

# VIRTUAL ALL STAFF TOWN HALLS



April 17, 2024



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Health Sciences  
Centre

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# Virtual All Staff Town Hall

## 2:00 p.m. – 2:45 p.m.

### *Agenda for April 17, 2024*

- ▶ **Introduction** – *R. Crocker Ellacott*
- ▶ **Patient Story** – *A. Carr*
- ▶ **Repairing the Sacred Circle Training: An Indigenous Cultural Awareness and Education Primer** – *A. Klement*
- ▶ **Policy Update: Code Brown** – *P. Thompson*
- ▶ **GroupWise to Outlook Transition Update** – *S. Spirka*
- ▶ **UKG Pro Workforce Management Update** – *D.M. Perry, M. Iorianni, and R. Grenier Buchan*
- ▶ **Your Questions Answered** – *J. Wintermans*
- ▶ **Closing Remarks** – *R. Crocker Ellacott*

# Introduction

Dr. Rhonda Crocker Ellacott, *President and CEO, TBRHSC and CEO, TBRHRI*



Anti-Stigma Campaign Launch



Staff sign the pledge



National Volunteer Week



Deputy Minister of Health, Deborah Richardson Visit



Assistant Deputy Minister of Hospitals and Capital, Catherine Wang Visit

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# Patient Story



*Amy Carr, Director, Human Resources*



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# Repairing the Sacred Circle Training: An Indigenous Cultural Awareness and Education Primer

*Annette Klement, Cultural Safety Educator, Indigenous Collaboration,  
Equity and Inclusion*



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# Repairing the Sacred Circle

How common is it for Indigenous clients to face discrimination and racism in healthcare?



**Brian Sinclair and Joyce Echaquan**



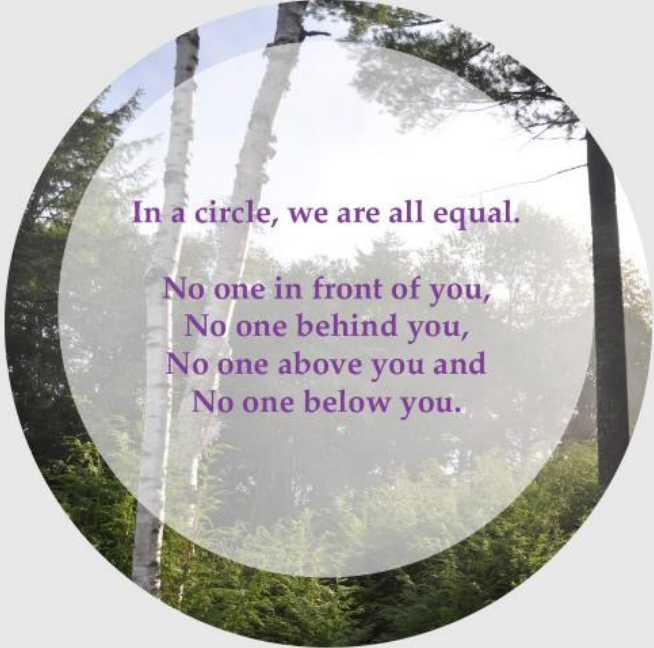
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# Repairing the Sacred Circle

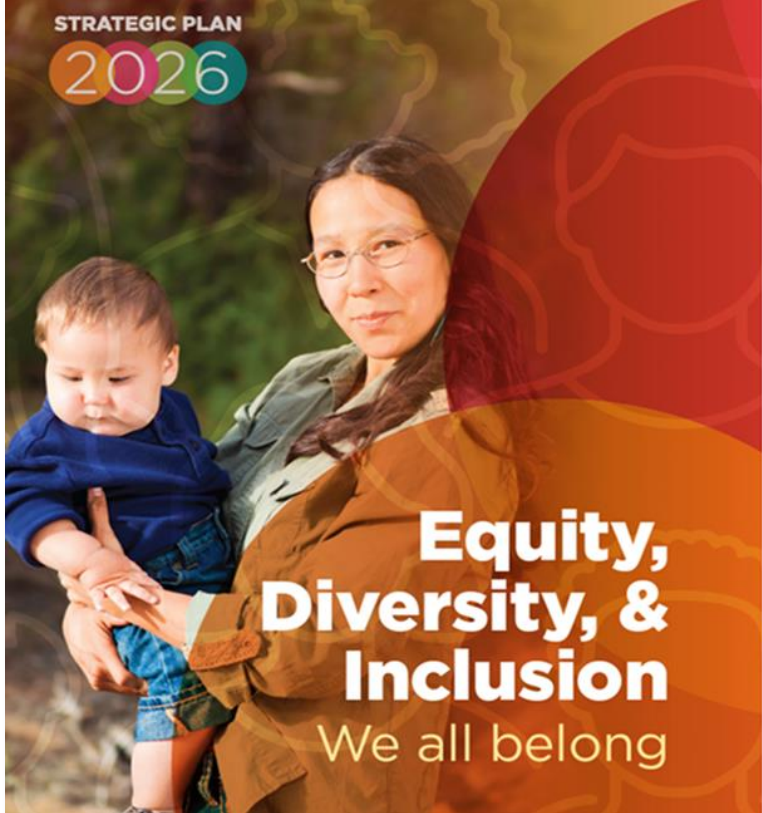
## Sharing Circles



# Repairing the Sacred Circle

## Learning Objectives

- ▶ Self-awareness and reflection through participation in a Sharing Circle.
- ▶ Learn how these foundational concepts apply to their leadership role.
- ▶ Increase knowledge on how race, stereotypes, and discrimination affect health care for Indigenous people.



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**Equity, Diversity, & Inclusion**  
We all belong

**WHAT WE WILL DO**  
**Embed Equity, Diversity, and Inclusion in everything we do.**

**HOW WE WILL DO IT**

- Assess policies and procedures, using an equity lens.
- Create an Equity, Diversity, & Inclusion Steering Committee.
- Recruit Indigenous staff.
- Identify opportunities for education and development of Indigenous individuals.

**WHAT WE WILL DO**  
**Provide a culturally safe experience for all patients and staff.**

**HOW WE WILL DO IT**

- Provide cultural safety and equity, diversity, and inclusion training for all staff.
- Conduct a walk-through of the Hospital's physical environment with an equity lens.
- Implement the principles of the Truth & Reconciliation Call to Action.

**HOW WE WILL MEASURE IT**

- Increase staff engagement in cultural safety and equity, diversity, and inclusion training.
- Increase positive patient experience survey results related to their experience, views, and beliefs being acknowledged as part of care.





# Policy Update: Code Brown (EMER-100)

Phil Thompson, *Director, Support Services*



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# What is a Code Brown?

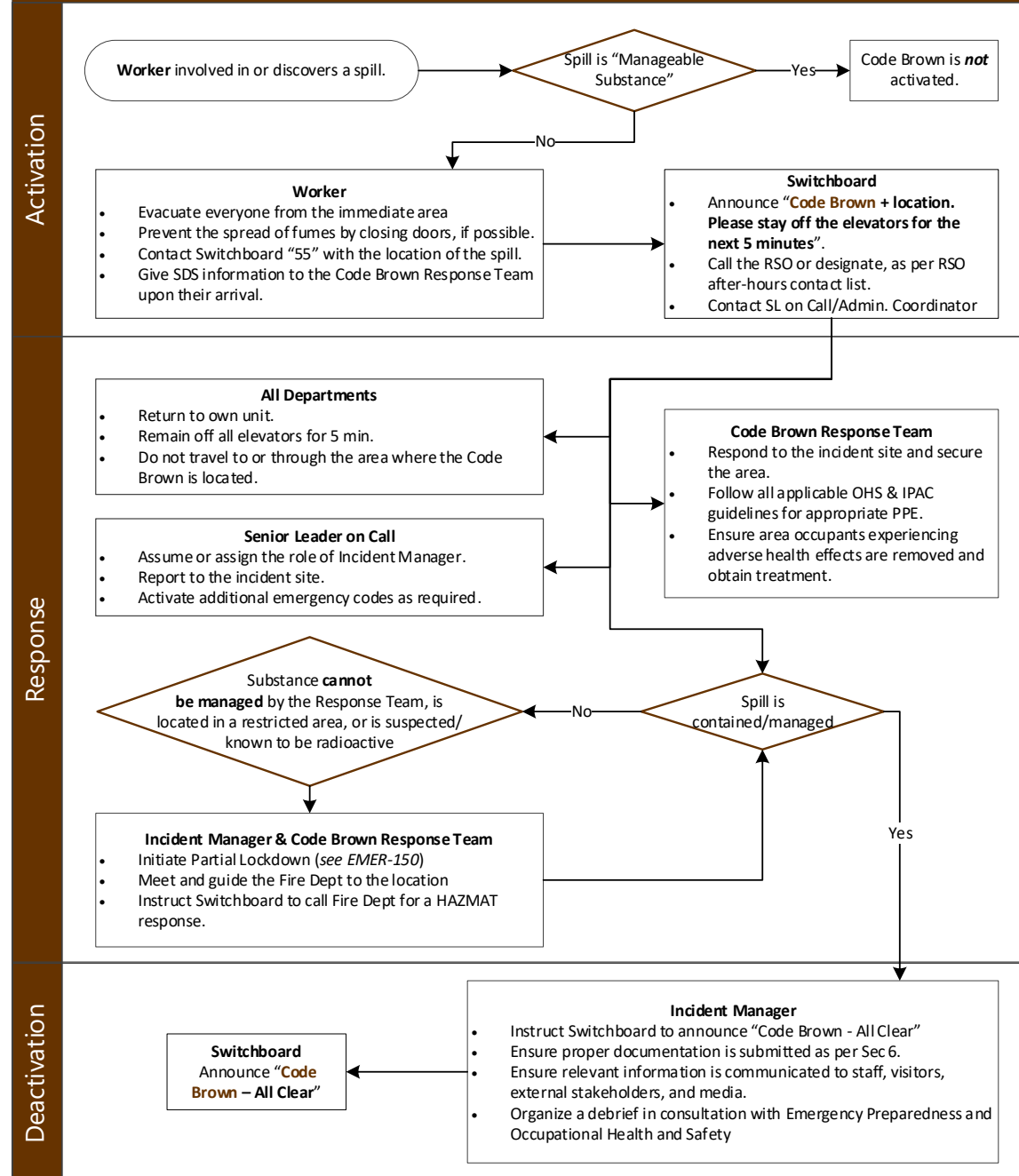
- ▶ A potential or definite hazardous substance within the Hospital cannot be appropriately identified, managed, contained, cleaned, or disposed of by the affected department or external contractor due to volume, toxicity, reactivity, or any combination thereof.
- ▶ A Code Brown should **not** be called if workers have spill supplies, including all appropriate personal protective equipment, SDS is available, and are competent in cleaning up the spill (see *Hazardous Material Release OHS-os-218*).

# What's New?

- ▶ Enhanced activation criteria.
- ▶ Updated response algorithm.



## Code Brown Process Map



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# What's New?

- ▶ Adoption of the **SPILL** acronym:
  - **S** – Safely evacuate everyone from the immediate area.
  - **P** – Prevent the spread of fumes by closing doors, if possible.
  - **I** – Initiate emergency response; call Switchboard at “55”.
  - **L** – Leave all electrical equipment/appliances/switches alone.
  - **L** – Locate all information regarding the spill; Give to the Code Brown Response Team upon their arrival.





# What's New?

- ▶ Updated sub plan:
  - Prepopulated 1 pager.
  - No customization required.
  - Print and add to departmental emergency code binder.

*Note: there is one sub plan template to be filled out by Code Brown Response Team departments **only**.*



# Where do I go for more information?

- ▶ Departmental Emergency Code Binder
- ▶ iNtranet
  1. Corporate Info tab
  2. Scroll down to Emergency Codes
  3. Code Brown
- ▶ Reach out to the Lead, Emergency Preparedness, Mēsha Richard, ext. 6552 or [mesha.richard@tbh.net](mailto:mesha.richard@tbh.net)

# GroupWise to Outlook Transition Update

Steve Spirka, *Network Operations Manager, Information Technology*



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## What Are We Doing?

- ▶ Transitioning from GroupWise to Outlook
- ▶ Transition has started – averaging between 500-1000 staff per week
- ▶ Estimated completion – Early June 2024





# Resources

- ▶ <https://OutlookHub.tbh.net>
  - ▶ Central location for all project information
  - ▶ Pre & Post Migration Checklists
  - ▶ Training



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OutlookHub Overview Communications Instructional References Schedule Training FAQ's

## Training

All training dates and locations can be found in the calendar below from March to June.

**Basic Training** is for users who send less than 30 emails per day. [Self-Guided Basic Training](#)

**Intermediate Training** is for users who send more than 30 emails per day.

**Information Booths** are available for users to get an overview of Outlook, ask any questions and have an opportunity to see Outlook in action!

**NEED HELP?**  
Email The Help Desk  
Help.Desk@tbh.net

Calendar (Information Technology Department TBH)  
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Today ↑ ↓ April 2024 Month Print

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Mar 31	Apr 1 11 AM TBRHSC - Ca 12 PM Virtual Basic	12 PM Virtual Basic	11 AM SJ Hospital -	2 PM HRM - Lobby	12 PM Virtual Basic	11 AM TBRHSC - In
7	8 11 AM TBRHSC - Ca	9 10 AM Virtual Basic	10 11 AM SJ Hospital -	11 8:30 PM TBRHSC - E 9:30 PM SJ Hospital	12 10 AM Virtual Basic	13 11 AM TBRHSC - Ba
14	15 11 AM TBRHSC - Ca	16 12 PM SJ Hospital - 2 PM Virtual Basic T	17 11 AM SJ Hospital -	18	19 2 PM Virtual Basic T	20 11 AM SJ Hospital -
21	22	23 12 PM Virtual Basic	24 11 AM SJ Hospital -	25 7:30 AM HRM - Lob	26 12 PM Virtual Basic	27
28	29 11 AM TBRHSC - Ca	30 10 AM Virtual Basic 12 PM SJ Hospital -	May 1 11 AM SJ Hospital -	2	3	4

Mon, Apr 15  
11:00 AM TBRHSC - Cafeteria - Informa...  
2 hrs  
THUNDER BAY REGIONAL HEALTH ...

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# Instructional References










OutlookHub Overview Communications Cheat Sheets **Instructional References** Training

## Instructional References

Select an instructional reference from the list below. All of them contain text based instructions on how to perform a task in Outlook. Some categories contain a video link that provides additional support. Click on the appropriate button to launch an instruction set or video.

**NEED HELP?**  
Email The Help Desk  
Help.Desk@tbh.net



 <p>Learn More About Outlook</p> <p><a href="#">View Microsoft Website</a></p>	 <p>Create and Send Email</p> <p><a href="#">Instructions</a> <a href="#">Video</a></p>	 <p>Create a Category</p> <p><a href="#">Instructions</a> <a href="#">Video</a></p>	 <p>Create a Signature</p> <p><a href="#">Instructions</a> <a href="#">Video</a></p>
 <p>How to set a Profile Picture</p> <p><a href="#">Video</a></p>	 <p>Schedule an Appointment</p> <p><a href="#">Instructions</a> <a href="#">Video</a></p>	 <p>Set up Rules</p> <p><a href="#">Instructions</a> <a href="#">Video</a></p>	 <p>Share a Calendar</p> <p><a href="#">Instructions</a></p>
 <p>Share an Inbox</p> <p><a href="#">Instructions</a></p>			

**Watch & Win**

# UKG Pro Workforce Management Update

**Dawna Maria Perry**, *Senior Director, Nursing, Academics & Practice Excellence and Co-Project Sponsor, UKG Implementation Core Team*

**Rita Grenier Buchan**, *Manager, Staffing Office and Project Lead – Staffing, UKG Implementation Core Team*

**Michael Iorianni**, *Manager, Payroll and Accounting and Project Lead – Payroll, UKG Implementation Core Team*



## Easy to use

Jump right in with an easy to use secure cloud based platform.

## Flexible

View your work schedule from anywhere, anytime - at work or on your personal device.

## Empowering

Gain more input into and control over your scheduling.

# UKG Pro Workforce Management.

## Congratulations and Thank you!



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# UKG

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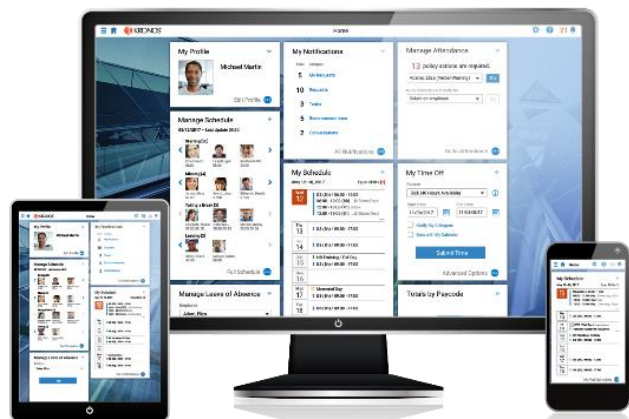
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# UKG Pro WFM: Supports Available

## All Staff Supports

- Intranet – *Department > Staffing > UKG Pro Workforce Management*
- Help Desk - Portal, email or phone for any technical or system issues, access or time clock issues.
- Reach out to a supervisor or colleague.



## Additional Leader Support

- Daily 90 minute virtual drop in sessions for leaders.

<https://informed.tbrhsc.net/departments/staffing/ukg-dimensions-new-staff-scheduling-system>

## The UKG Pro Workforce Application

The UKG Pro Workforce Application will allow you to view your schedule and timecard from anywhere, anytime.

You can access the application when you are at the Hospital through:

The UKG Pro icon available on your Hospital workstation  
The two time clocks available on the 1st Floor Staff Lounge by tapping and holding your Hospital issued Identification badge

You can access the application when you are not at work, anywhere, anytime through:

The mobile application available on the Apple/Google App Store:  
Apple Store Google Play  
Enter Access Code/URL:  
<https://thunderbay-sso.prd.myrkronos.com/>

Entering on your web browser from anywhere, anytime:  
<https://thunderbay-sso.prd.myrkronos.com/>

Visit the UKG Pro Workforce Management Intranet page for regular updates and resources:  
<https://informed.tbrhsc.net/departments/staffing/ukg-dimensions-new-staff-scheduling-system>



## One-Stop-Shop for all your scheduling needs, UKG Pro Workforce Management is coming on March 25, 2024!

What is UKG Pro Workforce Management?  
UKG Pro Workforce Management is our new employee scheduling system, replacing Staffright Staff Scheduling. With this change, we are set to embark on a new era of workforce management that provides you with the direct access to the time and attendance information you need, in real-time.

Why are we transitioning to a new scheduling system?  
Current scheduling processes are manual, repetitive, paper-based, time consuming and do not support a proactive approach to timekeeping and scheduling.

UKG Pro Workforce Management will:  
• Allow you to view your schedule anytime, anywhere  
• Provide you with a more active role in tracking your own time  
• Assist in ensuring you are paid accurately for the work you perform

Where can I find out more information about UKG?  
You can visit the UKG Pro Workforce Management Intranet page for regular updates and resources:  
<https://informed.tbrhsc.net/departments/staffing/ukg-dimensions-new-staff-scheduling-system>



# UKG Implementation Core Team

Please reach out to anyone of our team members at anytime:

- ▶ **Dino Armenti** – Co-Project Sponsor
- ▶ **Dawna Maria Perry** – Co-Project Sponsor
- ▶ **Rita Grenier Buchan** – Project Lead - Scheduling
- ▶ **Michael Iorianni** – Project Lead - Payroll
- ▶ **Carrol Wenzell** – Payroll Subject Matter Expert
- ▶ **Monique Trudeau, Sharen Howarth, Trisha Bingham** – HR Subject Matter Experts
- ▶ **Cora Rouillard** – Informatics Subject Matter Expert
- ▶ **Julio Gomes** – Integration Subject Matter Expert
- ▶ **Angela Kutok** – PI Consultant



# Questions?



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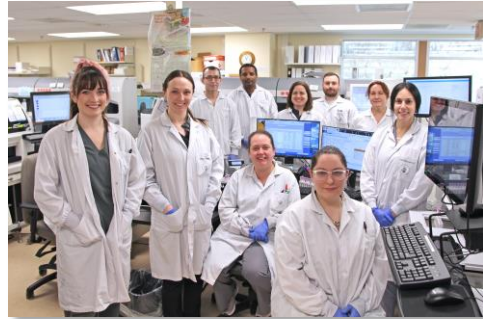
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# Closing Remarks

Dr. Rhonda Crocker Ellacott, *President and CEO, TBRHSC and CEO, TBRHRI*



International Infection Preventionist Day



Medical Laboratory Week



Oncology Nursing Day



Be A Donor Month



Administrative Professionals Day



Ribbon Skirt Month



Motorcycle Ride For Dad



Bachelors For Hope



Autism Awareness Month



Tonight @ 6:00 p.m.



Laundry and Linen Appreciation Week