

SEARCH

Student Energy in Action for Regina Community Health

Mentor Handbook



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Requirements for Mentoring at SEARCH

Thank you for choosing to join the mentor team at SEARCH! By mentoring at SEARCH, professionals have the opportunity to share their knowledge with students in an interdisciplinary and non-judgmental environment, be a part of an energetic and positive student run initiative, volunteer in the North Central community of Regina to provide after hours health care and social programming to an underserved community, and support a growing non-profit and charitable organization!

We respectfully request that as a mentor you will fulfill the following requirements:

- Provide a copy of your resume with 2 references.
- Provide a criminal record check if not already required by your professional organization.
- Provide proof of registration with your respective professional organization and proof of malpractice insurance if not included with your professional registration or license.
- Have experience or willingness to work with issues facing clients living in marginalized circumstances including addictions, poverty, housing, homelessness, mental health, chronic diseases, and different ethnic backgrounds.
- Experience with teaching, leading, facilitating, and working with adults in some capacity is an asset.
- A willingness to share knowledge and information about your profession in a non-judgmental and collaborative interprofessional environment.
- Participate in a mentor orientation prior to attending your first shift.

Questions?

If you have questions regarding SEARCH, please contact the SEARCH Executive Director at reginastudentclinic@gmail.com.

Contact

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@SEARCHRegina

What is SEARCH?

SEARCH is a student run, interdisciplinary primary health care initiative situated in the North Central community of Regina. This after hours, student run initiative provides access to clinical and social services when most other agencies are closed. Primary health care, social programming, childcare, and a healthy meal are offered on a drop-in basis each shift. SEARCH is a non-profit organization and we are supported by the Saskatchewan Ministry of Health, Regina Qu'Appelle Health Region, Four Directions Community Health Centre, University of Regina, University of Saskatchewan, First Nations University of Canada, and the Saskatchewan Polytechnic.

Students representing many disciplines are involved in SEARCH including Nursing, Medicine, Social Work, Health Studies, Kinesiology, Education, Dental Hygiene, Physical Therapy, Arts & Science and many more. Students are currently volunteering in co-operation with faculty members and postsecondary programs from the University of Saskatchewan, University of Regina, Saskatchewan Polytechnic, First Nations University of Canada, their represented colleges, and with various community organizations.

SEARCH and the Four Directions Community Health Centre operate in a seamless manner; SEARCH acting as an extension of clinic in-patient care, policies, advocacy and, protocols.

Role of Student Volunteers and Mentors:

Students participate in both the social and medical sides of the clinic while at SEARCH and are responsible for implementing health related programming under the guidance of professional mentors. Examples of student roles while working at the clinic include:

- Greeting clients at the door and tracking statistics
- Working in the kitchen preparing and serving meals for clients
- Observing adult counselling appointments
- Participating in a women's talking circle
- Facilitating health related programming (literacy, cooking, etc.)
- Supervising and participating in children's programming
- Shadowing and doing initial assessments of clients in the medical clinic

Examples of mentor roles while working at the SEARCH clinic include:

- Work within scope of practice and involve students in your practice wherever able.
- Plan meals, purchase groceries, and lead students in preparing the meal for the nutrition program.
- Provide counselling services on appointment and drop in basis.
- Provide primary health services, as well as specialty clinics in the medical clinic.
- Facilitate discussions and activities for student volunteers to develop their understanding of primary health care, the social determinants of health, and professional practice.

SEARCH Mission, Vision, & Values of SEARCH:

Mission: SEARCH is a student run, interdisciplinary primary health care initiative situated in Regina. Our goal is to provide access to social and clinical programs in an after-hours, clinical setting to bridge the gaps in service for diverse populations.

Visions:

SEARCH has an **external** vision that states *“the North Central Community has achieved improved health and wellbeing through equitable accessible programming delivered by an interdisciplinary collaborative of students and mentors.”*

SEARCH also has an **internal** vision that states *“SEARCH students and mentors are leaders and champions of collaborative interdisciplinary approaches to professional practice.”* In these aspects, SEARCH’s aim is two-fold. We strive to educate and empower our clients while also educating our students on the social determinants of health and primary health care.

Values: SEARCH guides all actions and decisions based on the following values.

- *Compassion* - Caring relationships built upon respect, empathy, and active listening in an atmosphere of warmth and belonging.
- *Continuous Learning* - Our commitment to quality of life through ongoing development, improvement and evaluation of ourselves, our team and our services.
- *Holistic view*¹ - Supporting individuals, families and the community (physical, spiritual, emotional and mental) through an approach that is accepting, inclusive and honours the stories of others.
- *Collaboration* - Working together as a team in a respectful way where diverse ideas are shared, varied skills and perspectives are valued and the contributions of all are recognized.
- *Strength* - Our positive approach focuses on the strengths and assets of others to empower them to make decisions as experts in their own lives.

¹Terms used to incorporate First Nations values into the organization’s approach to health care. Also referred to as ‘holistic’.

Outline of a SEARCH Shift:

(Saturday/Monday)

- 12:00 PM/5:00 PM**
- Student and Mentors arrive by 12:00 PM / 5:00 PM and proceed to the Gathering Room. Everyone must sign in upon arrival in order to maintain a record of who is on-site during the shift; as well, please fill out a name tag at the beginning of the shift and wear it at all times.
 - Before the clinic opens all of the volunteers will gather for a “opening circle.” During this time everyone introduces themselves, the shift supervisor discusses any plans or activities for the day, duties are assigned, and emergency procedures are reviewed.
- 12:30 PM/5:30 PM**
- Clinic opens – doors are unlocked and clients begin to arrive.
- 12:30-3:30 PM
/
5:30-8:30 PM**
- Operational hours for the SEARCH clinic shift.
 - The clinical team offers primary health care. The social team offers lunch and beverages, social programming takes place, individual adult counselling appointments are conducted, and childcare is offered.
- 3:30 PM/8:30 PM**
- Clinic Closes – The doors are locked and the clinic is closed.
 - Students tidy the appropriate areas and put away any supplies used during the shift.
 - Once clean up is complete, all volunteers and mentors gather for a mandatory “debrief session.”
- 4:00 PM/9:00 PM**
- Shift is complete.
 - Students and Mentors leave.

SEARCH Hours

- Saturdays: 12:00-4:00 PM & Mondays: 5:00-9:00 PM from September to April
- Mondays ONLY from May to August
- *Closed ALL long weekends*

Location:

- 3510 5th Avenue, Regina

SEARCH Teams:

Interdisciplinary or collaborative team approaches to health care have been shown to be effective methods for both learning and delivery of patient-centred care². At SEARCH, we aim to work within this model of care to best meet the needs of our clients, as well as work to develop socially accountable future health professions and the foster connections between different health system partners.

Clinical Team – SEARCH offers medical services each shift we are open to the clients who attend the clinic. These services can be for adults or children to see a doctor or a nurse for prescription refills, health inquiries, and any other needs of a client. Students on this team assist with the clinical needs of the clients within their scope of practice and based on their level of schooling and under the supervision of mentor team.

As a student volunteer in this clinical setting please be aware that you are not allowed to advise a client without doing so in the context of seeing that individual in an exam room and charting client information during that consultation.

- **Services Offered:**
 - Primary health care services
 - Physical therapy clinics
 - Dermatology clinics
 - Other specialty clinics

Social Team – SEARCH offers a variety of social programs every shift we are open. This team ensures a welcoming environment and provides social programs to meet the needs of clients of all ages. Some programs are offered each day we are open and some operate on a monthly rotating schedule.

- **Regular Social Programs:**
 - **Nutrition Program:** SEARCH offers a hot lunch at the beginning of each shift. This is prepared by the volunteers and planned by a Dietitian Mentor in accordance with Canada's Food Guide.
 - **Childcare & Children Programs:** Childcare is provided to parents and children who attend SEARCH. This allows parents the option to participate in programming, see the doctor, or just get in some visiting time with friends and family. Children's programming is run in addition to SEARCH childcare and provides educational opportunities for children through play.
 - **Adult Counselling:** Individual adult counselling is provided on both appointment and drop-in basis. This is facilitated by a mentor and a student further along in their studies may sit in on the session if permitted by the client.

▪ **Rotating Social Programs:**

- **Fun with Food** – Fun with Food is a cooking program for clients of all ages where clients can learn to cook quick, easy, and healthy meals. The goal of this program is education on cost comparison, healthier eating options, and learn basic cooking skills.
- **What's the Buzz** – What's the Buzz? is a health awareness program at SEARCH that can be directed for children and adults, depending on the topic. Often a community partner or presenter is brought in to educate clients on a particular issue. Topics are usually chosen based on the interest of the clients as well as presenter availability.
- **Women's Group** – The Women's Group program runs once a month for an hour. This is a therapy session or talking circle for women led by women. Topics can be planned in advance or chosen by the clients. This is led by a mentor and assisted by a student in their final years of study.
- **Literacy Days** – Literacy Days is a family-friendly program that aims to promote literacy at the clinic in a way that reflects the cultures and traditions of the community. Community partners may come in to facilitate literacy activities. Students engage clients in activities and provide information on the importance of developing various literacy skills such as reading, writing, storytelling.
- **Cultural Support Program:** This program was created to meet the cultural needs of the community that SEARCH serves. By creating relevant cultural programming, all SEARCH volunteers and mentors can increase their cultural sensitivity and begin to practice this in the way they approach health care and healing. Activities such as beading, crafts, dancing, drumming, feasts, and oral storytelling are participated in by students and clients and are facilitated by the Cultural Support Worker.

² Holmqvist, Courtney, Meili, & Dick (2012). Student-run clinics: Opportunities for interprofessional education and increasing social accountability. *Journal of Research in Interprofessional Practice and Education*, 2.3, 264-277.

SEARCH Code of Ethics

- Create a positive environment with respect to attitude.
- Protect and enhance your own health and wellbeing by identifying those stress factors in your professional and personal lives that can be managed by developing and practicing appropriate coping strategies.
- Treat your colleagues with dignity and as persons worthy of respect.
- Recognize your limitations and recommend additional opinions and services to be sought if needed.
- Recognize the profession's responsibility to society in matters relating to public health, health education, environmental protection, legislation affecting the health or well-being of the community, and the need for testimony at judicial proceedings.
- Seek help from colleagues and appropriately qualified professionals for personal problems that might adversely affect your service to patients, society, or the profession.
- At the centre of our actions we should take a holistic approach to the patient's well-being.
- Treat all patients with respect; do not discriminate against any patient on such grounds as age, gender, marital status, medical condition, national or ethnic origin, physical or mental disability, political affiliation, race, religion, sexual orientation, or socioeconomic status.
- Make every reasonable effort to communicate with your patients in such a way that information exchanged is understood.
- Recognize, disclose, and resolve conflicts of interest in the best interest of patients.
- Do not exploit patients for personal advantage.
- Take all reasonable steps to prevent harm to patients; should harm occur, disclose this information to the patient.
- Promote equitable access to health care resources.
- Use health care resources prudently.
- Provide the appropriate care of patients to include physical, psychosocial, and spiritual aspects, recognizing that community, society, and the environment are important factors in the health of individual patients.
- Provide your patients with the information they need to make informed decisions about their medical care and answer their questions to the best of your ability.
- Respect patient autonomy by respecting the right of a competent patient to accept or reject any medical care recommended.
- Provide whatever appropriate assistance you can to any person with an urgent need for medical care.
- Recommend only those diagnostic and therapeutic services that you consider to be beneficial to your patient or to others.
- Protect the personal health information of your patients. Disclose your patients' personal health information to third parties only with their consent or as provided for by law, such as when the maintenance of confidentiality would result in a significant risk of substantial harm to others or, in the case of incompetent patients, to the patients themselves. In such cases take all reasonable steps to inform the patients that the usual requirements for confidentiality will be breached.
- Avoid public discussions or comments about patients that could reasonably be seen as revealing confidential or identifying information.

SEARCH Policies & Procedures:

All student volunteers and mentors should make themselves familiar with SEARCH policies and procedures. Should you have any questions or concerns, please do not hesitate to contact the SEARCH Executive Director.

Orientation: Each student will attend a mandatory orientation session prior to attending a SEARCH shift. Students only have to attend one orientation, but are welcomed to attend more if s/he would like. Prior to attending orientation, student volunteers should visit the SEARCH website and read the requirements for how to become a volunteer.

Mentor Registration: Mentors are required to be registered with a professional association in order to be credible in their field and ensure ethical standards are being upheld in each professional mentor's practice. Proof of registration must be provided to SEARCH prior to attending a shift.

Liability Insurance: For insurance purposes, students and mentors must provide all required paperwork prior to volunteering at SEARCH, including proof of malpractice liability insurance. Additionally, SEARCH's insurance covers general liability should something happen to you while working a shift.

Shift Supervision: At each shift, a designated shift supervisor will be responsible for overseeing general operations at the SEARCH clinic. This individual could be the SEARCH Executive Director, board member, or other SEARCH member. S/he is responsible for:

- Assigning responsibilities to the clinical and social teams for each shift,
- Facilitating the introduction and debrief sessions,
- Handles complaints of clients or personnel and directs them to the appropriate person,
- Oversees all volunteer students and changes their assignments as necessary, &
- Handles building or safety concerns as they arise.

Teaching Policy: In addition to serving clients and ensuring the highest quality of service delivery, all mentors play the important role as teachers and role models for student volunteers. The level of student involvement may vary from an observatory role to complete initial assessment with consultation from the mentor afterwards. This will depend on the student's level of training and the comfort level of all three parties involved - client, mentor, and student. It is also the student's responsibility to remain open to learning and learn as much as possible from the mentors and staff available at any given shift.

Interprofessionalism Policy: In addition to mentors interacting with students training in the same discipline, all mentors are expected to engage and teach students from other disciplines. This interdisciplinary component is meant to introduce students to activities of other disciplines, to develop an understanding of teamwork, and for students to be able to apply this approach to their future practices. Students must be willing to work in this interdisciplinary atmosphere and learn from students and mentors of various disciplines as well.

Dress Code: SEARCH is a casual workplace in a professional setting. Clothing that is ragged and/or stained, is revealing (cleavage, back, chest, stomach or underwear), and has words, terms, or pictures that may be offensive to other volunteers or clients is considered inappropriate. If clothing fails to meet these standards, you will be asked to leave.

- *Name Tags:* All students and mentors must wear a name tag at all times and return it at the end of the shift.
- *Shoes:* Please ensure you are wearing comfortable and appropriate shoes while at shift. SEARCH asks that you wear closed toes shoes that do not easily slip off your foot.
- *Fragrance-Free Zone:* Due to potential fragrance sensitivities within the clinic, please refrain from wearing scents and perfumes while attending SEARCH shifts.
- *SEARCH T-Shirts:* SEARCH T-shirts are for sale if you would like to purchase one. Students are encouraged to wear a SEARCH t-Shirt while on shift, however, it is not mandatory.

Volunteer Numbers: In order for SEARCH to operate it is necessary to have a minimum of 10 volunteers signed up for a shift (this includes students and mentors). If there are less than 10 volunteers signed up for the shift will be cancelled for that week. There is a maximum of 20 volunteers allowed per shift and is this determined on a first come first serve basis through the online scheduling system.

End of Clinic Policy: All students and mentors will participate in the mandatory reflection session at shift's end. This opportunity is facilitated by the shift supervisor or a mentor. This provides opportunity for students and mentors to:

- Discuss and/or address any difficult information they have had shared with them during the shift.
- Discuss opportunities for improvement to a shift's program(s).
- Reflect on the positives of the shift.

Personal Conduct Policy: Everyone working at SEARCH is expected to bring inappropriate workplace behaviours to the attention of the SEARCH Executive Director, shift supervisor, or a SEARCH board member. This includes:

- Any verbal and/or non-verbal violations of dignity, respect, and self-worth of another.
- Inappropriate mental or emotional behaviours, actions, and/or language that results in humiliation, discomfort, that elicits fear, and/or takes unfair advantage of another.
- Any behavior that creates an adverse or unacceptable work/social environment.

Safety Policy: For the safety of everyone at SEARCH, safety protocols should be observed at all times. If you feel unsafe at any time during the shift, please inform the shift supervisor immediately. In the event of an emergency during a SEARCH shift, call 911 and inform the shift supervisor if possible. Please refer to APPENDIX A for more information on Emergency Procedures at SEARCH. Safety protocols include:

- When the clinic is not open the front doors must remain locked and no one is allowed in or out of the building without shift supervisor's permission.
- Volunteers may carry their cell phones on their person during the shift (please use the device responsibly).

- There must be a minimum of two volunteers greeting clients at all time. From May-August, a uniformed security guard will also be at the front of the clinic.
- Ensure you leave the building in pairs.
- Students that choose to ride their bikes to and from shift may store their bikes with in the building. Please ask the shift supervisor where you should store it.
- Everyone must travel home in a vehicle at the end of the shift. If this is not possible, the shift supervisor will make the appropriate arrangements. Please inform the shift supervisor if you require a ride home.

Counselling Policy: Individual counselling services are offered at SEARCH for those 18 years of age and older. One student will be permitted in counselling sessions. Couples seeking counselling will be seen, as per the discretion of the counselling mentor. Up to 3-50 minute booked or drop in appointments are offered each week we are open and students will work with the counselling mentor to ensure clients seeking counselling appointments are booked for the next available appointment. In the event that the counsellor is not available for an appointment, a social work mentor may fill in.

Transportation: Transportation is only available for approved clients to attend counselling appointments. It is the shift supervisor's responsibility to coordinate transportation for counselling appointments. Please notify the shift supervisor if transportation is identified as a barrier for counselling clients to attend their appointments.

Women's Group Policy: In order for women's group to operate a qualified mentor must be present. Under no circumstances may a student run this program alone due to the heavy nature of the topics that may arise.

Medical Safety: Please refer to APPENDIX B for more information.

Client Informed Consent: With the patient's first visit to SEARCH, we must inform a client that SEARCH is a teaching clinic and students will be a part of clinic appointments. However, SEARCH respects a client's right to refuse services from a student volunteers and all volunteers will ensure the client is seen only by the professional mentor if a client requests so.

Client Exam Room Policy: Except when changing into gowns, patients should not be left alone in an exam room for more than a few minutes. When this is necessary (when a student leaves the room to present to a mentor), the exam room door should be left open. In addition, exam room standards at SEARCH include the following:

- A female must accompany a male examining physician for pelvic exams. When pelvic exams are done, please make sure the proper samples are obtained and the appropriate measures for patient privacy are taken.
- In situations where a partner wants to be in the clinical room with the patient, the protocol is that we will first see the patient on his/her own first. Together, in consultation with the patient, clinical team, physician/mentor, and shift supervisor, the decision will be made as to whether the partner should join the client. In the event, the client is being abused by the other person,

seeing them together would not allow for either an accurate or truthful account of why they are seeking help nor disclosure to the clinical team about the abuse which would preclude the offer of help.

Charting Policy: When a mentor and/or student see a client for any reason, the encounter will be documented on the client's chart – including treatment plans, lab work ordered, referrals made, and follow-up appointments. It is important that students learn how to make appropriate client referrals and be included in documenting patient encounters in the medical record as an integral part of practice workflow. It is mandatory for all notes made in a client's chart be signed by the mentor and their discipline and by the student/s and their discipline. It is both the student's and mentor's responsibilities to ensure that all charts are signed properly. All charts are the property of the Four Directions Community Health Centre; thus we adhere to the charting format used by the host clinic.

Prescription Policy: No new psychiatric drugs will be prescribed at SEARCH. Narcotics or benzodiazepines/tranquilizers are not prescribed unless they are restricted to short term use for acute illness or acute pain management and/or long term use such as Palliative Care. If the physician believes that a patient requires a narcotic immediately, SEARCH will pay for the transportation of that individual to Emergency where they will receive their narcotic. No narcotics are ever kept on the premises of Four Directions Community Health Centre.

Distribution of Condoms Policy: Free condoms are available at SEARCH and anyone may distribute them. These can be found in the clinical exam rooms. Please ask a mentor, physician, or a shift supervisor if you have questions about how to give information about this topic to clients.

Reproductive Policy: SEARCH supports a woman's choice to have an abortion and is in favour of fully accessible and completely funded abortion services. All SEARCH staff will aid women in their reproductive choices including abortion. SEARCH recognizes that unplanned pregnancy is a delicate and controversial subject, so for the protection of both clients and students, it is the SEARCH policy that no student will enter into discussion of this matter with clients without supervision and client permission. Any client who presents with a possible unplanned pregnancy will be referred to the physician.

People Under the Influence: If someone under the influence enters SEARCH, they will not be asked to leave unless they cause a disturbance. If this happens, the shift supervisor or SEARCH Executive Director will ask the client to leave, notify RQHR security, and/or call the police as needed.

Suicide Ideation: If suicide is mentioned at all during a shift the patient must go directly to the physician. This situation needs immediate attention and the client is in need of further assessment. This is also a liability issue for the physician and potentially SEARCH, therefore, it is imperative that the physician be involved in making an assessment. If a physician is not present, contact the shift supervisor immediately.

Parent Responsibility: Parents or guardians must sign themselves and their children in when entering the SEARCH clinic at the front door and also sign them out when leaving. The parent or guardian that

signed a child in **MUST** be the person the child leaves with. Guardians must also stay on the premises while the child is at SEARCH – they cannot drop their child off and leave.

Children Under the Age of 12: Because of liability issues, children under the age of 12 cannot stay at the SEARCH clinic without a parent or guardian. If a child comes without a guardian and you are unsure how old they might be, ask how old they are. If they say 11 or under, we must unfortunately turn them away. If you are uncomfortable asking a child his or her age please talk to the shift supervisor and they will handle the situation.

Childcare Room: A minimum of 2 volunteers must be in the childcare room at all times when children are present. The door must always must remain partly open.

Child Abuse Disclosure: If a child discloses any type of abuse at any time it is your responsibility **BY LAW** to ensure it is reported to Mobile Crisis or the Ministry of Social Services. Within the realm of SEARCH, you will need to listen to the child, do not ask questions, reassure the child and believe him/her, and do not over react. Without being alarming, get immediate assistance from a mentor or physician. Do not let the child leave the clinic until the physician has been made aware of the situation. Please refer to APPENDIX C for more information.

Confidentiality Policy: All health information and all matters relating to the care of clients and patients will be private and confidential. SEARCH shall respect the privacy of each patient/client and shall ensure that all his/her personal health information is treated confidentially. This policy applies to all students, mentors, employees, and all others involved with the operation of SEARCH. SEARCH shall treat personal health information in accordance with all applicable legislation. Personal health information is defined according to the *Saskatchewan Health Information Protection Act (HIPA)*. Please refer to APPENDIX D for more information.

Bed Bugs, Lice, & Communicable Diseases: SEARCH is a health care clinic and individuals accessing our services can be experiencing a variety of infestations or can be carriers of potential infections. Please acknowledge that by being in the space, there is an inherit risk to exposure. To protect yourself and others, ensure you are using the appropriate personal protective equipment, regularly washing your hands, and taking precautions where appropriate. Please inform the shift supervisor if you suspect or see a client is experiencing a bed bug or lice infestation. Information will be made available for volunteers and clients in the event of exposures.

Team Leader Policy: SEARCH Team Leaders are students that have been nominated by an internal member of SEARCH (board of director, Executive Director, or mentors) for demonstrating leadership capabilities. Team Leaders have also completed an in depth orientation and are knowledgeable in SEARCH policies and can be consulted if volunteers have questions.

Social Determinants of Health

“A health care system – even the best health care system in the world – will be only one of the ingredients that determine whether your life will be long or short, healthy or sick, full of fulfillment, or empty with despair.”

- The Honourable Roy Romanow (2004)

The primary factors in shaping the health of Canadians are the social determinants of health – the living conditions that one experiences. General socioeconomic, cultural and environmental conditions, social and community networks, as well as individual lifestyle factors all have an immense impact on our wellbeing.

Canadians are largely unaware that our health is shaped by how income and wealth is distributed, whether or not we are employed, and if so, the working conditions we experience. Furthermore, our wellbeing is also determined by the health and social services we receive, and our ability to obtain quality education, food and housing, among other factors. And contrary to the assumption that Canadians have personal control over these factors, in most cases these living conditions are – for better or worse – imposed upon us by the quality of the communities, housing situations, our work settings, health and social service agencies, and educational institutions with which we interact.

Research suggests that the quality of these health-shaping living conditions is strongly determined by decisions that governments make in a range of different public policy domains.

The 14 social determinants of health include:

Aboriginal Status	Gender
Disability	Housing
Early Life	Income and Income Distribution
Education	Social Exclusion
Race	Employment and Working Conditions
Food Security	Social Safety Net
Health Services	Unemployment and Job Security³

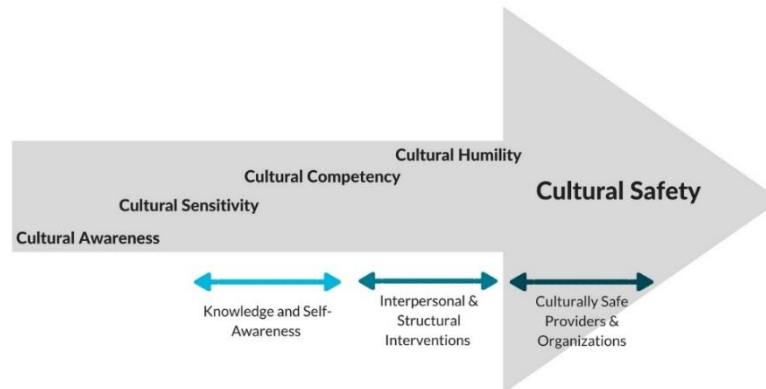
Other Resources:

- The Canadian Facts: www.thecanadianfacts.org
- Upstream: <http://www.thinkupstream.net/>
- Public Health Agency of Canada: <https://www.canada.ca/en/public-health/services/health-promotion/population-health/what-determines-health.html>

³ Mikkonen, J., & Raphael D (2010). *Social determinants of health: The Canadian facts*. University of Toronto: York School of Health Policy and Management.

Cultural & Community Competencies

Within the core neighbourhoods of Regina, there are many different health issues faced by different people coming from different economic and cultural backgrounds. As a volunteer, it is important that you are aware of these differences and that you use this awareness to act appropriately with the people you will be serving.



What is Cultural Competency?

It is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enables that system, agency, or those professionals to work effectively in cross-cultural situations.

Cultural competence in primary health care systems provide health care to patients with diverse values, beliefs, and behaviours, including tailoring delivery to meet patients social, cultural, and linguistic needs. It requires an understanding of the community being served as well as the cultural influences on individual health benefits and behaviours.

Why is Cultural Competence Important?

- It reduces disparities in health services and increases detection of culture-specific diseases
- It addresses inequitable access to primary health care
- It impacts health status of culturally diverse communities
- It responds to an area's changing demographics⁴

What is Cultural Safety?

Cultural Safety focuses on the experience of the patient - it is based on the experience of the recipient of care, rather than from the perspective of the medical practitioner. It accepts the legitimacy of difference and diversity in human behavior and social structure. Cultural Safety in health care aims to address the inequality of the distribution of power in the health care setting.⁵

⁴ Health Team Nova Scotia (2005). *A cultural competence guide for primary health care professionals in Nova Scotia*, p. 1-50.

⁵ University of Victoria (2017). Cultural safety in healthcare. Centre for Indigenous Research and Community-Led Engagement

Other Opportunities at SEARCH:

Student Professional Development Seminars:

SEARCH Professional Development Seminars are held 4 times a year (September, November, January, & March). These opportunities provide students with supplemental knowledge to complement their learning at the SEARCH clinic. Topics cover a variety of student interests and mentors are welcome to attend these sessions. Registration is required for all student professional development seminars.

SEARCH Fundraisers:

SEARCH hosts a variety of fundraisers throughout the year in order to raise funds for our student-led initiative. These include student talent nights, an annual gala, raffles, and Chapters Fundraisers. Fundraisers are advertised through SEARCH social media avenues, email lists, and at the clinic.

SEARCH T-Shirts for Sale

SEARCH volunteers have the opportunity to purchase a T-Shirt at their orientation session. T-Shirts are \$10 each and funds raised help support the SEARCH program.



APPENDIX A

Emergency Procedures

Building Emergencies: Call Pasqua Security (306-766-2900) or Emergency Services (911). Tell them your name, that you work for SEARCH at the Four Directions Community Health Center, and inform them of what you are requesting.

Call Back Information: 3510 5th Ave – Four Directions Community Health Centre
Emily Barber – 306-570-6208

When do I call 911 or RQHR Security Services?

1. Client presents with a weapon of any kind.
2. Client presents suggesting they have a weapon of any kind.
3. Client presents issuing threats against your physical/mental wellbeing.
4. Client presents suggesting they wish to harm themselves or any other staff member.

Duress Buttons: Duress buttons are located in each room at Four Directions. When pushed, an alarm will sound within the building and notify RQHR Security. If one is triggered, do your part to ensure everyone is safe and the shift supervisor will be responsible for disarming the system. To disarm the system, follow the instructions in the photocopy room using the key pad directly inside the door. Once disarmed, the location of the pressed duress button can be located and this should be communicated to help when it arrives. The shift supervisor will assess the situation and notify volunteers of the next steps as the situation progresses.

Activating the Duress System

There are white duress buttons located within Four Direction Community Health Center.

- Every clinic room (medical and counselling rooms) is equipped with buttons under the desks.
- The Reception area also has duress buttons under the desks.
- There are also buttons in the following shared spaces:
 - Sage Room
 - Childcare Room
 - Gathering Room (one in the kitchen area by the sink, another near the mounted TV)
 - Primary Care Reception area.

Fire Escape Plan: Anyone discovering a fire sound the alarm by calling a “Code Red” and notifying emergency services by calling 911 and notify the Shift Supervisor. The Shift Supervisor will then take the staff and client lists and begin orderly evacuation through main entrance. Everyone (asides from the medical clinic) should exit out through the main entrance with any clients they are currently assisting with. The medical clinic will exist through the rear entrance. If the hazard is located near one of the entrances/exits, all personnel will evacuate through a clear remaining exit.

- *Muster Point:* Conexus Credit Union (3433 5th Ave)

Prohibited/Restricted Areas: No clients are allowed in the back hallway of Four Directions Community Health Center. This includes the area behind the door by the staffroom. Some areas of the clinic are protected by a swipe card system. The shift supervisor, dietitian mentor, and medical mentor all have swipe cards throughout the shift. Please ask the shift supervisor to let you into an area if you require access.

APPENDIX B

Medical Safety

First Aid Kits: See the clinic for needed supplies in the event a first aid kit is needed. See physician on duty to assess the situation. If other medical assistance is required, call 911.

AED: The defibrillator is located in the office on the medical side (first door on the left after crossing over to the medical side). It on the wall located behind the door.

SEARCH provides medical services for after hours which can result in clients showing up with severe medical concerns. It is important to identify and communicate any medical emergencies with the medical staff at SEARCH as soon as they are identified. Please be aware of the following potential life-threatening signs and symptoms a client may present with:

1. **Heart Attack:** **Chest** pain described as “pressure”, “crushing pain”, “feels like an elephant is sitting on my chest”, pain radiating into arms or neck/ jaw. Client may also have their hand on their chest. **Sweating, short of breath**, scared facial expression.
2. **Anaphylaxis (Allergic Reaction)/ Choking:** **shortness of breath, holding throat, unable to catch breath/ breathe**, wheezing, skin colour changes in face (blue around lips), fainting, sweating, scared facial expression.
3. **Asthma Exacerbation (Attack):** **wheezing, shortness of breath, unable to catch breath, breathing quickly**, scared facial expression, change in skin colour – blue appearance.
4. **Diabetic Emergencies:** Nausea, vomiting, abdominal pain, drowsiness, confused, fruity breath, sweating.
5. **Stroke:** confused, unable to speak, unable to walk, you may notice that facial expressions are asymmetrical (i.e. while smiling, one side of his/her face doesn't move)
6. **Suicidal client:** patient confides in SEARCH volunteer that they want to end his/her life.
7. **Child Abuse Disclosure:** if a child/ parent/ family member/ friend discloses potential child abuse/ neglect.

If you notice any of these signs/symptoms/disclosures in a client, or if you are unsure, please contact someone from the medical side, team leader, or shift supervisor as soon as possible.

In case of a medical emergency, call 911. The address is:

3510 5th Ave – Four Directions Community Health Centre
Call back number: Emily – 306-570-6208

NOTE: the address will also be written on the white board in the main gathering room.

APPENDIX C

Child Abuse Disclosure

The Child & Family Services Act (section 12, subsection 1 and 4) states that every person who has reasonable suspicion to believe that a child is in need of protection, must report to a child protection worker. Failure to do so could have consequences such as a civil claim or professional discipline. The duty to report applies in spite of any claim of confidentiality or professional privilege.

What is abuse?

- Physical Abuse
- Sexual Abuse/Exploitation
- Physical Neglect
- Emotional Maltreatment
- Exposure to Domestic Violence/Severe Domestic Disharmony
- Failure to provide Essential Medical Treatment⁶

To file a report, please call one of the following:

- Ministry of Social Services, Child Protection Office: 1-844-787-3760
- Mobile Crisis: (306) 569-2724
- Regina Police Services: (306) 777-6500

In the event of a child abuse disclosure, it is important for you to remain calm and in control of your feelings in order to reassure the child something will be done to keep him/her safe. The child's feelings about themselves may be influenced by your initial reaction to the abuse.

You can show your care and concern for the child by:

- Listening to the child and controlling expressions of panic or shock.
- Make it clear that whatever happened is not the child's fault.
- Reassure the child that they did the right thing in telling you.
- Tell the child that you will do your best to support them.

You will not be helping the child if you:

- Make promises you cannot keep (such as promising that you will not tell anyone).
- Push the child into giving details of the abuse – Just listen.
- Indiscriminately discuss circumstances of the child with others not directly involved in helping him/her.⁷

⁶ Government of Saskatchewan (2014). *Saskatchewan child abuse protocol 2014*. Retrieved from <http://www.mobilecrisis.ca/assets/documents/Saskatchewan-Child-Abuse-Protocol-2014.pdf>

⁷ South Eastern CASA (2017). Child physical abuse: Understanding and responding for students, teachers, workers. Retrieved from <http://www.secasa.com.au/pages/child-physical-abuse-understanding-and-responding/>

APPENDIX D

Confidentiality of Patient/Client Information

All health information and all matters relating to the care of clients and patients will be private and confidential. Personal health information is defined according to the *Saskatchewan Health Information Protection Act (HIPA)*.

1. Definitions:

- “Personal health information” means, with respect to an individual, whether living or deceased:
 - a) information with respect to the physical or mental health of the individual;
 - b) information with respect to any health service provided to the individual;
 - c) information with respect to any body part or bodily substance of the individual including those donated by the individual;
 - d) information collected in the course of, or incidentally to, providing health services to the individual;
 - e) registration information.
- “Record” means a record of personal health information in any form and includes information that is written, photographed, recorded, digitized, or stored in any manner.
- “Trustee” is defined as SEARCH Inc. in the context of this policy. SEARCH Inc. is the trustee of all personal health information collected in the course of, or incidental to, providing health services to an individual.

2. Duty to Preserve Confidentiality

- Personal health information shall be used or disclosed only for the purpose which it was collected; or for a reason consistent with that purpose; or in accordance with HIPA.
- Personal health information shall be available only to those persons who need the information in order to provide care to the patient/client, with the provision that the information will be used for the benefit of the individual.
- Any person who has legitimate access to personal health information shall preserve the confidentiality of the information and shall be accountable for its preservation.
- Any person who inadvertently has access to personal health information in the course of their duties in SEARCH Inc. shall preserve the confidentiality of the information and shall be accountable for its preservation.
- Breach of confidentiality or this Policy may result in disciplinary action.

3. Ownership of the Record

- The record in which the personal health information is stored is owned by Four Directions Community Health Centre.
- SEARCH Inc. has an obligation to the individual patient/client to preserve the confidentiality of the personal health information contained in the record.
- SEARCH Inc. has an obligation to take reasonable steps to ensure that all records are accurate and complete.
- SEARCH Inc. has an obligation to protect the integrity and accuracy of the record from any unauthorized access, use, disclosure, or alteration. SEARCH Inc. has further obligation to maintain the integrity of the records it holds in accordance with legislation.

4. Consent Requirements (*SEARCH will provide clients with patient consent form before any assessment or treatment*)

- The patient/client is entitled to all relevant information needed to give consent to the collection, use or disclosure of his/her personal health information.
- Consent shall be voluntary and informed.

- Consent may be either written or verbal. A permanent record of verbal consent is advised.
- Consent may be implied if it is reasonable to suppose that:
 - a) By his/her actions, the individual has agreed to the collection and use of his/her personal health information.
 - b) The individual would consent to the disclosure of the personal health information in order to receive necessary health services.
 - c) No barriers exist to the disclosure of personal health information to immediate family members or other persons with whom the individual has a special relationship.

5. Collection, Use and Disclosure

- Collection
 - a) The individual shall be informed of the purpose for which the personal health information is being collected.
 - b) The individual shall have the right to withhold information unless withholding the information contravenes a statutory obligation to provide it.
- Use
 - a) Personal health information shall be used only for the purpose for which it was collected.
 - b) Explicit consent of the individual must be obtained if any other use of the personal health information is proposed.
 - c) De-identified personal health information may be used without explicit consent for statistical or demographic purposes, planning or evaluating the provision of health services and/or approved research.
 - d) As required by law, personal health information may be used to protect public safety in terms of infectious disease reporting or abuse of children.
- Disclosure
 - a) Disclosure of personal health information to a third party requires consent, unless excepted by HIPA. Only authorized and informed personnel can disclose personal health information to a third party.
 - b) Care-providers involved in the planning or provision of care services may have access to the health information of a patient/client on a “need to know” basis for the purposes of on-going care or for the evaluation of the health services provided. Identification and authorization will be required.

6. Failure to Comply

- Failure to comply with this policy or failure to preserve the confidentiality of personal health information in accordance with relevant legislation shall be a matter of investigation.
- Penalties imposed for failure to comply with the policy shall be determined on a case by case basis by the Executive Director Council Members of SEARCH Inc.⁸

⁸ Government of Saskatchewan (1999). *The Health Information Protection Act*. Retrieved from <http://www.publications.gov.sk.ca/freelaw/documents/english/Statutes/Statutes/H0-021.pdf>

APPENDIX E

How-to Instructions for Online Scheduler

1. Visit the [Current Volunteers](#) page on SEARCH website.
2. Input the password **healthyNC** to access the webpage.
3. Click the link to sign up for upcoming shifts.
4. Log-in using the following information on the SuperSaas website:
 - a. Login Name: **SEARCH**
Password: **REGINA**
5. You will see a calendar on the right-hand side of the screen. You can scroll through the different months using the arrows next to the month name. SEARCH shifts will be highlighted.
6. **To schedule yourself for a shift:**
 - a) Click on the desired date in the calendar. Below the calendar, you will see a blue agenda for the day.
 - b) Click on the highlighted blue section of the daily agenda found just below the calendar. A window will show up. In this window, you will see the names and disciplines of those who have signed up for the event/shift thus far. Below the names of those who have signed up, you will find two options to choose from:
 - New Booking – choose this option if you would like to sign up for the event/shift on that date.
 - Close – choose this option if you are on the wrong date and would like to close out of this window.
 - c) After clicking on the New Booking option, another window will appear. Delete SEARCH’s information and enter the following:
 - Your Full Name
 - Your Email address
 - Your Phone number
 - If you are a Student or Mentor
 - Your Discipline and Year of Study
 - d) After filling in the above information, you will have the option of signing yourself up for additional shifts that you would like to volunteer for. Next to the word Repeat, there is a button that you can click “...”. After clicking this button, all dates in which shifts are currently scheduled for will show up. You can then proceed to check off any of those dates that you would like to volunteer for. By choosing this option, you will not be required to fill out the above information (i.e. full name, email, etc.) multiple times.
 - e) Click “Create Booking” button at bottom of the window to sign yourself up.
7. You will then be able to click on the highlighted blue agenda for that date and see that you have signed up for that shift.
8. You will receive an email shortly confirming that you have signed yourself up for the shift. You will also receive a reminder email a couple days prior to the shift.

If you need to cancel or alter a shift that you have signed up for, you must email the SEARCH Executive Director at reginastudentclinic@gmail.com. Please note that the deadline to cancel out of a SEARCH shift is 48 prior to the scheduled start time.