



## Post-Secondary Partners in Connect Care – Training Task Force Meeting Minutes

### Meeting

Date/Time: October 16, 2023, 11:00 a.m. - 12:00 p.m.

Information: Virtual Meeting via [Teams](#)

Or call in (audio only)  
+1 587-412-5456

Phone Conference ID: 680 257 96#

Agenda Item	Notes:	Action:
Welcome	Please refer <a href="#">here</a> for past taskforce meeting minutes.	
Introduction of Holly Knight – New Student Placement Manager	<ul style="list-style-type: none"> <li>For those who were not on the call last month, Holly Knight is the new manager for the Provincial Student Placement team.</li> <li>First official day was September 25.</li> </ul>	
Announcement of Senior Advisor position	<ul style="list-style-type: none"> <li>Ngaire has accepted another position outside of AHS, though will be staying in a casual role with the Connect Care team.</li> <li>Recruitment is under way for the Senior Advisor position, in the meantime the work will be transitioning to Holly and Teri.</li> <li>Holly and Teri will be able available to answer any questions or concerns.</li> </ul>	
1) SEUPA Retakes	<ul style="list-style-type: none"> <li>There has been some confusion around if students can challenge the SEUPA. If they have had the role in the past, and they have done the training, and their account has expired, after 180 days, the students will have to redo the training and retake the SEUPA.</li> <li>This is being taken forward for consideration as there are many factors that need to be looked at in depth before it can be made available to everyone.</li> <li>AHS realizes that there are programs that would like this to be in place, just need to ensure everything is in place to be able to offer this to all the students going forward.</li> </ul>	Jean J and Tara G to set up a meeting with the IT Help Desk.



<p>2) .e2 Accounts Reminders</p>	<ul style="list-style-type: none"> <li>• As a reminder, it is important that the name of the student in HSPnet matches the name that they use as an employee in AHS.</li> <li>• If the names do not match and it is not documented in HSPnet or noted somewhere that they are staff as well, and their names do not match, a new account will be created.</li> <li>• It will not be an .e2 account because we will not know that it is the same person.</li> <li>• There have been a few cases where this has caused confusion, and after some investigation it was because the names did not match.</li> <li>• When you are speaking to your students, if they are an employee, make sure that they know what name has been entered in and marking it in HSPnet that they are in fact an employee as well, to get the .e2 account created.</li> <li>• There have been situation where we have told the students that they will be getting a .e2 account, and they do not receive the email telling them how to use the account.</li> <li>• The students have been told that they are to have a .e2 account and they do not get one because they are a UNE or potentially an employee and the wrong account has been deactivated.</li> <li>• Finding the process is rather inconsistent: when they get the .e2 account, when they do not get one, when they are to use it and what they do if they have been told that they are to have an .e2 account and one has not been provided to them, therefore they cannot do documentation.</li> <li>• Just because a student is a staff member, they do not automatically get an .e2 account. If a student tells you that they also work for AHS or Covenant, and they are told that they will get an .e2 account, it isn't necessarily true 100 per cent of the time.</li> <li>• Every student's Epic account and access must be checked from the report that is received from HSPnet; which means checking in Epic to discern if they already have an Epic account and if that Epic account has an existing provider, the provider is the limiting factor.</li> <li>• You can only have one provider per account, as an example, if they are a porter and they can use their porter account for their nursing student account because a porter does not have a provider on it.</li> <li>• It gets confusing as a lot of the UNEs use the exact same role that nursing students use. If we see an existing account for a returning student and it is checked and the</li> </ul>	



	<p>provider is a nursing student, it still needs to be checked if they have been hired as UNE and then the accounts are broken into .e2 accounts, resubmit the roles and move the provider accounts.</p> <ul style="list-style-type: none"> <li>• The .e2 accounts are only as good and current as they are when they are saved. This is a 100 per cent manual process and things can get missed.</li> <li>• If a student is an employee with an employee provider, they will need a student .e2 account.</li> <li>• It is the responsibility of the student to contact the Help Desk if they notice when they are doing their student work, but the documentation is being signed off as a unit clerk.</li> </ul>	
3) Badge Roles	<ul style="list-style-type: none"> <li>• Confusion with some of the sites when checking what badging the students need. Sometimes they are told extra badging is need when it is not needed, or that they do not need extra badges, but when they arrive, they are told it is needed.</li> <li>• Badging may continue to be an issue in the Central, North, and South Zones, we can only offer badging by Zoom.</li> <li>• The scheduling team can only book spaces for multiple students to the same badge. It is really challenging to book space, so we will stick with the Zoom model.</li> <li>• With this model they are booked closer to their placement start date or soon after, so they could potentially use a computer on the unit. Now hearing from the units that computers are not always an option, and when the badges are booked this way, it puts a strain on the learning centres at the small sites.</li> <li>• The rural zone schools will see the most badges as this was the only way to support operations who do not have the same exact services happening at every site.</li> </ul>	
4) Reminders	<p><b>Fit for Work Policy:</b></p> <ul style="list-style-type: none"> <li>• It has been noted that there are students, in specific, attending training when they are not feeling well.</li> <li>• Please remind your students, that it is the same as showing up for work at AHS, you need to be feeling well and you should not be symptomatic with flu symptoms.</li> <li>• The trainers are supported by their managers to turn students away if they appear to be not well enough to attend training.</li> </ul> <p><b>Launch 7:</b></p> <ul style="list-style-type: none"> <li>• The Connect Care Learning and Training team start their extended hours next week as Launch 7 approaches.</li> </ul>	Any masking updates will be communicated as more information is made available.



	<ul style="list-style-type: none"> <li>• <a href="mailto:Connect.carelearning@ahs.ca">Connect.carelearning@ahs.ca</a> should be used if you have any questions regarding enrollment or registration, or if you need an urgent change to a registration.</li> <li>• For the schools that have many students coming in, if you need to email, please just send one or two.</li> <li>• AHS has moved to site based decision making if a site wants to have a mandatory masking requirement in areas where there could be interaction with patients.</li> <li>• If the site does make the decision to have mandatory masking and the classroom is in a location where a learner could interact or even have an interaction with a patient, they would be required to wear a mask in that space.</li> <li>• This does not translate to they have be masked while in the classroom, just when they are moving from place to place, outside of the classroom.</li> </ul>	
5) Trial Update	<ul style="list-style-type: none"> <li>• Working on next steps on rolling out more training taking place at the schools.</li> <li>• Thank you to everyone who has shown their interest in hosting training at their schools.</li> </ul>	
<b>Questions/Comments</b>		
	<p><b>SEUPA Retakes:</b></p> <ul style="list-style-type: none"> <li>• Q: Can instructors challenge the SUEPA?</li> <li>• A: Credential trainers who are credentialed in a particular application can challenge the SEUPA without taking the ILT. If we have record that a credentialed trainer is credentialed in a particular application, they can mover forward for approval to challenge the SEUPA.</li> <li>• Kristina: The schools are referring to their internal instructors who are accompanying the students on placement, not necessarily an existing instructor in our programs.</li> <li>• A: The principle would be, if they are not credentialed on that application, that they would need to take the training and the SEUPA if they are looking for production access. The technical infrastructure with AHS allows the challenge of the SEUPA but will be left to Holly's team as a business rule on that.</li> <li>• Kristina: The rule that has been applied right now is that the school instructors are allowed to retake the SEUPA when it is a case of 180 day expiry. The rule of 180 days applies to those who are not AHS employees as well.</li> </ul>	



	<p><b>Scheduling Conflicts:</b></p> <ul style="list-style-type: none"> <li>• C: Hearing back from of the managers and educators that they are frustrated as shifts have been scheduled with their preceptors, and the students are saying they cannot do the shift as they have their Connect Care training.</li> </ul> <p><b>Taskforce Meetings:</b></p> <ul style="list-style-type: none"> <li>• A new meeting series will be sent out from Holly or Tracy's calendar.</li> <li>• The November meeting will take place on Nov. 20, as Nov. 13 is a day off in lieu of the Remembrance Day stat.</li> </ul>	
<b>Next Steps</b>	<b>Notes</b>	<b>Action</b>
	<p>Date: November 20, 2023          Time: 11:00 a.m. - 12:00 p.m.          Location: Virtual Meeting via <b>MS Teams</b></p>	<p><b>Date change due to Remembrance Day stat.</b></p>