

## **PROVINCIAL TRAVEL NURSE (PTN) - Welcome to WRHA Home Care Nursing!**

**WHAT YOU NEED TO KNOW:** The Provincial Travel Nurse (PTN) will start their shift at our Home Care Centralized Scheduling Office (HCCSO) located at 80 Sutherland – parking is free! HCCSO operates 24/7 – there are always people on site. There is a doorbell intercom system to gain entry.

**HOME CARE TIP:** Ideally, clients have supplies in their home. However, your NRS (comment section) indicates if supplies need to be picked up; refer to [Nursing HC Office Information Guide](#). Travelling with additional supplies in your car can be helpful if you're in a pinch.

**SHIFT SUPERVISOR:** At HCCSO, there is a Shift Supervisor 24/7 and can be reached at: 204-914-2961.

Upon arrival, connect with the shift supervisor to provide you with the following:

- Orientation to the Working Alone binder (sign in/sign out for each shift)
- Universal Scan Card – allows access into home care offices / home care supply rooms in the city.
- Nursing Schedule (NRS) and any important attachments or safe visit plans relevant to your visits
- General PPE (gloves, masks, bed bug kits) – gather as needed.

### **NURSING RESOURCE COORDINATOR (NRC) and AFTER-HOURS NURSE:**

At HCCSO, Monday to Friday, 0830-1645, there is a centralized NRC scheduled (NRCs: Marifel Guinto-Lazaro and Bi Na Wong, Rm 113). For the early and late evening shifts, the After-Hours Nurse will support questions specific to nursing care.

If you need nursing support – specific to nursing care – consider these resources:

- Home Care [Nursing Procedures Manual](#) (you can access/review procedures at HCCSO computer)
- Nursing Skills Online; must be downloaded on your personal phone
- Nursing Resource Coordinator/ After Hours Nurse at HCCSO: 204 940 3100 (Option 1, Option 2)
- HCCSO Quick Reference Guide – Direct Service Nurses – [Who to Call?](#) (can be helpful)

**SICK OR UNPLANNED ABSENCE:** Contact HCCSO: 204 940 3100; [PTNT process](#).

**OVERTIME:** The Centralized NRC or the Shift Supervisor must approve additional hours and sign/verify hours using the [Shared Health Shift Adjustment Form](#).

**END OF SHIFT:** Once your shift is over, you will return to HCCSO:

- Submit your NRS / Attachments (indicate mileage for the day, ie 25 km and circle it)
- Sign Working Alone Binder; return Universal Scan Card
- If OT – have paid hour adjustment signed
- Record mileage on Shared Health mileage form to submit to your timekeeper

**AVAILABLE SHIFTS:** Available shifts are posted on SHIFT LINKS / [Posting and Awarding Calendar](#)

Thank you for supporting Home Care Nursing!