



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

Meeting

Date/Time: Monday, September 14, 2026

Information: Virtual Meeting via **MS Teams**
Or call in (audio only)
+1 587-412-5456
Phone Conference ID: 226 661 404 879 46

Agenda Item	Notes:	Action/Attachments:
Welcome (Pam)	Please refer here for past task force meeting minutes.	
Scheduling Update:	No scheduling updates this month.	
Student Enrollment Update (Kristina)	- Fall enrollments are still being processed. - The September enrollments are largely complete, and the October enrollments are underway. - Current turnaround time for SA listings is approximately two weeks, depending on volume.	
Reminders (Pam)	Scent-Free Expectations in AHS Facilities - Reminder that all AHS and affiliate buildings are scent-free environments. - Students continue arriving at training sessions wearing perfume, cologne, or scented products. - Students may be sent home if scented products create a safety concern. - Need for improved communication before student placements and training. Timeless Infant Feeding System - Timeless is a 3rd party computer system that is used by nurses to document the feeding of infants. - The system tracks expiry dates of expressed breast milk, lot numbers of formula. - Training and role assignment responsibilities would be managed internally at clinical sites. - Update received that the provincial Timeless implementation has been delayed indefinitely. SEUPA Retakes and Open-Book Expectations - Increase number of students contacting Connect Care directly to arrange SEUPA rewrites. - Reminder that SEUPA retakes are coordinated through the student's PSI. - SEUPA assessments are open book.	Pam: to add the information on the scent-free expectations to the Connect Care FAQs and the Onboarding Guides.



- Students may use:
 - Exercise books
 - Classroom information sheets
 - Play environment for practice and reference
- Academic integrity expectations remain unchanged.

Paramedic Program Curriculum Changes

- Paramedic education programs are transitioning to degree-based programs.
- Additional placement settings will require Connect Care role and curriculum review.
- Preliminary planning is beginning for potential curriculum redesign.
- Connect Care Learning will begin planning activities approximately 9-12 months before implementation.
- Communication on the changes will only be sent to the PSIs that will be impacted.

.e2 Account Clarification

- There is still confusion regarding .e2 (secondary Epic) accounts.
- Key reminders:
 - .e2 accounts are used only for Epic/Connect Care production environments.
 - They are not used for MyLearningLink, training, Play, ACE, or exam environments.
 - Students must use their primary AHS account for training.
 - Students working in clinical roles with a provider designation may require a secondary account.
 - OBIX is the only additional application assigned to certain student .e2 accounts.
- Demonstration provided showing how users log into .e2 accounts.

180-Day Production Access Rule

- Students who have not accessed Production (PRD) within 180 days must complete required reassessments.
- SEUPAs and EUPAs may require retesting depending on individual circumstances.
- Learner lists indicate requirements were previously met but do not currently identify 180-day retake requirements.
 - **Question:** Does production include the view only version?
 - **Response:** Yes.
 - **Question:** Is the EUPA organized by the PSIs?
 - **Response:** When the EUPA is first taken or if a re-write is necessary the students can access the exam anytime, anywhere from MyLearningLink (MLL). MLL has extensive guides that are accessible to the students. On the external student website there is a tip sheet for completing the EUPA as well as the SEUPA. The EUPA tip sheet will be updated to also include the SEUPA retake, which is slightly different. Your students will need to take the EUPA if they have taken the base training nursing student ILT, or if they have had an equivalency that allows them to skip the base training student ILT. They will also need to take that base training EUPA in the event that they have been more than 180 days; they could choose to use



	their time while they have been booked for a SEUPA retake to also complete that EUPA retake within MLL. The EUPA is just an e-Learning module in MLL. There is an occasional error that occurs, which is captured in the TIP document, and if that error of it not moving to pass occurs, they do need to reach out to MLL directly. like the SEUPA, it is an independent module for completion and should be familiar to them because it's found in the same location where they would do their e-Learning prior to training. ○ Question: When doing the SA listings to Connect Care Learning time is being taken to look at the students and determine if it has been more than 180 days, this includes surveying the students to see if they have accessed Connect Care in any capacity outside for their academic program. It is being found that when noted in the SA listing to book a SEUPA retake, it is not happening. How can it be ensured that these greater than 180 days are being looked at? ○ Response: If the learning list is being referred to, when that is sent back it will say that the equivalency or requirement is met. What that means is that they did take it at some point; right now, the learner list document is not capturing whether or not your student requires a SEUPA retake. The tracking that you are doing is still your guide to whether or not your student requires a super retake. My learning team should be booking SEUPA retakes for you if you request them. If you are finding a gap in that, please let Kristina know so it can be reviewed with the team. ○ Response: With some of our tools it is getting better at being able to sort of see the timeline when people are inactive, but it is a challenge on our end as well. It is really appreciate you guys putting in the SEUPA retakes when they are required. The team would be interested in learning more about that because I think if the student is not confident in their skills, could it be better to send them into training. If it has been a long time since they did their SEUPA or not even that long, but they are not feeling confident, they just want to redo it, they could just redo it and play and not submit to this already access provisioning, but having them do it as a requirement when it's not required at any time if they put in a ticket, our IT partners are looking at it, they will be informed that their access is provisioned, that they have met their requirements. So, if the students, or if the schools make changes to the timeline because they want their students to do something outside of the 180 days, it may just be better to send them into training if their confidence is not there. Student Readiness and Prerequisites • Students continue arriving at training without knowing their AHS credentials. • This results in delays and indicates prerequisites may not have been completed. • Importance of completing all prerequisite learning before attending training is emphasized.	
.e2 Account reminders (Jean)	• There is a process that is used to determine whether a student needs a .e2 account and how to get the login information and how to use the accounts. • The student would never log on to the network or into MLL a .e2 account, it is solely used when they log into the production environment of Connect Care when they are actually going in to do their student work. • When the HSPNet feed comes in and it's received, it creates a queue for the team, and then every student Epic account that is required for placement is reviewed.	



- The team reviews the network and the Epic account, and an assessment is made based on what is seen, do they need a .e2 account and do they have an existing staff account.
- The decision if a .e2 account is required is if they have a staff Epic account, and that staff Epic account has a provider linked to it. As an example, if the student is working in food services, there is a strong possibility that they are not using Epic, so they would not have a staff Epic account; only a student Epic account would be created, and it would be on their main
- If the student works as a porter, they will have an Epic account, but that Epic account would not have a linked provider because they're not doing patient documentation.
- If that student was a staff Health Care Aide they would have an Epic account, and that HCA account would have an HCA provider linked to that account, and that is our signal that they cannot use a nursing student on an HCA account, because then they will be charting any documentation that they do on that HCA account, or their nursing, they will be charting as an HCA.
- At that point, we look at the accounts and we create a secondary.e2 student account for the user. We create the.e2 account, we move the Epic student roles to the.e2 account, and we e-mail the students to the HSPNet provided e-mail as well as their preferred e-mail that is in our system.
- If there are staff that will be their AHS or pillar e-mail, whatever pillar they belong to, that is their staff e-mail. It goes to both emails; they receive instructions that say, a .e2 account has been created, and here is your password, here is how you change the password and log in. And also, please be aware to only use these .e2 credentials when using your student work.
- With this information, we are hoping that the students can understand, the team gets a lot of questions about students trying to do their MLL on their .e2, but they don't have a .e2 account in MLL which can cause confusion.
- To reiterate, when the students receive their .e2 account with the credentials, they are only to use that when logging in as a student when they are working as a student on a unit logging into Epic.
- There is one caveat, the only application that we put on a .e2 student account besides Epic is OBIX; it is only the 4th year students who are in labor and delivery who get an OBIX account.
- It is put on their main and their OBIX because OBIX is integrated into Epic, so it has to be matched to their.E2 student account.
 - **Question:** When the student logs into Connect Care is there a toggle that can be switched in and out of, or do they have to sign in with their user ID?
 - **Response:** They will log in separately.
 - **Question:** For paramedics who may have view only access as part of their work, is that similar to the example you gave with the porters where they that it is view only but they are not charting?
 - **Response:** Yes, that is correct. they will have their view-only staff role on their accounts, as well as their paramedic student role, and we will add a paramedic student role provider to that account, and they can use it for both roles.
 - **Comment:** The passwords that the students receive are to log in to the account, and must be changed once they have logged in.
 - **Question:** Do instructors receive .e2 accounts?
 - **Response:** No. Instructors must use their license provider for their instructor work.



• Comments/Questions/Answers		
	Question: If there are any issues, we did recently just have a student who really struggled with their .e2 account and we were not sure what to tell them, should they just be given the number to call the IT help desk for support with their .e2 accounts? Response: A link has been provided for information on the .e2 accounts. It is best that the student calls the help desk as they will be given a ticket number. The student should ask for a ticket number, this will help just in case the service desk closes the ticket without resolution, they can use it for reference. Question: Is it possible to practice in the Play environment in Connect Care? Response: Due to volume and limited resources, dedicated Play bookings are not available. Students may access Play during placement shifts using approved resources and available computers. Some institutions with VPN access Play remotely. Comment: NetCare does not get a .e2 account. They will not create a .e2, but if they are, if they have a dot E2 student account. Their main account in Epic, there's the launch button in Epic. If you are in your account, it can launch directly to NetCare. Students who have a .e2 account and who have Epic, sorry, NetCare cannot launch from a .e2 account. They have to go outside of Epic and launch it externally, and then they can use it. This does not apply to a lot of students, but it is an important thing to note as well.	Student Connect Care Onboarding Guide: Section 4
Next Steps	Notes	Action
	Date: Monday, October 19, 2026 Time: 11:00-12:00 Location: Virtual Meeting via MS Teams	Date change from Oct 12 to Oct 19 due to the Thanksgiving stat.