



NAVIGATOR ORIENTATION HANDBOOK

Shared Health
Vaccine Implementation Task Force

Version 1.2 - June 2021

Navigator Orientation Handbook

Thank you for your interest in contributing to the success of Manitoba's COVID-19 immunization program and early congratulations for reaching this step in the process. Further to the conditional, verbal offer you have accepted, here is some information about the next steps. Please be sure to keep this document handy for future reference and frequently asked questions.

1. Within approximately 10 - 14 business days after you have been hired:
 - a. You will receive an email from healthcarecareers@wrha.mb.ca with your employee number and steps for onboarding. Please ensure you complete the onboarding process as soon as possible. This may be received after your first day of work. Your letter of offer will be sent to you separately from this email. You may or may not have your letter of offer before your start date. If you have any questions about your letter of offer, please send an email to COVID19Recruitment@sharedhealthmb.ca.
 - b. You will also receive an email from healthcarecareers@wrha.mb.ca with steps to create your epost account. You will need this to access your pay statement.
 - o Wait until you get your first pay to set up epost.
 - o Follow the set-up instructions in the email to set up correctly.
 - c. If you are unable to set up your epost account or have questions regarding your pay slip, please contact HR Shared Services (HRSS) at HRSharedServices@wrha.mb.ca or 204 940-8500 in Winnipeg and press option 5 or toll free at 1-866-999-9698 for all other locations in Manitoba.
2. Within 10- 14 business days after you have been hired, you will receive an email from VITFtraining@sharedhealthmb.ca with important Shared Health log-in and training information.
 - a. You are required to complete the clinical navigator course within 7 days of receiving this email. You may be offered shifts prior to completing the training. Feel free to accept the shifts as you will be placed in an apprentice navigator role until your training has been completed. You will be paid for this navigator course after completion.
 - b. Within 5-10 business days after you complete the clinical navigator training, you will be sent an email from the Petal MD system. Please ensure you click on the link to activate your Petal MD account.

- c. In addition to the clinical navigator course, you are also required to take five additional Learning Management System (LMS) training courses within 90 days after being hired:
- PHIA
 - Fire Safety
 - Hand Hygiene
 - Personal Protective Equipment (PPE)
 - Workplace Hazardous Materials Information System (WHIMS)

3. Shifts are scheduled using software called Deputy scheduling.

- a. Within 5-10 business days from the first VITFtraining@sharedhealthmb.ca email, you will receive an email invitation from noreply@deputy.com at the email address you provided during the hiring process. You are required to accept the invite and set up your profile in your Deputy account.
- b. In your Deputy account, you are required to indicate the times you are unavailable to work. This will help the scheduling team know your availability preferences.

Whenever you are scheduled for a shift, you will receive an email notification requesting you to accept the shift. You must accept the shift if you want to work it. If you do not accept the shift within the given period, the shift will be removed.

If you are unable to attend a shift that you have been scheduled for, please inform the scheduling team by emailing: VITFSchedulingTeam@sharedhealthmb.ca. You should also notify your clinic manager.

- c. Employees that are feeling unwell and not able to attend your shift are asked to notify VITF Scheduling Team at your earliest opportunity by calling 1-877-360-0866 during the hours of 7 a.m. to 9 p.m. Monday to Sunday. You can also notify of us via email (VITFSchedulingteam@sharedhealthmb.ca) however, in order to minimize duplicate notices please only choose one method of communication.
- d. If you have accepted a term position, you will be required to work the EFT that you agreed to and the schedule provided to you.

Before First Day Checklist

In order to ensure you have a smooth process before your first shift, please ensure you have completed the following:

- Submit photo ID and additional information
- Complete onboarding paper work
- Access Shared Health email account and set up new password
- Complete authentication questions
- Complete clinic navigator training within one week of hire or receiving the email from VITFtraining@sharedhealthmb.ca
- Click on the Petal MD link in the email that was sent to you to activate your Petal MD account. You will receive this once you have completed the navigator training
- Download Deputy application on smart device (such as a phone) or computer and pick up shifts
- Complete your COVID-19 self-screening assessment before each shift (Please confirm with your region)

First Day Checklist

- Remember to bring a water bottle and a lock.
- Find a clinic manager, supervisor or lead at the start of shift huddle and identify this is your first shift.
- Sign your PHIA Pledge and have it witnessed by a manager or lead
- Pick up your photo ID. If it is not on site and you have submitted the photo, please let the clinic manager or supervisor know. You will use a temporary ID in the meantime.
- Fill out a time sheet at the end of every shift.

CONTACT INFORMATION FOR VACCINE CLINICS

Winnipeg

- Contact information for lead navigators will be posted on the bulletin boards in the staff room

Thompson

- Clinic Manager - Lindsay Jacobs, Email: ljacobs@nrha.ca. (204) 670-1049

Morden

- Clinic Phone Number - 431-349-0563

Brandon

- Clinic Manager - Heather Duncan, 431-275-8275

Selkirk

- Manager – Wendy Fontaine, 204-345-1207, 204-795-9791

FREQUENTLY ASKED QUESTIONS (FAQ)

Q. Where do I go for my first shift?

A. Winnipeg (RBC) - Employees meet in the staffroom on the second floor of the RBC at the start of the shift. You will be required to sign in at the security desk in order to gain access to the staffroom.

The lead navigator will explain the different work assignments. You will then be partnered with an experienced navigator through the different work assignments.

Southern Health (Morden) - The manager will usually be at the door. Upon arrival, let the manager know this is your first shift. You will be introduced during the huddle and you will be partnered with an experienced navigator.

Prairie Mountain Health (Brandon) - Upon arrival, new staff are to follow signage for employees to the employee entrance. Please watch the orientation video for a tour of the clinic and directions on where to go on your first day - <https://youtu.be/KxXNcWu-PxU>

Other Locations – Upon arrival, new staff are to follow signage for employees to the employee entrance. Personal items and meals can be stored in lockers and fridges provided. Locate the appropriate start of shift huddle for your position (i.e. navigators, immunizers) to hear the briefing from the clinical lead or manager. This is where you can identify that it is your first shift and receive direction on where to find timesheets, pick up your photo I.D. and sign your PHIA pledge.

Q. What is the dress code?

A. All staff are required to follow Shared Health's dress code and should note the following sections from the policy:

As representatives of Shared Health, all employees shall be dressed in job-appropriate attire, which reflects Shared Health's interest in projecting a comfortable, yet professional image and which is in accordance with health and safety requirements for the work area.

Employees shall refrain from wearing attire that may create a safety hazard while working. Employees shall also refrain from wearing unprofessional, provocative or inappropriate clothing such as:

4.4.1 Clothing that may be objectionable to customers, patients and co-workers

4.4.2 Ripped, soiled or faded clothing

4.4.3 Casual shorts, swimsuits, clothing with offensive designs or language

4.4.4 Sleepwear or exposed underclothing

4.4.5 Head coverings such as hats or caps (except when working outdoors in inclement weather)

4.4.6 Clothing more appropriate for evening or leisure wear such as leggings, excessively short skirts, bare midriffs, tank or halter-tops, sheer clothing, sweat suits or exercise clothing

Click [here](#) to view the full dress code policy.

Navigators should wear comfortable shoes, as you will be standing for a significant amount of time. Running shoes are acceptable, no open toe shoes. We also encourage you to wear a vest, sweater or light jacket as the room may get cool at times. The vaccine clinic is a scent free working environment. Wear a non-medical mask when you arrive until you change into the medical mask that will be provided to you.

Q. Will I be provided personal protective equipment (PPE) during my shift?

A. All staff working at the COVID-19 vaccine clinics will be required to wear PPE. It will be provided to you each day at the start of your shift. If you have questions about PPE, please ask the clinic manager or clinical lead at the site.

Q. How can I find out what my status is with onboarding?

A. If it has been more than 21 business days since you have been hired and you have not received onboarding information, please contact: HRSharedServices@wrha.mb.ca

Q. How can I find out about my status on training?

A. You should receive training information within 10 -14business days. However, if you do not receive this information within 10 - 14 business days, you may send an email to VITFtraining@sharedhealthmb.ca.

Q. Who can I contact if I have completed my training and have not being scheduled?

A. If you have not been scheduled, this could be because you have not accepted the email invitation from noreply@deputy.com to create an account in Deputy. If you have accepted the invite, contact the scheduling team at: VITFSchedulingTeam@sharedhealthmb.ca.

Q. Who can I contact regarding timekeeping and cancellation of shifts in Deputy (scheduling system)?

A. If you have timekeeping and schedule related inquiries (e.g. you need to cancel a shift in advance or if you are sick on the day of your shift and have to cancel), please inform the scheduling team by emailing: VITFSchedulingTeam@sharedhealthmb.ca

Q. Who can I contact regarding payroll issues?

A. You should first speak to your Manager and the VITF Scheduling Team (VITFSchedulingTeam@sharedhealthmb.ca) to ensure that the hours you worked have been coded correctly. If the hours have been coded correctly, then you should send an email to HRSS (HRSharedServices@wrha.mb.ca) with "PAYROLL ISSUE" as the subject. Please provide as much information as possible to ensure the issue is resolved. You will receive an incident number from HRSS. Please refer to this incident number in all communications with HRSS.

Q. When do I get paid?

A. Pay is issued bi-weekly on Thursdays in accordance with the [WRHA payroll schedule](#).

Q. When and where do I receive my photo ID?

A. To arrange for your badge, please do the following:

- Take a new picture of yourself – head and shoulders only - against a white background. A medium-sized jpeg file is preferred.
- Send an email to photoid@sharedhealthmb.ca that includes the photo, your legal name and job title.

Your badge will be prepared and forwarded to your place of work. If you work at a site that has additional requirements for access or ID, you will be informed of this when you report for work. Staff are required to have their photo ID badge / access swipe card with them at all times while at work.

Your ID badge is the property of Shared Health and must be returned upon the termination of your employment or if otherwise requested. A replacement charge will be applied if you lose your photo ID badge or fail to return it as required.

Q. Who do I contact for help with onboarding forms or setting up an epost account?

A. If you need help completing onboarding forms, call HR Shared Services for assistance. To reach them by phone, call (204) 940-8500 select option 5 and press 1 or toll free at 1-866-999-9698 for all other locations in Manitoba. If the lines are busy, there is an option to send an email to: HRSharedServices@wrha.mb.ca. You will receive an incident number and the HRSS team will call you back.

Questions regarding epost log in/password issues must be directed to the epost Technical Support Desk at 1-877-376-1212

Q. Can I update my direct deposit details?

A. Yes, contact the HR Shared Services team at HRSharedServices@wrha.mb.ca. You can also reach them by phone 1-866-999-9698 (Toll free) and (204)-940-8500 option 5 and press 1

Q. Who do I contact for HR questions such as how my rate of pay was determined, conditions of employment such as benefits, or sick time, etc.?

A. Direct HR questions to: HRSharedServices@wrha.mb.ca. You can also reach them by phone 1-866-999-9698 (Toll free) and (204)-940-8500 option 5 and press 1

Q. Is there parking available on site?

A. Morden - Free parking is available on the NE side of the building on the gravel parking lot. Please take note of signage for staff parking.

Thompson - For those who will be driving, parking is available at the TRCC North parking lot.

Brandon - Parking is available at the east side of the Keystone Centre.

Winnipeg (RBC) - Parking is complimentary in the Convention Centre south parkade. Access to the parkade is off Carlton and it is below the new building of the Convention Centre. Signage will direct you to the clinic location. You will cross the indoor walkway from the new to the old building of the Convention Centre.

