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

Meeting

Date/Time: Monday, October 19, 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 and Welcome to Karen Schmaltz **(Pam/Karen)**	Please refer here for past task force meeting minutes. • Karen Schmaltz is the new Program Manager for Student Placements and co-chair for the PSI Connect Care Task Force as Holly Knight has retired as of October 5. • Karen provided an overview of her background in nursing, healthcare leadership, academia, education, workforce planning and system change.	
Membership and Distribution List Update **(Teri)**	• As a reminder meeting invitations should not be forwarded, as forwarded invitations create inaccurate membership lists. • Members were asked to notify Pam, Tracy, Karen, or Teri of: ○ New individuals who should be added to the task force. ○ Individuals who no longer require participation. • Membership records are being reviewed and validated. • To note, Tracy may be emailing members to confirm their name, title/role, organization, and email that information/updates should be sent to. • Thank you for your continued participation on the committee.	
Scheduling Update:	• No scheduling updates this month.	
Student Enrollment Update **(Marcy)**	• Marcy reviewed the relationship between: ○ Roles ○ ILTs (Instructor-Led Training) ○ Training Tracks ○ EUPA and SEUPA assessments	**Pam:** to upload the updated EUPA tip sheet to website

	• A single role may contain multiple training tracks. • Nursing Student Base Training applies across multiple nursing student roles and only needs to be completed once, unless training access is revoked. • If a learner has been inactive for >180 days: ○ The system may apply a training-revoked flag. ○ The learner may need to complete the EUPA assessment again to regain access. ○ We have seen odd occurrences of the training-revoked flag still appearing even though the EUPA isn't due; if this occurs either call AHS IT at 1-877-311-4300 or have the learner rewrite the EUPA. • Please remind the students to look at the required training by role tab and look for anything that is red or anything that is outstanding that is required. Looking at the completed tab is causing some confusion. • Continuing to receive Security Access (S/A) Listings that show unavailable dates completely open. If this happens the Connect Care Learning team will email back to ensure that the date is available and have not been left blank by accident. • There is a tremendous amount of rework when the students are enrolled on days that they are not available. • When sending the S/A Listing the unavailable dates should be filled in at this time. • SEUPA retakes will now be scheduled at 9:00am or later. This is due to the increased number of people at the sites going for training at 8:00am and having the support to ensure the students can gain access to the training rooms. • The preferred locations for the SEUPA retakes are: ○ Calgary – Southport Atrium ○ Edmonton – CN Tower • There are more staff at these sites that can help the students that come in for the SEUPA retake exams. • The noted sites in Calgary and Edmonton also provide easier booking for larger groups of students. • Centralized booking allows: ○ Improved learner support ○ Better wayfinding assistance ○ More efficient scheduling	
Reminders **(Pam)** -Student Self Submission Requests -Student Behaviour in Class -Rescheduling Requests	**Student Self Submission Requests:** • There has been an increase of students submitting their own Connect Care requests. • Students cannot initiate their own role requests via IAM and are instantly denied. **Student Behaviour in Class:** • Concerns have being raised regarding: ○ Late arrivals ○ Cell phone use during training ○ Multitasking during virtual sessions ○ Excessive side conversations ○ Attending training from inappropriate locations ○ Lack of engagement during sessions	

	• Approximately 99% of students attend professionally and prepared. • Issues involve a small number of learners but significantly impact training sessions. **Rescheduling Requests:** • The question has been asked what is considered valid reasons when asking for a rescheduling request. • Not all requests for rescheduling will be approved for small reasons, such as attending a lunch hour conference at a site, therefore cannot attend training. • Extenuating circumstances remain the basis for approving rescheduling requests. • Training should be treated as the most highest priority placement activity and requirement. • No-shows to a training session due require an explanation to help mitigate it happening again in the future.	
Comments/Questions/Answers		
	PITS Form Update • Please note that the PITS form has now been updated to show Karen Schmaltz as the authorizer. • Older versions listing Holly Knight should no longer be used – but you should always be downloading a fresh version every time you need it. • The new form which is dated for October can be found in HSPnet until it has been loaded on the website. **Late Arrivals to Training:** • Classes start at 8:00am, there is a 15 minute grace period until 8:15am where people can, if they are struggling to get logged in. Arrival time at 07:45am is best. • Training content begins at 8:15am, if students arrive after 8:15am, they will not be allowed in the room. **Instructor Access & 180-Day Access Rule:** • Active healthcare staff who regularly access Connect Care will generally maintain access. • Instructors inactive for more than 180 days may have access revoked and require reassessment to demonstrate competency after not being logged in for more than 180 days. • Instructors cannot access PRD (active environment of Connect Care) solely to keep accounts active. • If it has been more than 180 days a SEUPA request can be submitted for the learner to retake the exam. • For extenuating circumstances, the student or instructor can request to take the ILT course again. **Comment:** Some instructors have noted that some of the roles on the list of available roles have disappeared from their list. **Response:** Please have the instructor contact AHS IT to let them know - we need to be able to see their name, what has happened, it may be a glitch in IAM. **Comment:** The overall goal is that we really want them to feel comfortable and confident and although the system allows them once they have finished the training and have taken the SEUPA in the past. If they have identified to you or requested that they would really like to redo the training and you support that, as long as you let us know, that is fine. This is the same for the staff. Staff can reprovision access by redoing A SEUPA if they have been inactive for 180 days. At any time, if they	

	request to redo the training, if it has been a long time, if they feel like they benefit from the refresher, we do support that. We just need to be told. **Comment/Question**: This morning a student went to the learning centre to take the SEUPA exam and came to realize that they had no access. The student reached out to HSS IT and was informed that they do not need to redo the SEUPA. The student later found out that they did need to do the exam. Has this happened with any other schools and students? **Response:** This has happened in the past and is more complicated if they are a staff member. A ticket number or the name of the student would need to be given to investigate further. **Comment:** IAM improvements that were implemented in June have significantly improved accuracy of the 180-day logic, but if challenges occur, please let AHS IT know.	
Next Steps	**Notes**	**Action**
	Date: Monday, November 9, 2026 Time: 11:00-12:00 Location: Virtual Meeting via MS Teams	