theft; ➤ Unauthorized copying; ➤ Misdirected faxes; and/or ➤ Accessing any records for personal reasons or reasons that are not in accordance with your regular job responsibilities.
	<p>Consequences of Failing to Protect Privacy</p> <ul style="list-style-type: none"> ➤ Suspension, termination, damage to professional reputation, and/or loss of professional credentials. ➤ Most breaches are reportable to the Information and Privacy Commissioner of Ontario (IPC) and regulatory Colleges. ➤ Depending on the severity of the breach, hospitals can be fined up to \$1,000,000 and individuals up to \$200,000 if convicted of an offence under PHIPA.
<p>Office of Access and Privacy (OAP)</p>	<p>If you have any questions, please contact the Office of Access and Privacy at extension 2183 or by email at privacy@oakvalleyhealth.ca.</p>

Infection Prevention and Control (IPAC)

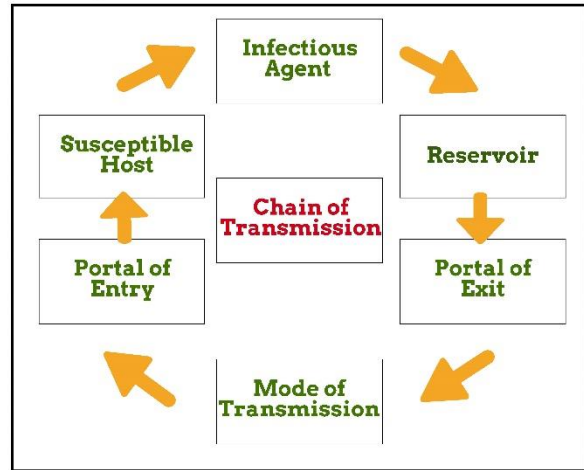
Definition: Evidence-based practices and procedures that when applied consistently in health care settings, can prevent or reduce the risk of transmission of microorganisms to health care providers, patients and visitors (PIDAC, 2012).

Routine Practices: For every patient every time, this includes: Hand Hygiene, Personal Protective Equipment (PPE), Point-of-Care Risk Assessment (PCRA), environment and equipment disinfection, linen and waste disposal, sharps injury prevention and patient placement.

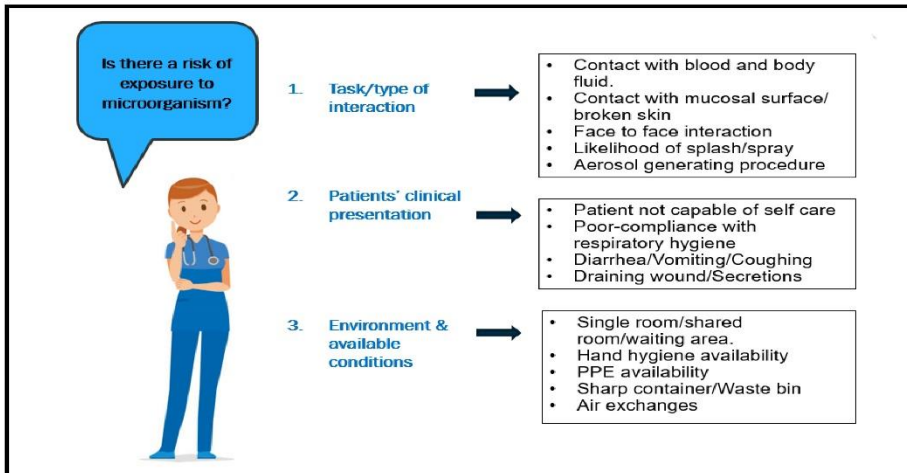
4 Moments of Hand Hygiene:



Chain of Transmission: IPAC measures are put in place to break the chain of transmission



Point-of-Care Risk Assessment: For EVERY patient EVERY time



Isolation Protocol:

Any Health Care Worker may initiate Additional Precautions. Discontinuation of isolation only after consulting with IPAC

Additional Precautions:

IPAC interventions used in addition to Routine Practices to protect staff and patients by interrupting transmission of suspected or identified infectious agents.

Type of Precaution	What is it?	PPE Required	Examples
Contact Precautions	Contamination with microorganisms of the environment or intact skin may occur.	Gown and Gloves	MRSA CPE C. Difficile
Droplet + Contact Precautions	Large droplets coughed or sneezed out of the nose, throat and lungs. Heavy enough to fall at 2 meters. Infection occurs when droplets gain access through eyes, nose and/or mouth.	Face Shield or Goggles, Surgical Mask, Gown and Gloves	Influenza Pneumonia
Airborne Precautions	Tiny particles expelled when talking, coughing and sneezing. Very light, travels on air currents. Infections result from breathing in particles.	N95 Respirator	Mycobacterial TB Disseminated Shingles Chickenpox



Coaching
Counselling
Support

Achieving your health and wellness goals just got easier

Your Employee and Family Assistance Program (EFAP)



Professional

We guarantee your confidentiality.

We are Homewood Health™, a trusted Canadian company with years of experience delivering the best possible support for clients like you. Everyone is guaranteed confidentiality within the limits of the law. You won't be identified to anybody—including your employer.

Choices

Counselling that's convenient for you.

Counselling is available in person, by phone, by video, or online. There is no cost to you. Offices are local and appointments are made quickly, with your convenience in mind. Have a preference for location or appointment time? We'll do our best to accommodate your preferences.

Life Smart Coaching

You can receive coaching support for a variety of life balance and health issues, or get expert support to better manage your career. Life Smart Coaching services are available by phone.

Health



- Nutrition
- Lifestyle Changes
- Jumpstart your Wellness
- Smoking Cessation

Life Balance



- Elder and Family Care
- Relationships
- Financial
- Legal
- Grief and Loss
- Stress Solutions

Career



- Career Planning
- Workplace Issues
- Pre-Retirement
- Shift Work

Contact Information

Contact us 24 hours a day, 7 days a week

1-800-663-1142 | TTY: 1-888-384-1152

International (Call collect): 604-689-1717

HomeWeb.ca

A tear-out wallet card is provided below.



1-800-663-1142

TTY: 1-888-384-1152

International (Call collect):
604-689-1717

HomeWeb.ca

Employee and Family Assistance Program

Coaching | Counselling | Support

Confidential | Available anytime

Counselling

For all of life's challenges

Your Employee and Family Assistance Program helps you take practical and effective steps to improve your well-being and be the best you can be. We offer a supportive, confidential, and caring environment and will provide you with counselling for any challenge:

- Family
- Depression
- Marital
- Life transitions/change
- Relationships
- Grief/Bereavement
- Addictions
- Stress
- Anxiety
- Other personal issues

Online Resources

The right information at the right time

Access Homeweb anytime for e-Learning, interactive tools, health and wellness assessments, and a library of health, life balance, and workplace articles.

i-Volve: Online CBT

i-Volve is an online, self-paced treatment program for depression and anxiety using the best practice treatment approach, cognitive behavioural therapy (CBT).

This innovative treatment program will guide you through exercises that examine and test how you interpret and perceive external stimulation. These insights will help you change and adapt the ways in which you think, feel, and react in various situations. i-Volve will help you to identify, challenge and overcome your anxious and/or depressive thoughts, behaviours and emotions.

Self-Guided: Work at Your Own Pace

Unlike traditional CBT programs, i-Volve is available 24 hours a day, seven days a week, and we designed it to allow you to work at your own pace.



Coaching
Counseling
Soutien

Il est maintenant plus facile d'atteindre vos objectifs santé et mieux-être.

Votre Programme d'aide aux employés* et à leur famille (PAEF)




**Homewood
Health | Santé**

Service professionnel

Nous garantissons la confidentialité de vos renseignements personnels.

Homewood Santé^{MC} est une société canadienne de confiance solidement établie offrant le meilleur soutien possible à ses clients, et ce, en toute confidentialité, dans les limites permises par la loi. Votre identité ne sera révélée à quiconque, pas même à votre employeur.

Coaching IntelliVie

Obtenez des séances téléphoniques de coaching pour une grande variété de questions relatives à la santé, la qualité de vie, la conciliation travail - vie personnelle ou la gestion de votre carrière.

Santé



- Nutrition
- Changements au mode de vie
- Parcours mieux-être
- Abandon du tabac

Équilibre de vie



- Soutien aux aidants naturels (aînés/enfants/conjoint)
- Solutions relationnelles
- Conseils financiers
- Conseils juridiques
- Deuil et pertes affectives
- Solutions anti-stress

Carrière



- Planification de carrière
- Difficultés au travail
- Planification de la retraite
- Travail par quarts

Nous contacter

Communiquez avec nous en tout temps.

1 866 398-9505 | ATS: 1 866 433-3305

Appels internationaux (frais virés acceptés) : 514 875-0720
monhomeweb.ca

📄 Carte détachable de format portefeuille



**Homewood
Health | Santé**

1 866 398-9505

ATS : 1 866 433-3305

Appels internationaux
(frais virés acceptés) : 514 875-0720

monhomeweb.ca

Programme d'aide aux employés et à leur famille

Coaching | Counseling | Soutien

Services confidentiels | Accessibles en tout temps

Différentes options de counseling

Un counseling adapté à votre mode de vie.

Notre counseling est accessible en personne, par téléphone, par vidéo ou en ligne, sans frais pour l'utilisateur. Nous avons des bureaux partout au pays et les rendez-vous sont offerts rapidement, au moment qui vous convient. Une préférence quant à l'endroit et à l'heure du rendez-vous? Nous ferons de notre mieux pour satisfaire vos demandes.

Counseling

Faire face aux défis de la vie

Votre Programme d'aide aux employés et à leur famille vous aide à prendre des mesures pratiques et efficaces pour améliorer votre qualité de vie et vous épanouir. Nous offrons un milieu favorable, confidentiel et attentionné, et vous fournissons des conseils pour toutes les épreuves :

- Problèmes familiaux
- Difficultés conjugales
- Problèmes relationnels
- Dépendances
- Anxiété
- Dépression
- Transitions de vie
- Deuil
- Stress
- Autres difficultés personnelles

Ressources en ligne

La bonne information au bon moment

Consultez monhomeweb.ca en tout temps pour accéder à des cours en ligne, à des outils interactifs et à un outil d'évaluation de votre santé et de votre mieux-être ainsi qu'à une bibliothèque d'articles sur la santé, la conciliation travail-vie personnelle et le milieu de travail.

La TCC en ligne J'E-volue

J'E-volue est un programme d'autotraitement en ligne de la dépression et de l'anxiété fondé sur des pratiques optimales : la thérapie cognitivo-comportementale (TCC).

Les exercices de ce programme de traitement novateur vous inciteront à examiner et à remettre en question la façon dont vous interprétez et percevez les stimuli externes. Ils vous aideront à modifier et à adapter votre façon de penser, de ressentir et de réagir dans diverses situations. Le programme J'E-volue vous aidera à définir, remettre en question et maîtriser vos pensées, émotions et comportements anxieux ou dépressifs.

Thérapie autonome :

vous travaillez à votre propre rythme

À la différence de la TCC traditionnelle, vous pouvez accéder à la thérapie J'E-volue 24 heures sur 24 et 7 jours par semaine, et elle est conçue de façon à vous permettre d'y travailler à votre propre rythme.

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*Dans le présent document, le masculin est employé comme genre neutre.