

Infection Prevention & Control Program

*Infection Control Support Associates (ICSA) Orientation
Module 1 – Introduction*



TABLE OF CONTENTS

LICENSE INFORMATION	3
MODULE 1: INTRODUCTION	4
NOTE TO REGIONAL IP&C LTC	4
ICSA IP&C ORIENTATION PROGRAM	5
Targeted/Recommended Four-Week Schedule: Detailed	5
WEEK #1	6
DAY #1	6
DAY #2	6
DAY #3	7
DAY #4	7
DAY #5	7
WEEK # 2	8
DAY # 1	8
DAY #2	8
DAY # 3	9
DAY #4	9
DAY #5	10
WEEK #3	11
DAY #1	11
DAY #2	11
DAY #3	12
DAY #4	12
DAY #5	12
WEEK #4	13
DAY #1	13
DAY #2	14
DAY #3	14
DAY #4	14
DAY #5	15
APPENDIX A	16
ICSA IP&C ORIENTATION MANUAL EVALUATION	17

LICENSE INFORMATION

This orientation program was originally created by the **Canadian ICP Orientation Manual Working Group** (see below for authors) for Infection Control Professional orientation and adapted for the Infection Control Support Associate (ICSA) role. You can find more information about the authors and the creation of this work on the following page. This document is available for your use under a Creative Commons **AttributionNonCommercial-ShareAlike** license, which allows you to modify and build upon this work as long as the original author (the Canadian ICP Orientation Manual Working Group) is credited in the new work, and that the new work is non-commercial and licensed under identical terms.

The Canadian ICP Orientation Manual Working Group is a group of infection control professionals (ICP) from across Canada who collaborated on the development of this curriculum. Participants in this group were:

- Alisa Cuff, Infection Control Practitioner, Newfoundland and Labrador
- Betty Anne Elford, Infection Control Practitioner, Newfoundland and Labrador
- Cindy Williams, Infection Control Practitioner, Newfoundland and Labrador
- Dr. Donna Moralejo, Professor, School of Nursing, Memorial University of Newfoundland
- Joanne Archer, Education and Best Practices Coordinator, Provincial Infection Control Network BC
- Laura Fraser, Consultant, OAHPP Erin St. Clair Infection Control Network, Ontario
- Marion Yetman, Provincial Infection Control Nurse Specialist, Newfoundland and Labrador
- Paula March, Regional Infection Control Coordinator, Newfoundland and Labrador
- Sharon O’Rielly, Infection Control Practitioner, Newfoundland and Labrador
- Stacey Burns, Infection Prevention and Control Program Coordinator, Prince Edward Island, Department of Health and Wellness
- Susan Cooper, Consultant, OAHPP South Eastern Ontario Infection Control Network, Ontario
- Tracy MacDonald, Infection Control Practitioner, Newfoundland and Labrador

MODULE 1: INTRODUCTION

This IP&C orientation manual was developed to help guide new Infection Control Support Associates (ICSA) in their role. Content in this manual is based on curriculum from the IP&C Orientation Program for New Infection Control Professionals created by the Provincial Infection Control Network of British Columbia (PICNet). Adjustments have been made to suite the role of Infection Control Support Associate.

These modules will provide individuals new to Infection Prevention and Control the knowledge to function as a novice support associate until they are able to complete an accredited infection control course. This manual is not intended to replace the requirement to complete an accredited course in infection control. This manual is intended to be used in conjunction with a preceptor who can guide the IP&C orientation process. It is not meant to be the only resource an ICSA should utilize, but to assist in the new hires learning process.

PLEASE NOTE:

Each new hire is required to complete the full 'All Staff' orientation at their facility, including but not limited to PHIA for Health Care, Hand Hygiene, Personal Protective Equipment training/orientation.

In addition to facility-based 'All Staff' training, new hires should arrange to attend Hand Hygiene auditor training to support needs of the designated site hand hygiene auditors.

NOTE: This manual uses the term patient to refer to any patient/resident or client

NOTE TO REGIONAL IP&C LTC

Each new hire will have different education needs for infection prevention and control based on experience and educational background. This IP&C orientation manual should be tailored to the specific needs of the new hire in consultation with the Clinical Team Leader (CTL). This orientation program focuses on using a preceptor to facilitate learning of the newly hired ICSA. **The preceptor does not have to be the CTL or the same person for each module; however, the Regional ICP LTC should give responsibility to a specific person to act as the new hires preceptor as needed for each module.**

This IP&C orientation manual should be used as a **self-directed** experience using the identified preceptor for clarification and support. To gain maximum benefit from this IP&C orientation, the new ICSA should participate in a tour of the site and specific areas as applicable (please see schedule). These tours should be arranged with the respective department managers, and be scheduled with an experienced employee from that department. This will allow the ICSA an opportunity to have any questions answered and discuss any gaps in knowledge they may have.

ICSA IP&C ORIENTATION PROGRAM

Targeted/Recommended Four-Week Schedule: At A Glance

		DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
WEEK 1	AM	<input type="checkbox"/> Welcome Package <input type="checkbox"/> Orientation to Office Routine	<input type="checkbox"/> Orientation to ICSA position	<input type="checkbox"/> Daily ICSA Activities	<input type="checkbox"/> Daily ICSA Activities <input type="checkbox"/> Micro Module	<input type="checkbox"/> Daily ICSA Activities
	PM	<input type="checkbox"/> Orientation to ICSA position	<input type="checkbox"/> Introduction to Resources <input type="checkbox"/> Orientation to ICSA position	<input type="checkbox"/> Microbiology Module	<input type="checkbox"/> RPAP Module	<input type="checkbox"/> Hand Hygiene Site Specific Program
WEEK 2	AM	<input type="checkbox"/> Daily ICSA Activities	<input type="checkbox"/> Daily ICSA Activities	<input type="checkbox"/> Daily ICSA Activities	<input type="checkbox"/> Daily ICSA Activities	<input type="checkbox"/> Daily ICSA Activities
	PM	<input type="checkbox"/> RPAP Module	<input type="checkbox"/> Hand Hygiene Module	<input type="checkbox"/> Hand Hygiene Module	<input type="checkbox"/> Surveillance Module	<input type="checkbox"/> Surveillance Module
WEEK 3	AM	<input type="checkbox"/> Daily ICSA Activities	<input type="checkbox"/> Daily ICSA Activities	<input type="checkbox"/> Daily ICSA Activities	<input type="checkbox"/> Daily ICSA Activities	<input type="checkbox"/> Daily ICSA Activities
	PM	<input type="checkbox"/> Outbreak Module	<input type="checkbox"/> Outbreak Module	<input type="checkbox"/> Communicable Disease Module	<input type="checkbox"/> Communicable Disease Module	<input type="checkbox"/> Daily ICSA Activities
WEEK 4	AM	<input type="checkbox"/> Daily ICSA Activities <input type="checkbox"/> Tour of MDR Department	<input type="checkbox"/> Daily ICSA Activities	<input type="checkbox"/> Daily ICSA Activities	<input type="checkbox"/> Daily ICSA Activities	<input type="checkbox"/> Meet with Preceptor <input type="checkbox"/> Review Orientation Program
	PM	<input type="checkbox"/> Providing Education to others	<input type="checkbox"/> Cleaning Disinfection & Sterilization Module	<input type="checkbox"/> Cleaning Disinfection & Sterilization Module	<input type="checkbox"/> Construction & Renovation Module	<input type="checkbox"/> Personal Learning Plan <input type="checkbox"/> Quality and Risk Management

* This worksheet should be used in conjunction with the detailed daily activities form following.

Targeted/Recommended Four-Week Schedule: Detailed

This schedule was developed to facilitate a complete IP&C orientation and is merely a suggestion for flow and activities believed to be useful. Activities should be adjusted based on the knowledge base and educational background of the new ICSA.

WEEK #1

DAY #1			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Meet with Preceptor <input type="checkbox"/> Get Welcome Package	Office Orientation	
	<input type="checkbox"/> Phone List	Provide information on where to find phone list <ul style="list-style-type: none"> IP&C program Facility Contact list MB ICP phone list Any other note-worthy contacts at site 	
	<input type="checkbox"/> Fire Safety	Plan for work area; site specific	
PM	<input type="checkbox"/> IP&C program structure	Structure of the program including reporting structure, roles and responsibilities of all members of the program, Program Team, and IP&C Regional Committee	
	<input type="checkbox"/> Intro to ICSA position	<ul style="list-style-type: none"> Job description/ Practice Standards ICSA assignments & department coverage (areas of responsibility) Facility responsibilities (tasks specific to facility e.g., LTC surveillance) Committee work (regionally & facility) 	
	<input type="checkbox"/> Reports/audits	<ul style="list-style-type: none"> Site specific reports - weekly, monthly, quarterly, annual, committee (e.g., ARO cases, Significant organisms report, Hand Hygiene reports, SSIs) Region specific reports- weekly, monthly, quarterly, annual, committee (e.g., epidemiologist reports) Shared Health Audit tools and Auditing Framework, plus reports/action plan(s) 	

DAY #2			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Committees	Regional/Site committee involvement, committee main contact, committee meeting frequency, ICSA expectation on committee	
PM	<input type="checkbox"/> Familiarize self with WRHA resources	<ul style="list-style-type: none"> WRHA IP&C Manual Regional shared drive 	
	<input type="checkbox"/> Resources	Become familiar with the following resources: <ul style="list-style-type: none"> Shared Health guidelines: Infection Prevention & Control - Shared Health (sharedhealthmb.ca) Manitoba Health guidelines: Manitoba Health Communicable Disease Control PHAC Guidelines http://www.phacaspc.gc.ca/dpg-eng.php IPAC Canada http://www.ipaccanada.org/index/php 	
	<input type="checkbox"/> Organize work station		

DAY #3			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Review daily reports/daily responsibilities <input type="checkbox"/> Work with preceptor	Review site specific processes for lab results once lab received – significance of lab result how to respond how to review	
PM	<input type="checkbox"/> Microbiology Module	Work through module and required readings	

DAY #4			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Finish Micro Module	Finish module. Meet with preceptor to review module and ask questions following viewing of the lab video in the module	
AM	<input type="checkbox"/> Review Lab Requisitions		
PM	<input type="checkbox"/> RPAP Module	Work through module	

DAY #5			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> ICSA Duties <input type="checkbox"/> Lab Results/clinical information	Continue to perform daily responsibilities <ul style="list-style-type: none"> Pick up lab results/clinical information from units and perform required follow-up 	
PM	<input type="checkbox"/> HH site-specific program	Review WRHA Hand Hygiene (HH) Program <ul style="list-style-type: none"> Action plan(s) and other WRHA HH resources # of opportunities needed, goal, expectation for region Review Site specific Hand Hygiene Program Auditors Reports/meetings with managers/expectations of managers ICSA responsibility/on the spot feedback/ May 5th (Clean Your Hands Day campaign) 	

WEEK # 2

DAY # 1			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Discuss with preceptor weekly activities and daily assignments <input type="checkbox"/> Review reports as needed <input type="checkbox"/> Assigned area responsibilities <input type="checkbox"/> Review lab/clinical information reports	Review/discuss with preceptor weekly activities/daily assignments from previous week	
PM	<input type="checkbox"/> RPAP Module	<ul style="list-style-type: none"> • Finish RPAP Module 	

DAY #2			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Discuss with preceptor daily activities <input type="checkbox"/> Review daily reports <input type="checkbox"/> Assigned area responsibilities <input type="checkbox"/> Review how Airborne Infection Isolation Rooms function <input type="checkbox"/> Review lab/clinical information reports	Review alternate options when no Airborne Infection Isolation rooms on site	
PM	<input type="checkbox"/> Hand Hygiene Module	Work through Hand Hygiene Module	

DAY # 3			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Discuss with preceptor daily activities <input type="checkbox"/> Review daily reports <input type="checkbox"/> Assigned area responsibilities <input type="checkbox"/> Assess RPAP as you walk through patient areas <input type="checkbox"/> Observe hand hygiene practices <input type="checkbox"/> Review lab/clinical information reports		
PM	<input type="checkbox"/> Hand Hygiene Module	Finish HH Module	

DAY #4			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Discuss with preceptor daily activities <input type="checkbox"/> Review daily reports <input type="checkbox"/> Assigned area responsibilities <input type="checkbox"/> Assess RPAP as you walk through patient areas <input type="checkbox"/> Observe hand hygiene practices <input type="checkbox"/> Review lab/clinical information reports		
PM	<input type="checkbox"/> Surveillance activities for IP&C program <input type="checkbox"/> Surveillance in LTC Includes: MDROs; Respiratory; Urinary Tract; Gastrointestinal; Skin and Wound; <i>Clostridioides difficile</i>	<ul style="list-style-type: none"> • Work through Surveillance Module • Discuss with preceptor surveillance activities • Discuss ICSA role in Surveillance at your site • Review WRHA LTC specific HAI surveillance tools located on the IP&C website under 'Surveillance' tab: Long Term Care Manual - WRHA Professionals 	

DAY #5			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Review surveillance responsibilities Daily ICSA duties	Identify sources of data: Nursing rounds, admission forms, laboratory reports, resident records on computer, resident charts, medical records, accessing resident records, permissions/privacy policy, key contacts in medical records, and LTC HAI surveillance tools	
PM	Surveillance Module <input type="checkbox"/> Collection, evaluation and interpretation of data – prevalence and incidence <input type="checkbox"/> Numerators and denominators – Presentation of data (graph, histogram) <input type="checkbox"/> Reporting of data <input type="checkbox"/> Basic principles of Epidemiology <input type="checkbox"/> Infection versus colonization	<ul style="list-style-type: none"> • Finish up Surveillance Module. • Discuss with preceptor as needed ICSA role in site surveillance 	

WEEK #3

DAY #1			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Discuss with preceptor weekly activities <input type="checkbox"/> Review daily activities for assigned areas, including surveillance	<ul style="list-style-type: none"> Discuss with preceptor questions or issues from weeks #1 and # 2 Perform Daily ICSA duties learned previously and include surveillance activities 	
PM	Outbreak Module <input type="checkbox"/> Definition of an outbreak <input type="checkbox"/> Components of outbreak investigation <input type="checkbox"/> Outbreak Management	Work through Outbreak Module	

DAY #2			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Review daily activities for assigned areas <input type="checkbox"/> Surveillance activities for assigned program <input type="checkbox"/> Walk through of assigned area <input type="checkbox"/> Review isolated residents if applicable <input type="checkbox"/> Observation of RPAP practices and hand hygiene practices	Work with WRHA IP&C for regional line list completion and submission requirements (e.g., forms, timelines, accuracy)	
PM	Outbreak Module	Finish Outbreak Module	

DAY #3			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Review daily activities for assigned areas <input type="checkbox"/> Surveillance activities for assigned program <input type="checkbox"/> Walk through of assigned area <input type="checkbox"/> Review isolated residents as applicable		
PM	Communicable Disease (CD) Module	Work through CD Module	

DAY #4			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Review daily activities for assigned areas <input type="checkbox"/> Surveillance activities for assigned program <input type="checkbox"/> Walk through of assigned area <input type="checkbox"/> Review isolated residents as applicable		
PM	CD <input type="checkbox"/> Communicable disease reporting and communication structure	Finish CD Module Discuss with WRHA LTC ICP about 'regulated health professionals' and role in reportable diseases	

DAY #5			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Review daily activities for assigned areas <input type="checkbox"/> Surveillance activities for assigned program <input type="checkbox"/> Walk through of assigned area <input type="checkbox"/> Review isolated residents as applicable		
PM	Daily ICSA duties		

WEEK #4

DAY #1			
	Activity	Comments	Sign off
AM	<ul style="list-style-type: none"> <input type="checkbox"/> Discuss with preceptor weekly activities <input type="checkbox"/> Review daily activities for assigned areas <input type="checkbox"/> Surveillance activities for assigned program <input type="checkbox"/> Walk through of assigned area <input type="checkbox"/> Review isolated residents as applicable <input type="checkbox"/> Review practices related to any isolation room activities <input type="checkbox"/> Observation of RPAP practices and hand hygiene practices 		
PM	<p>Providing education to others</p>	<ul style="list-style-type: none"> • Discuss with preceptor educational responsibilities • Review orientation program for new staff and other education program regularly provided by ICOSA • Review adult learning principles • Discuss giving presentations with preceptor • Booking rooms and equipment, posting notices • Education materials • Role in general/nursing orientation • Liaise with Regional IP&C on education topic/content • Providing consultation to others <ul style="list-style-type: none"> <input type="checkbox"/> Responsibilities <input type="checkbox"/> Documentation <input type="checkbox"/> Communication etiquette (verbal, written and email) 	

DAY #2			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Review daily activities for assigned areas <input type="checkbox"/> Surveillance activities for assigned program <input type="checkbox"/> Walk through of assigned area <input type="checkbox"/> Review isolated residents as applicable		
PM	<input type="checkbox"/> Cleaning, Disinfection & Sterilization Module <input type="checkbox"/> Principles of Cleaning/ Disinfection/ Sterilization	Non-critical, semi-critical and critical devices, single-use devices, selection of disinfectants, reprocessing of re-usable devices	

DAY #3			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Virtual tour of reprocessing area – bring pages 9-12 of module with you <input type="checkbox"/> Review daily activities for assigned areas	1-2-hour tour with site MDR	
PM	Cleaning, Disinfection & Sterilization Module	Finish Cleaning, Disinfecting & Sterilization Module	

DAY #4			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Review daily activities for assigned areas <input type="checkbox"/> Surveillance activities for assigned program <input type="checkbox"/> Walk-through of assigned area <input type="checkbox"/> Review isolated residents as applicable		
PM	Construction and Renovation Module <input type="checkbox"/> Discuss your role and responsibilities and key contacts with your preceptor	Work through the complete Construction & Renovation Module	

DAY #5			
	Activity	Comments	Sign off
AM	<input type="checkbox"/> Meet with preceptor <input type="checkbox"/> Discuss orientation process <input type="checkbox"/> Daily ICSA activities	<ul style="list-style-type: none"> • Discuss with preceptor re: the orientation manual's pros and cons • Discuss any issues you feel still need to be addressed 	
PM	<p>Individual Development plan</p> <input type="checkbox"/> Infection Control basic course <input type="checkbox"/> CIC certification and/or LTC-CIP after two years of working as an ICSA <input type="checkbox"/> Any additional learning needs	<p>Individual Development Plan: Identify personal learning or education needs and plan goals to facilitate the learning process. As well, indicate knowledge base you currently have after completion of the orientation manual.</p>	
	<p>Quality and Risk Management</p> <input type="checkbox"/> Become familiar with quality and risk management concepts: <input type="checkbox"/> Accreditation Canada (AC) <input type="checkbox"/> Infection Control AC standards, required operational practices (ROP), regional road maps, plans, etc.		

APPENDIX A

Glossary of Terms

A glossary of infection prevention and control (IP&C) terminology can be found at <http://www.picnet.ca/glossary>.

The WRHA would like to thank the Provincial Infection Control Network of British Columbia (PICNET) for allowing the use of their IP&C Orientation Manual.

ICSA IP&C ORIENTATION MANUAL EVALUATION

These modules have been developed in order to make your IP&C orientation to the WRHA Infection Prevention & Control Program a good experience. Please complete the below evaluation for each module so any necessary changes can be made to improve the manual for future use. Your thoughts and comments are greatly appreciated, thank you.

	Strongly Agree	Agree	Disagree	Strongly Disagree
1. The material was presented in a clear and organized way.				
2. The information in the module was consistent with the objectives stated.				
3. The required readings were useful.				
4. The instructions with in the module were clear.				
5. The amount of time given for the module was adequate.				
6. The module provided information that I needed in order to do my job.				
7. The module helped me to develop my critical thinking by using examples of IP&C situations.				

Comments

1. Do you now feel better prepared to begin your job as an ICSA, recognizing that this is an IP&C orientation manual and not meant to replace an accredited infection control course?

2. Do you have any suggestions on how this module can be improved?

3. Are there any additional topics that should be included in this module?

4. Any further comments?