

HCSW Peer Mentorship Guide for the Mentee



“The expert in anything was once a beginner.” - Helen Hayes

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About this Guide

This guide is intended for the mentee to use as they navigate through the orientation process. It specifies the responsibilities of the mentee and mentor within the following categories:

- Care Home Lay-out
- Infection Prevention and Control
- Equipment and Supplies
- Communication
- Person and Family-Centered care
- Person and Family Safety

* Please note that throughout this manual the term "Person" will be used in place of "resident," or "client" to emphasize a person-centered approach to care that respects dignity and autonomy

How to Use this Guide

While you progress through this guide, take time to contemplate the requirements within each category. Assess your strengths and areas that require improvement. This process will help you identify your learning needs effectively.

Engage in discussions with your Mentor regarding areas where you may require additional assistance or support. While much of this learning is self-directed, there is always someone available to guide you in areas of concern. Make it a practice to debrief with your mentor, allowing you to explore your learning experience daily and seek guidance as needed.

At the end of your orientation period, sign this guide (on the last page) and submit a copy to your HCAP Nurse Educator. Retain a copy for yourself to refer back to, should you need it.

Mentee and Mentor Responsibilities

Mentee Responsibilities	Mentor Responsibilities
<p>You are responsible for your own learning, in collaboration with your mentor.</p> <p>You show initiative by:</p> <ul style="list-style-type: none"> - Applying the program-wide policies, guidelines, procedures and best practice principles - Effectively communicating any additional help, you may need - Completing this Peer Mentorship Guide in a timely manner - Adjusting your goals based on your own self-reflection and the feedback you receive - Seeking additional information and resources, as needed - Recognizing your knowledge, skills and abilities within your perimeters of practice and comparing them to what you need to know, for a fulfilling connection with the person in care and their families. - Being accountable for the quality of care you provide. - Seek and be receptive to feedback. <p>The relationship with your mentor does not end once you have completed your orientation. Consider your mentor someone you may ask for guidance at any time</p>	<p>You are responsible for the collaborative guidance and support of the new mentee.</p> <p>An effective mentor:</p> <ul style="list-style-type: none"> - Uses respectful communication - Approachable and non-judgmental - Coaches and guides - Practices critical thinking skills - Encourages and supports - Empowers mentees to identify their own goals and needs - Allows time to debrief and respond to questions as required - Provide honest feedback about what went well and what needs to be strengthened <p>Your guidance will not only provide support for learning, but it is also a good time to reflect on your own strengths and abilities.</p> <p>Your mentor role will continue to support your mentee in their practice, on their request, after the orientation period has ended.</p>

Care Home Lay Out

Mentee Responsibilities	Mentor Responsibilities
<p>As you work through your orientation with your mentor, check off the actions as you find and learn them.</p> <p>You show initiative by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Introducing yourself and your role to the Person and their families <input type="checkbox"/> Introducing yourself to the interdisciplinary team (RN, LPN, Social Worker, Physiotherapist, Occupational Therapist, Dietician, Speech Therapist, Recreational Therapist and Housekeeping) and learn about their roles <input type="checkbox"/> Locating where to find the documents and tools for your role <input type="checkbox"/> Identifying competencies that requires demonstration of practice or supervision <input type="checkbox"/> Being accountable for the quality of care you provide <input type="checkbox"/> Complete the seek and find for the care home <p>Recognize your knowledge, skills, and abilities within your role, and compare them to what you need to know for the safe, supportive care of the Persons.</p>	<p>Introduce the mentee to the Person and the interdisciplinary team. Allow time for the mentee to review the Peer Mentorship Guide.</p> <p>Consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Providing a tour of the care home and where to report/sign in <input type="checkbox"/> Assisting with orientation seek and find <input type="checkbox"/> Which skills need 1:1 demonstration and practice <input type="checkbox"/> Which competencies have been met and can be performed safely i.e. donning, doffing, IPAC <input type="checkbox"/> Review codes and First Aid/Safety Binder <input type="checkbox"/> Review where the Disaster Plan (where to meet in case of a fire, earthquake, emergency exits)
<p>Tips for daily debriefing conversations between learners and their Peer Mentor, aimed at regularly exploring the learner's experiences:</p> <ol style="list-style-type: none"> 1. Can you share a couple of words about how you are feeling? 2. What went smoothly, and where do you think there's room for improvement? 3. What are the primary lessons you've gained from this experience? 	

Reflection:

Learner's strong points:

Areas requiring improvement or enhancement:

Infection Prevention and Control

Mentee Responsibilities	Mentor Responsibilities
<p>Everyone is responsible for following the Infection Prevention and Control Practices</p> <p>You show initiative by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Effective hand hygiene as per protocol <input type="checkbox"/> Wearing appropriate personal protective equipment (PPE) according to situation (medical mask, gloves, face shield/goggles, gown) <input type="checkbox"/> Displaying knowledge of donning and doffing PPE safely <input type="checkbox"/> Maintaining social distancing unless providing 1:1 activity to the person <input type="checkbox"/> Following routine practices and additional precautions as required (e.g., contact, airborne, droplet) <input type="checkbox"/> Helping care providers set up isolation procedures <input type="checkbox"/> Practicing vacant bed linen changes 	<p>Everyone is responsible for following the Infection Prevention and Control Practices</p> <p>Allow time for the mentee to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Review infection control precaution signage <input type="checkbox"/> Demonstrate and practice vacant bed linen changes <input type="checkbox"/> Demonstrate and practice donning and doffing personal protective equipment (PPE)- medical mask, hand hygiene, social distancing <input type="checkbox"/> Review the process for cleaning, disinfecting, and transporting soiled equipment (e.g., wheelchairs, walking aides) <input type="checkbox"/> Sign off on skills demonstrated and performed
<p>Tips for daily debriefing conversations between learners and their Peer Mentor, aimed at regularly exploring the learner's experiences:</p> <ol style="list-style-type: none"> 1. Can you share a couple of words about how you are feeling? 2. What went smoothly, and where do you think there's room for improvement? 3. What are the primary lessons you've gained from this experience? 	

Reflection:

Learner's strong points:

Areas requiring improvement or enhancement:

Equipment and Supplies

Mentee Responsibilities	Mentor Responsibilities
<p>Your role plays an important part in supporting the Person and care team members in having the equipment and resources available when needed.</p> <p>You show initiative by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Stocking and resupplying equipment (e.g., linen carts, personal care items, PPE holders, blanket warmers, etc.) <input type="checkbox"/> Assisting in simple spill response by getting wet floor sign and notifying housekeeping <input type="checkbox"/> Set up communication devices for the Person virtual visits (electronic tablets, phones) 	<p>Your role is to show the mentee how to locate and safely/properly use equipment and supplies so that the mentee can contribute to the teamwork on the unit.</p> <p>Allow time for the mentee to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Review the location of equipment <input type="checkbox"/> Review instructions for equipment usage i.e., how to determine placement of cushion for wheelchair i.e., which side is the front/back <p>Consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Training on sterilizing equipment after each person use
<p>Tips for daily debriefing conversations between learners and their Peer Mentor, aimed at regularly exploring the learner's experiences:</p> <ol style="list-style-type: none"> 1. Can you share a couple of words about how you are feeling? 2. What went smoothly, and where do you think there's room for improvement? 3. What are the primary lessons you've gained from this experience? 	

Reflection:

Learner's strong points:

Areas requiring improvement or enhancement:

Communication

Mentee Responsibilities	Mentor Responsibilities
<p>Team communication is crucial when caring for the Person.</p> <p>You show initiative by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Communicating your questions and concerns to your Peer Mentor <input type="checkbox"/> Demonstrating effective, caring interpersonal communication with the Person, and the interdisciplinary team <input type="checkbox"/> Learning the Privacy and Confidentiality Policy <input type="checkbox"/> Applying conflict management strategies and using appropriate communication tools and devices 	<p>Allow time for the mentee to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Review the Communication Safety Board for alerts <input type="checkbox"/> Review the Violence and Aggression Alert <ul style="list-style-type: none"> ○ For VCH staff https://one.vch.ca/working-here-site/Documents/Violence-and-Aggression-Acute-Alert%20Form.pdf <input type="checkbox"/> Demonstrate verbal reporting, by describing unsafe working conditions (e.g., Person responsive and reactive behaviours, reporting pain, falls, and skin integrity concerns) <input type="checkbox"/> Review the call bell system including bed and chair alarms
<p>Tips for daily debriefing conversations between learners and their Peer Mentor, aimed at regularly exploring the learner's experiences:</p> <ol style="list-style-type: none"> 1. Can you share a couple of words about how you are feeling? 2. What went smoothly, and where do you think there's room for improvement? 3. What are the primary lessons you've gained from this experience? 	

Reflection:

Learner's strong points:

Areas requiring improvement or enhancement:

Person and Family-Centred Care

Mentee Responsibilities	Mentor Responsibilities
<p>Connecting with the Person is an important part of your role. Show respect for others by recognizing that you are a mentee when it comes to understanding the Person's wishes and preferences.</p> <p>You show initiative by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Introducing yourself and your role to the Person in care and families <input type="checkbox"/> Promoting Person-/family centred care <input type="checkbox"/> Displaying a non-judgement approach <input type="checkbox"/> Respecting the individuality, diversity, and dignity of the Person and their families <input type="checkbox"/> Encouraging family involvement as appropriate <input type="checkbox"/> Promoting comfort and rest for the Person in care <input type="checkbox"/> Helping the Person with activities that matters to them, under the direction of the Activity Worker/Rehab Assistant <input type="checkbox"/> Including the Person and their family in decisions and choices <input type="checkbox"/> Offering support, guidance, and compassion 	<p>The mentor plays a crucial role in guiding and supporting the mentee to develop the skills and mindset necessary for effective and compassionate care.</p> <p>Allow time for the mentee to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Review the location of the Resident's Bill of Rights and read through the document. <input type="checkbox"/> Review the Persons care plan/other documents to get to know the person. <input type="checkbox"/> Review the bath schedule. <input type="checkbox"/> Under the direction of the Recreation Therapist or Activity Worker, provide items for the person to engage with <input type="checkbox"/> Review beverage and snack rounds <input type="checkbox"/> Review meal delivery <input type="checkbox"/> Review binder for modified/therapeutic diets
<p>Tips for daily debriefing conversations between learners and their Peer Mentor, aimed at regularly exploring the learner's experiences:</p> <ol style="list-style-type: none"> 1. Can you share a couple of words about how you are feeling? 2. What went smoothly, and where do you think there's room for improvement? 3. What are the primary lessons you've gained from this experience? 	

Reflection:

Learner's strong points:

Areas requiring improvement or enhancement:

Person and Family Safety

Mentee Responsibilities	Mentor Responsibilities
<p>Everyone has a responsibility to contribute to a culture of safety, with effective communication and teamwork, we create an awareness of safety risk.</p> <p>You show initiative by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Reviewing the Safety Communication Board at the beginning of each shift <input type="checkbox"/> Completing the Point of Care Risk Assessment (PCRA) <input type="checkbox"/> Identifying when a crisis intervention skill is necessary and responding to it applicably. <input type="checkbox"/> Supporting the Person's safety and independence 	<p>The mentor's role is to guide and educate the mentee on best practice and principles to ensure the safety and well-being of individuals and their families.</p> <p>Allow time for the mentee to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Review the Violence and Aggression Alert <input type="checkbox"/> Promote and encourage cultural awareness including Indigenous Cultural Safety <input type="checkbox"/> Review steps for contacting security/police in the event of a Code White <input type="checkbox"/> Review the Fire and Evacuation Plan <input type="checkbox"/> Review what the role of the mentee would be in the event of a Code Blue

Reflection:

Learner's strong points:

Areas requiring improvement or enhancement:

Peer Mentorship Program Feedback

Please complete the following feedback form to help identify any learning gaps or need for more education and training.

Participant name: _____ (you could leave this anonymous)

Care Home/Site: _____

Date: _____

1. How would you rate your overall experience with the peer mentorship program, and what specific aspects stood out to you?
2. In what ways did your mentor support your professional development and help you navigate challenges in your role as a HCSW?
3. How well did the mentorship structure (e.g., frequency of meetings, topics covered) meet your needs? What improvements would you suggest?

- *Adapted with thanks from Island Health*

