

Infection Prevention & Control Program

*Infection Prevention & Control Support Associate (ICSA)
Orientation Module - Welcome*

Final April 9, 2025



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé

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WELCOME TO INFECTION PREVENTION AND CONTROL

Welcome! The Winnipeg Regional Health Authority's Infection Prevention & Control (IP&C) Program is dedicated to preventing and reducing the risk of healthcare-associated infections (HAIs) through the application of epidemiologic and scientific principles and statistical analysis, and implementation of evidence-based, best practice guidelines. The IP&C program supports all WRHA hospitals, community, hybrid long term care facilities, Winnipeg Personal Care Homes, community sites, and partner organizations, and helps to operationalize the organizational commitment to a safety culture. We aim to improve clinical outcomes using a multidisciplinary team approach.

All team members play a role in infection prevention and control, and the Infection Control Support Associates (ICSA) are an integral part of that team.

The new ICSA positions in Winnipeg Personal Care Homes offer a dedicated, onsite resource, for IP&C activities. ICSA's will be able to both respond to IP&C concerns and promote improvement of facility IP&C standards. ICSA's place IP&C consistently on the frontline at our Winnipeg Personal Care Homes, to have the biggest impact in resident safety.

In this role you will provide invaluable support to your facility(s) through frontline activities in connection with the WRHA LTC ICP in the IP&C Program. Your contributions are imperative to the success of Infection Prevention & Control in Winnipeg!

Congratulations! We look forward to our association and anticipate a prosperous collaboration!

Kindest regards,

Molly Blake
Program Director,
WRHA IP&C

INSERT CLINICAL TEAM LEADER NAME HERE

INSERT LTC ICP CLUSTER LEAD NAME HERE

The Welcome package is the first in a series of IP&C orientation modules that will provide individuals new to IP&C the knowledge to function as a novice ICSA until able to complete an accredited infection prevention and control course. Please note: each new hire is required to complete the site orientation requirements at their facility/facilities.

[Contact Us \(wrha.mb.ca\)](http://wrha.mb.ca)

WRHA MISSION, VISION, VALUES, & STRATEGIC DIRECTION

OUR VISION FOR THE FUTURE

HEALTHY PEOPLE.
THRIVING
COMMUNITIES.
PARTNERS IN CARE.

Everything we do is in service of everyone achieving their full health potential. We want to not only improve the health of individuals, but the health of communities, and we want the people we work with and serve to have a meaningful stake in their care and the care of their community.



OUR MISSION

TO PROVIDE THE BEST
HEALTH CARE
TO EVERY PERSON
WE SERVE.

Together, we care by delivering compassionate, timely and quality health services where and when our patients, clients and residents need them.

OUR VALUES



COMPASSION

We listen first, and offer respect, kindness and empathy to find the best ways to help.



COLLABORATION

We work together from the start as diverse teams and communities to make better health and well-being possible for everyone.



INCLUSIVITY

We recognize, respect and learn from the unique needs and contributions of every person in our community.



ACCOUNTABILITY

We hold ourselves and others responsible for actions and results.



INTEGRITY

We demonstrate honesty and transparency in everything we say and do.



EQUITY

We work together to promote conditions and remove barriers so every person can achieve their full health potential.



COMMUNICATION & TRUST

Each of these values requires a foundation and the prioritization of communication and trust between the WRHA and its staff, patients, clients, residents, partners and community.

WRHA Strategic Direction: Please refer to the [WRHA Strategic Plan](#) for further information

WRHA IP&C Program key role including but not limited to:

- Implementing consistent regional IP&C policies and procedures in all healthcare settings
- Implementing a surveillance program for healthcare associated infection and colonization
- Timely implementation or effective corrective/transmission prevention measures where appropriate
- Communicating and collaborating regarding IP&C issues throughout all levels of health care
- Facilitating, implementing and evaluating IP&C education in conjunction with sites and programs
- Identifying and conducting IP&C research

WRHA IP&C Program detailed services include:

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IP&C Education

- Provide learning regarding Routine Practices, ongoing and emerging IP&C topics and issues.

IP&C Healthcare Associated Infection (HAI) Surveillance

- Healthcare Associated Infections including but not limited to Antibiotic Resistant Organisms, *C. difficile*, Gastroenteritis and Respiratory Infections.
- Surgical Site Infection (SSI) surveillance including but not limited to elective knee and hip replacements, C-sections and cardiac surgery.

IP&C Policies, Procedures and Operational Directives

- Develop and review procedures, operational directives, education packages, standard operating procedures and other guidance documents with an IP&C impact.

Outbreak Management

Reporting of Specific Communicable Diseases

- Work collaboratively with Population and Public Health, as well as Shared Health, to report communicable diseases to Manitoba Health and within the WRHA.

Facility Design, Renovation and Construction

- Work collaboratively with Facility Management, Capital Planning, at affected sites/areas.

Product and equipment review and evaluation

- Work collaboratively with Logistic Services and other stakeholders to determine appropriateness of products and equipment for purchase.

Medical Device Reprocessing (MDR)

- Collaborate with MDR regarding reprocessing of equipment issues.

Environment

- Collaborate with WRHA Regional Housekeeping Working Group and site Housekeeping to address IP&C concerns relating to appropriate environmental cleaning.

Consultation

- Provide IP&C consultation to sites/programs.

Audit development

- Create and revise audit tools and collaborate with stakeholders to conduct and ensure completion of various audits, e.g. hand hygiene compliance, equipment cleaning, and endoscopy audits.

IP&C ORIENTATION

IP&C Site Orientation/Training Goals and Objectives

1. Common Infections: Targeted/recommended completion within 1 month of employment.

Using the core modules, become familiar with AROs (MRSA, CPE, AMR GNB), *C. difficile*, TB, scabies and other commonly occurring infections in tertiary, community and long-term care facilities; including diagnosis, relevant lab reports, transmission, and clinical presentation.

2. Management of Infections: Targeted/recommended completion within 1 month of employment

2.1. Review Routine Practices Orientation module/videos specific to setting ICSA is from.

2.2. Discuss infections common in the facility, and management of these infections, including:

- Additional Precautions
- Isolation carts (including inventories for various Additional Precautions)/signage
- Infectious Disease Physician consult
- Infection Prevention and Control bed history report
- Data entry (where and/or into what data base)
- Chart review
- Follow-up (ICSA, ICP, or alternate contact)
- Manitoba Health Reportable Diseases and Conditions

3. Microbiology/Laboratory Results: Targeted/recommended completion within 1 month of employment.

Analysis, interpretation and data entry/storage of microbiology/laboratory results in relation to specific infectious/communicable diseases including: ARO's, *C. difficile*, TB, reportable diseases, and other infections common in the facility.

4. Resources: Targeted/recommended completion within 1 month of employment.

List resources commonly used, including manuals, texts, Internet sites, and others in each facility visited. Describe how resource materials, including the WRHA Infection Prevention and Control Manual, are made available to staff.

5. Committee Participation: Targeted/recommended completion within 1 months of employment.

LTC IP&C Committee, any site-based IP&C and LTC program committees, as appropriate

6. Outbreak Measures: Targeted/recommended completion within 1 month of employment.

Discuss the application of epidemiological principles, Additional Precautions and the role of the ICSA, including lines of communication during an outbreak.

7. Regulating Bodies: Targeted/recommended completion within 3 months of employment

Explore the ICSA responsibilities and role in relation to additional regulating bodies (e.g., Public Health Inspectors).

8. Surveillance Plans: Targeted/recommended completion within 1 month of employment

Review the elements of your facility's surveillance plan; including standard definitions, methods used to collect, analyze and report data and to whom the data is reported. Discuss software utilized, including methods of accessing computer system information.

9. Education Programs: Targeted/recommended completion within 3 months of employment

Review the elements of your facility's education programs, including the target audiences, time frame, setting, and format. Discuss topics including, but not limited to, Routine Practices, hand hygiene staff orientation, and continuing staff education.

10. Additional Roles and Responsibilities: Targeted/recommended completion within 3 months of employment

- Discuss the ICSAs role pertaining to resident tuberculin skin testing, HIV testing or other tests performed
- Discuss the ICSAs role pertaining to the provincial Post Exposure Protocol for blood and body fluid exposure
- Discuss the ICSAs role pertaining to construction; planning, design, during and post construction
- Describe the ICSAs responsibilities and role in the accreditation process
- Outline the ICSAs role in the development of Policies and Procedures

11. Specific areas: Targeted/recommended completion within 6 months of employment

Identify the role of the ICSA in your facility relating to:

- Day Programs
- Medical Device Reprocessing
- Rehabilitation, Geriatrics, Long Term Care
- Food Services, Housekeeping
- Facility Management
- Capital Planning - Construction

12. Multidisciplinary Team Members: Targeted/recommended completion within 6 months of employment

Become familiar with the roles of personnel resources and those collaborating with the ICSA, both in and out of the facility, including:

- Infectious Disease Physician and IP&C Program Team Physician
- Occupational and Environmental Safety and Health (OESH) – To be discussed with the site leadership
- Facility Administration
- Staff Educators
- Access & Transition Support
- Laboratory Services (Shared Health - Diagnostic Services and, Cadham Laboratory, Dynacare)
- WRHA IP&C Program Director, Epidemiologist, LTC ICP Clinical Team Leader & Infection Control Professionals

HUMAN RESOURCES

POSITION TITLE: Infection Control Support Associate, (ICSA), Long Term Care (LTC)

JOB CODE:

UNION: MAHCP

SUPERVISOR'S TITLE: Facility/Site Director of Care

SUPERVISORY RESPONSIBILITIES: None

MAIN FUNCTION

Under the direction of site leadership and receiving IP&C clinical leadership and direction from the Regional IP&C PCH Nurse(s) and working within the Mission, Vision, Values and Strategic Direction of the hiring organization, the ICP performs key responsibilities including:

- Implements, monitors, and evaluates site's adherence to provincial and regional IP&C policies, procedures, and operational directives and implements actions to ensure consistency of practice and compliance.
- Directs staff and oversees timely implementation of recommended IP&C measures.
- Communicates and collaborates regarding IP&C issues with site management and regional IP&C leadership.
- Ensures compliance with established provincial and regional infection control surveillance in LTC.
- Provides IP& guidance including: routine practices and additional precautions, sterilization, disinfection and cleaning processes, outbreak management, construction, renovation and maintenance activities including preventative measures for resident safety, and consultation with workplace health safety personnel on staff issues associated with prevention and control of communicable disease transmission.

QUALIFICATIONS:

- Baccalaureate degree in a health-related field with focus in direct clinical care, microbiology, epidemiology or public health. Completion of an IPAC Canada endorsed Infection Prevention and Control Course. Successful candidate will be expected to complete course within 1 year of hire if not already completed.
- Certification in Infection Control from Certification Board of Infection Control and Epidemiology, Incorporated an asset.

EXPERIENCE:

- Minimum 2 years' experience in a clinical health care setting, OR experience and training in microbiology and infectious diseases, epidemiology, or diagnostics.
- Previous work experience in the field of IP&C preferred.

OTHER:

- Knowledge of the key roles and responsibilities of IP&C.
- Knowledge of the Personal Health Information Act (PHIA)
- Knowledge of microbiology, infectious disease, applied epidemiology and biostatistics
- Demonstrated knowledge of IP&C competencies.
- Demonstrated ability to function effectively and collaboratively as a member of a multidisciplinary team to achieve identified objectives.

- Demonstrated ability to communicate effectively both verbally and in writing.
- Demonstrated ability to function effectively in a self-directed, independent manner with limited supervision.
- Demonstrated ability to prioritize, interpret and respond appropriately to multiple concurrent activities.
- Demonstrated knowledge and skill in the use of relevant computer software applications, including Microsoft Office.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- Fast-paced environment.
- Contact with the public, patients/residents/clients and other members of the healthcare team.
- May be required to sit or stand for extended periods of time.
- Depending on site/organization, may be required to provide IP&C services at multiple sites, provide cross-coverage for IP&C colleagues.
- May encounter individuals with aggressive behaviour.

LICENCES, REGISTRATIONS:

- Current registration in good standing with professional licensing body required as applicable.
- Valid Manitoba Driver’s License and access to a vehicle required. Must be able to travel within the applicable geographic area (SDO specific) to fulfill the duties of this position.
- Certification in Infection Control from Certification Board of Infection Control and Epidemiology, Incorporated preferred.
- Obtaining and maintaining membership with IPAC Canada required as a condition of employment.

MAJOR RESPONSIBILITIES:

Clinical/Infection Prevention and Control

- Performs ongoing risk assessment of site programs and practices as they relate to IP&C. Escalates issues to Regional IP&C PCH Nurse(s)) and site leadership as appropriate.
- Provides expert IP&C knowledge and direction to facility staff and leadership.
- Ensures implementation, compliance and monitoring of all IP&C policies, procedures and operational directives as directed by the Regional IP&C PCH Nurse(s)
- Assists staff in decision making and problem solving as it relates to IP&C.
- Communicates IP&C concerns or issues as they relate to individual residents and families.
- Promotes the practice of IP&C through ongoing communication and visibility in resident, staff, and public areas.
- Provides ongoing surveillance of targeted healthcare associated infections utilizing surveillance definitions and methodologies in accordance with regional and provincial direction.
- In consultation with the Regional IP&C PCH Nurse(s) and/or appropriate member of the care team, reviews, analyzes and interprets diagnostic/lab results appropriately.
- In consultation with the Regional IP&C PCH Nurse(s) and/or appropriate member of the care team, responds appropriately to diagnostic/lab results of epidemiologic or public health significance.
- In consultation with the Regional IP&C PCH Nurse(s) and/or appropriate member of the care team, assesses clinical status and infectious disease diagnoses to determine appropriate IP&C measures.
- Identifies possible outbreaks, initiates appropriate investigation, and directs IP&C measures in collaboration with stakeholders in a timely manner

- Advices on and monitors IP&C assessment of residents on Additional Precautions.
- Ensures timely outbreak management and control measures and related communication and site support. Adheres to established regional and provincial processes.
- Collaborates with site/facility leadership and staff to conduct IP&C audits and risk assessments and establish risk reduction strategies as appropriate.
- Provides information and direction on IP&C to site staff as required/requested.
- Reviews content of other program's educational material to ensure IP&C content is accurate.
- Identifies Occupational Health & Safety IP&C safety matters, as it relates to staff and notifies Occupational and Environmental Safety and Health/site leadership.

Technology

- Utilizes available software to develop and maintain electronic records of all surveillance activities.
- Utilizes available electronic resources appropriately to gather, validate, and document IP&C data; develop, generate, and distribute IP&C reports, documents and files; and communicate, maintain calendars, and prioritize tasks.

Performance Improvement and Implementation

- Implements IP&C improvement opportunities as directed by the Regional IP&C PCH Nurse(s)
- Participates as a team member to plan, evaluate, implement and measure the success of quality improvement objectives at the site(s).

Professional Self Development

- Evaluates own professional needs, establish personal goals, and is responsible for on-going continuing education and professional development.
- Attends and participates in relevant education programs, conferences, and workshops to increase professional competency.
- Participates in IPAC Canada.
- Strives for IP&C certification following 1 year of practice (and re-certification every five years) through the Certification Board of Infection Control and Epidemiology, Inc.
- Maintains competencies.

Safety

- Adheres to all safety and health regulations and safe work practices as per Occupational and Environmental Safety and Health.
- Identifies safety concerns to stakeholders as appropriate.
- Collaborates to rectify safety concerns with stakeholders as appropriate.
- Maintains competency with safety practices.

Other

- Complies with all relevant facility, regional, and provincial policies, procedures, standards, operational directives/procedures and other guidance documents.
- Provides cross coverage for IP&C positions within the hiring organization as required.
- Performs other duties and functions related to this job description not exceeding stated skills and capabilities as requested.

Absence and Late Reporting

ICSAs to notify their site clinical lead (likely the DOC) as well as their WRHA ICP contact for awareness in case issues arise at the site (i.e., coverage).

WRHA OESH Link (for WRHA sites):

www.wrha.mb.ca/professionals/safety/index.php

WRHA OESH Policies, Procedures, and Guidelines Link (for WRHA sites):

<http://www.wrha.mb.ca/professionals/safety/policies.php>

COMMON ACRONYMS USED IN INFECTION PREVENTION & CONTROL

IP&C:	Infection Prevention and Control
ICP:	Infection Control Practitioner / Professional
ICSA:	Infection Control Support Associate
MLT:	Microbiology Lab Technologist
IFIC:	International Federation of Infection Control
IPAC:	Infection Prevention and Control Canada
APIC:	Association for Professionals in Infection Control & Epidemiology
SHEA:	Society for Healthcare Epidemiology of America
CDC:	Centres for Disease Prevention and Control
PHAC:	Public Health Agency of Canada
WRHA CDC:	Winnipeg Regional Health Authority, Communicable Disease Control Unit
CNISP:	Canadian Nosocomial Infection Surveillance Program
NNIS:	National Nosocomial Infection Surveillance System, now National Healthcare Safety Network – NHSN (US)
HAI:	Healthcare Associated Infection / Hospital Acquired Infection
SSI:	Surgical Site Infection
CR-BSI:	Catheter-Related Blood Stream Infection
BSI:	Blood Stream Infection
UTI:	Urinary Tract Infection
VAP:	Ventilator Associated Pneumonia
ASA:	American Society of Anesthesiologists
ORNAC:	Operating Room Nurses Association of Canada
AIA:	American Institute of Architects
CSA:	Canadian Standards Association
PCR:	Polymerase Chain Reaction

JOURNALS

ICHE:	Infection Control and Hospital Epidemiology
AJIC:	American Journal of Infection Control
CJIC:	Canadian Journal of Infection Control

SITES

CH	Concordia Hospital
DLC	Deer Lodge Centre
GH	Grace Hospital
HSC	Health Sciences Centre
MHC	Misericordia Health Centre
RHC	Riverview Health Centre
SBH	St. Boniface Hospital
SOGH	Seven Oaks General Hospital
VGH	Victoria General

CORE COMPETENCIES

ICP Core Competencies

LTC HCW Core Competencies

Review the [Infection Control Professional Core Competencies](#) and [HCW IP&C Core Competencies](#) in LTC for the minimum knowledge, skills and attitudes required to practice IP&C safely and ethically. The competency statements in the linked resources reflect expectations of a competent ICP and an LTC HCW. A competent ICSA is one who is able to perform effectively in the roles and functions required by their position in the team and organization, while staying within their scope of practice, in alignment with the core competencies outlined.

KEY RECOMMENDED RESOURCES

As a priority review and become familiar with the following resources:

[WRHA IPC LTC Manual Website](#)

[Shared Health – COVID-19 for Health Care Professionals](#), with close attention to the following areas:

- PPE, AGMPs
- Infection Prevention and Control guidelines
- Contact tracing – Algorithms High risk & PCH work sheet – individual case and outbreak

[Shared Health IP&C Resources](#)

Primary Agencies, Associations, Organizations and Publications

WRHA Infection Control Website: [Infection Prevention & Control | WRHA Insite](#)

Shared Health – Infection Control Website: [Infection Prevention & Control - Shared Health \(sharedhealthmb.ca\)](#)

Manitoba Communicable Disease Website: [Communicable Disease Control | Health | Province of Manitoba \(gov.mb.ca\)](#)

Infection Prevention and Control-Canada (IPAC): www.ipac-canada.org

Public Health Agency of Canada (PHAC): <http://www.phac-aspc.gc.ca/index-eng.php>

INFECTION CONTROL SUPPORT ASSOCIATE – INDIVIDUAL DEVELOPMENT PLAN

MAIN FUNCTION	MY DEVELOPMENT PLAN
Ensures implementation, compliance and monitoring of all IP&C policies, procedures and operational directives as directed by the WRHA LTC ICPs	
Provides ongoing surveillance of targeted healthcare associated infections (HAIs) utilizing surveillance definitions and methodologies in accordance with regional and provincial direction.	
<p>Identifies possible outbreaks, initiates appropriate investigation, and directs IP&C measures in collaboration with stakeholders in a timely manner</p> <ul style="list-style-type: none"> • Determine appropriate IP&C measures. Advices on and monitors IP&C assessment of residents on Additional Precautions. • Consult WRHA LTC ICPs to review outbreak investigation information • Notify the appropriate departments/individuals (OESH, Environmental Services/Housekeeping) • Prepare appropriate assigned outbreak notification reports • Carry out active case finding • Collect information from all appropriate resources (including patient/resident, family, members of the healthcare team) • Assist with ongoing activities required for outbreak control 	
<p>Provides staff support to provide IP&C precautions with residents</p> <ul style="list-style-type: none"> • Provides consultation in matters relating to IP&C as required, within scope • Liaise with WRHA LTC ICP as required 	
<p>Promotes teaching programs in all matters relating to IP&C for:</p> <ul style="list-style-type: none"> • Patients/residents/clients and significant others • All health care personnel 	

ICSA PRACTICE	MY DEVELOPMENT PLAN
Provides ongoing surveillance of healthcare associated infections including; <ul style="list-style-type: none"> • Data collection • Data submission • Information dissemination 	
Determine appropriate IP&C measures <ul style="list-style-type: none"> • Conducts ongoing review of residents on Additional Precautions • Advises on and monitors IP&C assessment of residents on Additional Precautions 	
Identifies possible site/facility outbreaks <ul style="list-style-type: none"> • Initiates appropriate investigation and Additional Precautions • Coordinates ongoing activities required for outbreak control • Consults WRHA LTC ICPs for outbreak management direction 	
Liaise with WRHA LTC ICPs for IP&C-related lab matters (i.e., outbreak codes)	
Communicates with resources in matters dealing with individual residents or other problems related to IP&C	
Assists all personnel, including medical staff, in decision-making and problem solving in relation to IP&C; supported by WRHA LTC ICPs	
Provides IP&C education for residents and visitors as necessary, in collaboration with staff	
Identifies Occupational Health & Safety concerns as it related to IP&C Matters, for staff and notifies OESH/site leadership	

ADMINISTRATION AND TEAMWORK	MY DEVELOPMENT PLAN
Collaborates with site/facility leadership and staff to conduct IP&C audits and risk assessments and establish risk reduction strategies as appropriate	
Maintains ongoing records of all surveillance activities	
Participates in the site/region IP&C Committee	
Participates in other site/regional LTC IPC committees relating to IP&C, as required	
Establishes IP&C objectives for the facilities, in collaboration with Regional IP&C	

EDUCATION	MY DEVELOPMENT PLAN
Provides Infection Prevention and Control orientation to staff	
Provides education as required in matters relating to Infection Prevention and Control to staff, as informed by Regional IP&C	
Assists education departments/staff with specific education relating to IP&C, as directed by Regional IP&C	
Participates in other formal teaching programs as requested	
Reviews content of other program's educational material to ensure IP&C content is accurate	

LEADERSHIP	MY DEVELOPMENT PLAN
Promotes the practice of IP&C through ongoing communication and visibility in resident care areas	
Motivates staff to become active participants in the IP&C process	

PROFESSIONAL SELF-DEVELOPMENT	MY DEVELOPMENT PLAN
Keeps abreast of new issues and trends in IP&C through literature review	
Attends and participates in relevant education programs, conferences and workshops to increase professional competence and to meet personal needs and goals	
Responsible for own continuing education and professional development in conjunction with appropriate regional support	
Participates in professional association in IP&C	

SAFETY	MY DEVELOPMENT PLAN
Adheres to all workplace safety and health regulations and safe work practice	

COMMUNICATION	MY DEVELOPMENT PLAN
Collaborates with all health care disciplines to assure implementation and practice of IP&C policies and procedures	
Provides records of all surveillance activities to appropriate individuals	
Communicates IP&C reports to appropriate individuals	
Collaborates with Regional IP&C/identified WRHA LTC ICP contact, as required	
Communicates effectively both verbally and in writing	
Selects and uses appropriate communication method, including tone of voice, and non-verbal communication	
Interacts appropriately and respectfully with different individuals (including different backgrounds, perspectives and needs) in a range of contexts	
Shares information and ideas with others	

OTHER DUTIES	MY DEVELOPMENT PLAN
Understands and complies with all relevant regional, facility and departmental policies, procedures, standards, operational directives/procedures	
Participates in program, facility and/or regional committees as assigned	
Attends and participates in all program meetings and in-services	
Performs other duties and functions related to the job description	

DEMONSTRATED COMPETENCIES	MY DEVELOPMENT PLAN
Demonstrated understanding of Personal Health Information Act (PHIA)	
<p>Organizational Skills:</p> <ul style="list-style-type: none"> • Completes work in a timely and professional manner • Organizes own work to achieve maximum productivity • Meets deadlines and goals • Demonstrates ability to prioritize workload • Ability to adapt readily to changing demands and situations • Delegates work assignments appropriately 	
<p>Interpersonal Relationships:</p> <ul style="list-style-type: none"> • Treats people with respect and consideration • Shows respect and sensitivity for cultural differences • Keeps commitments • Upholds organizational values • Deals with disagreement(s) constructively and fairly (including considering culture and diversity) • Fosters collaboration 	

TEAMWORK	MY DEVELOPMENT PLAN
Establishes and maintains effective relationships	
Balances program team and individual responsibilities	
Exhibits objectivity and openness to other's views	
Provides assistance and support to site staff	
Puts success of the program/team above own interests	

PERSONAL ACCOUNTABILITY	MY DEVELOPMENT PLAN
Takes action when warranted	
Learns from mistakes	
Accepts constructive feedback	
Recognizes and corrects own areas for improvement	
Readily accepts and promotes change	
Takes responsibility for own actions and mistakes	
Addresses conflict constructively	
Meets deadlines and goals	
Remains focused and positive during periods of transition or ambiguity	
Balances work and individual commitments to maintain energy and enthusiasm over the long term	
Seeks appropriate support when needed	

PROFESSIONAL ACCOUNTABILITY	MY DEVELOPMENT PLAN
Assumes responsibility for maintaining own professional competency	
Provides feedback on the performance of others including reporting professional practice concerns	
Demonstrates initiative when the opportunity presents itself	

PROBLEM SOLVING/ JUDGMENT	MY DEVELOPMENT PLAN
Takes initiative in a timely manner to identify, consult Regional IP&C, report and act to resolve problems within the scope of the role and practice	
Recognizes and accurately analyses the essential elements of a problem	
In collaboration with Regional IP&C, develops sound solutions to specific problems	
Recognizes the relative importance of different issues	
Displays willingness to make appropriate decisions, within scope of the role and practice	

Customer Service - Demonstrated Competencies	MY DEVELOPMENT PLAN
Knows who customer is and understands their needs (e.g., PCH staff, management and/or the resident)	
Responds to customer questions and concerns effectively and with courtesy and sensitivity	
Makes self-available to customer	
Communicates effectively with customers	
Follows established procedures to solve problems	
Solicits feedback from appropriate sources/ stakeholders to improve service	

Computer Knowledge and Skills - Demonstrated Competencies	MY DEVELOPMENT PLAN
Word	
Excel	
PowerPoint	
Outlook	
Other (Specify):	

ICSA IP&C ORIENTATION MODULE 1 EVALUATION - INTRODUCTION

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?