

Placing Coordinator Connect Care Onboarding Guide

Section 2: Connect Care Role & Instructor Led Training (ILT)

Requesting Connect Care Role for the Student in HSPnet

- Verify the Connect Care role with the destination by reaching out to the Destination Coordinator (DC), by reviewing past placements in HSPnet, and/or reviewing the Connect Care catalogue under the Documents tab when you click on destination. (Note: Request the Connect Care **role name(s)** from the DC, **not the ILT name**)
- Add the Connect Care roles in the Placement tab by selecting the correct Connect Care role name from the drop-down menu.
- If the required Connect Care role is not in the HSPnet IT Provisioning role drop down menu, contact ConnectCare.StudentRoles@ahs.ca. A different role cannot be entered manually.
- New role requests by the DC must go through a rigorous review process and may not be approved.
- The Connect Care Student Roles Catalogue is available in HSPnet under destination and in the Documents tab or the [Connect Care website](#) under Resources.

180-day Window

- If the last Connect Care login for the same role is less than 180 days to re-activation via the automation process (re-activation can occur up to 45 days prior to the start of the placement), students/instructors will not require or be provided an ILT or SEUPA rewrite.
- If the last login was greater than 180 days from the first date of clinical placement (as per HSPnet data) and if the ILT has been taken before (at any time) then they can decide to rewrite the SEUPA rather than retrain. For example, if the student/instructor last logged on Feb 11, 2023 and the same role was reactivated on July 15, 2023, this means only 154 days would have elapsed between last entry and role reactivation.
- IT access to Connect Care will be provided on start date of placement.

MyLearningLink and e-Learning Modules

- Only students/instructors on site are considered end users and will receive access to MyLearningLink (MLL).
- The access to MLL is limited to Connect Care e-learning modules associated with the provided Connect Care role(s).
- Please refer to the Student Onboarding Guide on the [student placement website](#) for more information.

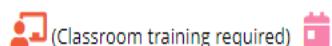
Instructor Led Training (ILT)

ILT sessions are scheduled between 30 days prior to and five days after placement start dates.

Due to limited ILT availability, the date range may fluctuate. Students/instructors must be available during this timeframe, as ILT attendance is mandatory. Missing the assigned ILT may impact the student's placement.

Connect Care roles are assigned per placement in HSPnet. This is tracked on the student's profile, under Placement History.

- Once the 'Classroom training required' is activated in HSPnet the pink calendar box icon is activated. Use this box to indicate dates the student/Instructor is **unavailable** in the 30 days prior to the placement start date.



- Can a student be trained somewhere other than in their placement location? Student training will typically occur within the hub closest to their placement. There may be circumstances when the training will occur in smaller locations when the placement is in that location.

If a student wishes to be trained somewhere other than their placement location, or in the hub closest to their home/placement location, the PC can request training to occur in another hub. This is done by adding a comment to the pink box within HSPnet indicating which hub they are requesting. AHS cannot accept requests for



smaller locations. For example, a student lives in Calgary, but their placement is in Red Deer, they can request training in Calgary. Another example: If a student lives in Cold Lake, and their placement is in Calgary, they could request Edmonton as a training location that is closer. Not all requests will be able to be accommodated, but AHS will try to accommodate as able. Please refer to the [Learning Centre List](#) on the [Connect Care student webpage](#).

- ***If the student/instructor has not completed the ILT by the start of placement, they can only be in an observation role.** All patient care provided by a student/instructor must be documented in Connect Care by the student/instructor as per AHS Policy. Only registered Connect Care end users may view a screen with Connect Care open on it.
- The Playground Environment (PLY) is accessible **after completing the ILT**. Students/instructors may access PLY when they are onsite for their practicum. Instructions on how to use PLY are provided at the ILT training. [Logging into PLY](#).
- Due to limited resources, Learning Centres are not available for PLY use at this time.

Change or Cancellation of a Connect Care role

- When a placement is cancelled, or an incorrect role has been chosen, the following steps must be completed:
 1. Remove the Connect Care role from the placement in HSPnet
 - if the role remains in HSPnet, the automated feed will read this as a new item to process and will re-provision the role.
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 2. Complete and submit a [Provincial IT Spreadsheet \(PITS form\)](#) to manually remove the role from the student/instructor.
 - If the role is not removed via the PITS, it will remain inappropriately attached to the student or instructor.
 - Submit PITs form to: itaccessnonemployees@albertahealthservices.ca.
 3. Email Connect.CareLearning@albertahealthservices.ca to notify them of a role change or cancellation so the correct ILT is scheduled and the incorrect ILT cancelled.

