

## Frequently Asked Questions

### From

### Provincial Travel Team Nurses

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## Answers to Frequently Asked Questions

From

### Provincial Travel Team Nurses

**1. Why am I being asked for my birthdate on the availability form?**

NRHA books your flights and they are unable to book a flight without a birthdate and your legal name as per your travel document(s).

**2. How will I know what my travel arrangements will be?**

You can expect to receive communication from the NRHA Scheduling Office via email in regards to your travel arrangements.

If you have not received an itinerary within 3 or 4 business days of your anticipated travel date, please contact the NRHA Scheduling Office at **1-844-306-0040** or email [clinicalscheduling-thepasflinflon@nrha.ca](mailto:clinicalscheduling-thepasflinflon@nrha.ca) for The Pas, Flin Flon and Area or [clinicalscheduling-thompson@nrha.ca](mailto:clinicalscheduling-thompson@nrha.ca) for Thompson and Area.

**3. Getting Ready to Travel. What do I need to do?**

Check your airline website prior to going to the airport to make sure your flight is still scheduled to fly and to confirm the departure time for your flight. Please note any travel restrictions and number of bags allowed. You are responsible for any bags over that limit.

**4. What time do I need to check in with the Airline?**

Calm Air is very strict about their cut off check in time. ***They absolutely will not let you on the plane if you are late.*** Missed flights are subject to a fee charged back to you. Please check the airline website for current cut off times. Verbal abuse towards Calm Air staff may result in being banned from flying with that airline at their discretion.

**5. How do I get from the Airport to my accommodations?**

In The Pas & Flin Flon, it is highly recommended that you pre-book a taxi as the airport is quite far out. Ask the taxi to take you directly to the hospital and have them wait for you while you pick up your welcome package. If you are arriving in the evening hours please go to the Emergency Department as the main admitting desk will be closed.

Your welcome package will include the location of your accommodations, keys to your accommodations if in an apartment, taxi vouchers, hospital ID pass to give you access to the doors and a map to your location.



**NB NOTE:** if more than one person is riding in the taxi DO NOT give them more than 1 voucher. If this occurs, please report the driver and the taxi to the manager of your area immediately. The manager will follow up on this.

**Flin Flon Taxis:**

- Kwik Cab 306-688-0003
- Ty's Taxi 204-687-4441

**The Pas Taxis:**

- Cal's Cab 204-623-3333
- City Cabs 204-623-2500

**Thompson Taxis** (may be available at the airport without pre-booking)

- Cliff's Taxi 204-677-2543
- Driftwood/Nickel Taxi 204-677-6000
- North Star Taxi 204-778-3333
- Orange Taxi 204-677-2777
- Thompson Cabs 204-677-6262

**6. What if my flight is cancelled. What do I do?**

Contact your home base scheduler then contact the NRHA Staff Scheduling office which is generally open Monday to Friday 6AM to 5PM and 6AM to 2PM on weekends and STAT holidays.

**Dial 1-844-306-0040** & you will hear the following options:

- **Option 1:** Home Care Attendants & Home Support Workers (Not Home Care Nurses)
- **Option 2:** Flin Flon, The Pas and Snow Lake Clinical Scheduling Team including Home Care Nurses
- **Option 3:** Thompson, Lynn Lake, Leaf Rapids, Gillam Clinical Scheduling including Home Care Nurses
- **Option 4:** MAPS Team, (not applicable to Travel Nurses)

**After hours** your home base scheduler, or you can call the hospital switchboard where you are assigned to and ask to speak to the Administrator on Call (AOC). The AOC will take your information, may ask you if you have been rebooked on the next available flight, and about your work assignment. If your flight has already been rebooked due to the cancellation the AOC will notify the Scheduling Office and you just need to return to the airport for the flight you are scheduled to be on.

**Please note the following:**

- If you are assigned to Flin Flon or Snow Lake contact **Flin Flon Hospital 204-687-7591**
- If you are assigned to Thompson, Gilliam, Lynn Lake or Leaf Rapids contact **Thompson Hospital 204-679-2074**
- If you are assigned to The Pas contact **The Pas Hospital 204-623-6431**

**7. What if my flight doesn't land where I am supposed to work?**

This happens most frequently when flying to The Pas or Flin Flon. The plane is often able to land in one place but not the other.

**Get off the plane.** Don't be shy, ask the Calm Air attendant if there is going to be a shuttle provided for those passengers who need to get to the alternate location.

If no shuttle is provided, again, don't be shy. Ask if anyone else is going to the alternate location and if they have a plan or a vehicle. We often have several staff flying on any given flight so you are likely to find others in the same situation as you are.

Call the scheduling office (hours and numbers listed above). If there is no answer call the hospital switchboard (numbers listed above) and ask to speak to the Administrator on Call (AOC). Explain your situation and if you are with a group. Where we know the flight can't land in one location, we often have a shuttle already lined up. The AOC also has the authority to authorize a rental vehicle if a shuttle is not available. Don't worry, the AOC will help get you where you need to be.

**8. I don't know where I am staying. How do I find out this information?**

When you get to the location where you will be working, present yourself to the hospital switchboard/admitting desk with your name. They should have an envelope waiting for you with a hospital ID which will give you access to the doors, your accommodation address, keys, taxi vouchers, etc. Even if you know you are staying at a hotel, go to the hospital first to pick up this envelope while the taxi waits for you so you have a voucher to pay for the taxi. **NOTE:** If more than 1 person is riding with you the driver is only allowed to ask for 1 taxi voucher for any rides.

**9. Can I use my taxi voucher to go and get groceries or to go to a restaurant?**

**No**, unfortunately, this is considered a personal expense and is already covered in your per diem fee that is paid to you. If you use a taxi voucher for this purpose you will run out and will not be issued any additional vouchers.

**10. Can I bring my dog/cat/pet with me on this assignment?**

Unfortunately, we do not have any pet friendly accommodations in any of our locations. If it is discovered that you have brought a pet with you there will be additional fees charged to you for additional cleaning and any damages done by the pet.

**11. Can I bring my family/partner/children/friend with me?**

Unfortunately, our accommodations are intended for just you. Many of our accommodations do contain 2 private bedrooms and each bedroom may be occupied by another worker of the same sex. Should you have someone with you, it can be extremely disturbing and disruptive to the other worker. We have often had workers report incidents of others in the apartment as a significant safety risk. We want you to be safe and feel safe.

**12. What are the accommodations like?**

The accommodations vary in each community. We offer a combination of hotels and apartments. Most of the hotels do not allow cooking with the exception of the Quality Inn in Thompson. Hotels usually have a small bar size fridge and a microwave and do not allow other appliances such as a rice cooker or air fryers to be plugged in.

All the apartments are fully furnished with equipped kitchens. The exact items in each kitchen vary between apartments. You are expected to keep your apartment neat and tidy and wash your dishes before you leave. It is also expected that you strip your bed and put the bedding and used towels in a laundry hamper or tub/shower. More details are usually in the apartment information booklet.

Some apartments and hotels have laundry facilities. You may need to purchase or bring laundry soap.

We also have some Bed & Breakfast locations in The Pas and in Snow Lake. Private bedrooms but shared bathrooms with common areas. The Pas does allow you space in the common kitchen for your groceries and cooking.

**SPECIAL NOTES:**

- Pets are not allowed in any of our accommodations.
- Family, friends, partners, etc. are not allowed as noted earlier
- Smoking or Vaping is not allowed in any of our accommodations
- You are expected to leave the apartment/accommodations in a reasonably clean state. You may be charged for addition cleaning if you are not respectful of the accommodations.

### 13. What can I expect to be supplied in the apartments?

Below is a list of what the NRHA tries to have in each apartment. It can sometimes vary a bit depending on the site and on what the NRHA has available for clean linens from laundry.

- **Bedroom**
  - 1 – Mattress protector
  - 1 – Fitted sheet
  - 1 – Top sheet
  - 2 – Pillows
  - 2 – Pillow cases
  - 1 – Bedspread/comforter
  - 1 – Blanket
- **Bathroom**
  - 1 – Shower curtain
  - 2 – Bath towels
  - 2 – Hand towels
  - 2 – Face cloths
  - 1 – Bath mat
  - 2-3 rolls of toilet paper
  - Hand soap
  - Toilet bowl cleaner
- **Kitchen**
  - 2 – Tea towels
  - 2 – Dish cloths
  - Garbage bags (large & small)
  - Paper towel
  - Dish soap
  - Mr. Clean
  - Windex
  - Tin foil
  - Plastic Wrap

**NOTE:** If you are there for a longer stay, it is your responsibility to replenish the basics.

### 14. Where do I find the Wi-Fi password?

If you are at a hotel, this will be provided to you at check in. If you are at an apartment there is an information book that is usually in the living room or near a phone, if the apartment has a phone. The Wi-Fi and password are usually on the front cover of the information booklet.

**15. Where can I do my laundry?**

Most apartment buildings have a laundry room with coin operated machines. A limited number of accommodations have in suite laundry. Flin Flon, The Pas and Thompson all have laundromats as well.

**16. If I have driven, where do I park my car when I come to work?**

In The Pas there is a free overflow lot just off Railway Ave, right next to St. Paul's Long-Term Care Facility and only steps to the main hospital.

In Flin Flon there is free parking in the staff parking lot just on the other side of the Emergency Department.

In Thompson there is free parking in the staff parking lot beside the hospital Emergency Department.

**NOTE:** Please do not park in patient/visitor parking, doctors parking, wheelchair accessible spots, or volunteer spots.

**17. If I have driven, where do I park my car at my accommodations?**

The information envelope you receive from the admitting desk with your keys should have information about your accommodations, how to get there, and where to park.

**18. Where do I put my garbage if I am staying in an apartment?**

This varies by accommodation, but the details are usually located in the apartment information booklet. Please do not put your garbage out on the street loose. There are ravens, crows, and other wild animals that will get into the garbage and make a big mess. All locations have a designated place that is generally animal/bird proof. You are expected to take your garbage out when you check out of the apartment.

**19. What do I do with the apartment keys when I check out?**

Please drop your keys off at the hospital switchboard. They usually have designated, secured containers that are labeled for keys. No need to wait for the clerk to hand in the keys.

**20. What do I do if I accidentally lock myself out of my apartment?**

Check with the hospital switchboard/admitting department. They often have an extra set of keys. They may have to check with Administrator on Call (AOC) before giving them to you though. Be patient if that happens. You are expected to return that key ASAP.



**21. What if I am unable to come to work because I am sick?**

Call your home base scheduling office as well as the scheduling office at the site you are assigned to work at. **If the scheduling office is closed, leave a message clearly stating your name, unit where you were assigned and shift you were assigned. Also call the unit where you were assigned (numbers below).**

**For the Scheduling Office Dial 1-844-306-0040 & you will hear the following options:**

- **Option 1:** Home Care Attendants & Home Support Workers (Not Home Care Nurses)
- **Option 2:** Flin Flon, The Pas and Snow Lake Clinical Scheduling Team including Home Care Nurses
- **Option 3:** Thompson, Lynn Lake, Leaf Rapids, Gillam Clinical Scheduling including Home Care Nurses
- **Option 4:** MAPS Team, (not applicable to Travel Nurses)

**To connect with the unit where you are assigned** please call the appropriate hospital switchboard number and ask for the unit where you are assigned:

- If you are assigned to Flin Flon or Snow Lake contact **Flin Flon Hospital 204-687-7591**
- If you are assigned to Thompson, Gilliam, Lynn Lake or Leaf Rapids contact **Thompson Hospital 204-679-2074**
- If you are assigned to The Pas contact **The Pas Hospital 204-623-6431.**

**22. Who can I expect to be working with on my shift?**

<b>Location</b>	<b>Unit</b>	<b>Baseline</b>
<b>Flin Flon</b>	<b>Emergency</b> 12 spaces	CRN D8 (Mon-Fri) RN/LPN 4 D12 RN/LPN 3 N12 HCA D12/N12
	<b>Medical</b> 26 beds	CRN D8 (Mon-Fri) RN/LPN 4 D12 RN/LPN 4 N12 HCA D12 2, N12 1
	<b>Ambulatory Care Mon-Fri &amp; Endoscopy 1 wk/month</b>	LPN D8 (Mon-Fri)
<b>PCH Flin Flon</b>	<b>Long Term Care</b> 30 beds	CRN D8 (Mon-Fri) RN/LPN 2 D12/1 N12 HCA 5 D/2 N
<b>Northern Lights Manner Flin Flon</b>	<b>Long Term Care</b> 36 beds	CRN D8 (Mon-Fri) RN/LPN 2 D12/1 N12 HCA 6 D/1E/2 N





Location	Unit	Baseline
<b>Gillam</b>	<b>Emergency</b> (also covers inpatient beds if any patients admitted)	2RN D12/N12
Location	Unit	Baseline
<b>Leaf Rapids</b>	<b>Primary Care Clinic</b>	1 RN D8 (Mon-Fri)
Location	Unit	Baseline
<b>Lynn Lake</b>	<b>Emergency</b> (no inpatient beds)	2 RN D12/N12 1 HCA D12/N12
Location	Unit	Baseline
<b>The Pas St. Anthony's Hospital</b>	<b>Emergency/Special Care Unit</b> 5 spaces/3 SCU	CRN D8 (Mon-Fri) RN/LPN 4-5 D12 RN/LPN 4 N12 HCA D12/N12
	<b>Acute Care Inpatient Unit (ACIU)</b> 21 beds mixed med/surg/peds	CRN or Charge Nurse D12 7 days a week RN/LPN 4 D12 RN/LPN 4 N12 HCA 2 D12/2N12
	<b>OBS</b> (well baby model) 3 labor rooms 5 post-partum rooms	CRN D8 (Mon-Fri) RN 3 D12 RN 3 N12 Unit Assistant 1 D12/N12
	<b>Operating Room</b> 2 rooms, 1 slate	CRN D8 (Mon-Fri) D8 5 RN 2 on call for off hours
	<b>Dialysis</b> (6 days/week) 10 stations	CRN D8 (Mon-Fri) RN/LPN 4 D12 Unit Assistants 1-2
	<b>Ambulatory Care Unit</b> Out-patient IV antibiotics, wound care, nurse managed care. 12 hr clinic 7 days a week.	2 RN/LPN D8 7 days a week
	<b>Psychiatric Acute Care Unit</b> 8 beds, secured unit	RN/LPN/RPN 2 D12/N12 Psychiatric Nursing Assistant (PNA/HCA) 1 D12
<b>St Paul's</b>	<b>Long-Term Care</b>	CRN D8 (Mon-Fri)

<b>The Pas</b>	60 beds/3 communities	LPN/RN 3 D12/2 N12 HCA 9 D8/3 E8/ 3 N12
<b>Location</b>	<b>Unit</b>	<b>Baseline</b>
<b>Thompson General Hospital</b>	<b>Emergency/Special Care Unit (SCU)</b> 5 formal rooms and hallway for total 10 spaces 3 beds in SCIU	CRN D12 or Charge Nurse 7 days a week (Mon-Fri) RN/LPN 6-7 D12 RN/LPN 5-6 N12 HCA 1 D12/1 N12
	<b>Med/Surg/Peds (MSP)</b> 40 beds with ability to open 4 over census beds	CRN or Charge Nurse D12 7 days a week RN/LPN 7 D12 RN/LPN 6 N12 HCA 3 D12/2 N12
	<b>OBS &amp; Level 2 Nursery</b> 16 beds 5 level 2 nursery	CRN D12 or Charge Nurse 7 days a week RN 7 D12 RN 6 N12 HCA D12/N12 Unit Assistant 1 D12/E12
	<b>OR</b> 1-2 slates	CRN D8 (Mon-Fri) D8 9 RN 2 on call for off hours
	<b>Dialysis</b> 20 stations	CRN D8 (Mon-Fri) RN/LPN 4 D12 HCA 1
	<b>Ambulatory Care Unit</b> Out-patient IV antibiotics, wound care, nurse managed care	2 RN/LPN D12 7 days a week
	<b>Psychiatric Acute Care Unit</b> 10 beds, secured unit	RN/LPN/RPN 2 D12/N12 Psychiatric Nursing Assistant (PNA/HCA) 1 D12
<b>Northern Spirit Manner Thompson</b>	<b>Long Term Care</b> 35 beds	CRN D8 (Mon-Fri) LPN/RN 2 D12/1 N12 HCA 5-6 D8/E8 5 N12
<b>Location</b>	<b>Unit</b>	<b>Baseline</b>
<b>Snow Lake Health Centre</b>	<b>Emergency Department</b> 2 stretchers	1 RN D12/N12 1 HCA D12/N12

<b>Snow Lake Health Centre</b>	<b>Primary Care Clinic</b> Mon-Fri D8	If a nurse is required, the nurse in Emergency assists
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**23. Where do I find the Emergency numbers in each community?**

**During an emergency, dial 9-1-1,** or the appropriate emergency number listed below. **PLEASE NOTE that Thompson and Gillam do not have 9-1-1, please use the emergency numbers below for those locations.**

For Calls to the RCMP when calling the emergency number listed, it will automatically be directed to a central RCMP Dispatch Facility.

<b>Location/Site</b>	<b>Emergency Number</b>	<b>Non-Emergent Number</b>
Flin Flon RCMP	204-687-1422	204-687-1423
Flin Flon Hospital		204-687-7591
Gillam RCMP	204-652-2200	204-652-2436
Gillam Hospital		204-652-2600
Leaf Rapids RCMP	204-473-2469	204-473-2944
Leaf Rapids Health Centre		204-473-2441
Lynn Lake RCMP	204-356-2494	204-356-8862
Lynn Lake Hospital		204-356-2474
Snow Lake RCMP	204-358-7722	204-358-7723
Snow Lake Health Centre		204-358-2300
The Pas RCMP	204-627-6200	204-627-6204
The Pas St. Anthony's Hospital		204-623-6431
Thompson RCMP	204-677-6911	204-677-6909
Thompson Fire & Ambulance	204-677-7911	204-677-7915
Thompson General Hospital		204-677-2381