

# **Exceptional Experiences • Extraordinary People • Engaging Partnerships**

London Health Sciences Centre (LHSC) is a professional, scholarly academic community where students can maximize learning and join in the spirit of inquiry, while acquiring, practicing, and refining skills for their future roles in health care. We value relationships founded in trust, respect and collaboration and look forward to our shared journey, which we hope you find is a positive learning experience.

In order to ensure a safe and healthy environment for patients, staff and students, LHSC has established guidelines for placements at the hospital. This document has been prepared as a summary in order to help you plan ahead for a smooth start to your experience with us.

#### Important Notes:

In keeping with its responsibility for patient care, education and research, LHSC reserves the right to intervene in any instance where a student may be functioning in a manner considered by LHSC to be potentially dangerous or harmful to the well-being of the patient(s) or contrary to LHSC philosophy, objectives, policies, procedures, rules, or regulations. If in the reasonable opinion of LHSC's authorized person a student's behaviour is unacceptable, LHSC has the exclusive right to suspend or terminate the placement.

Students, before or during their placement, who are diagnosed with a medical condition that could pose a risk to themselves or others (i.e. injury that requires the use of an assistive device, an allergy, immune-compromised status, psychological or emotional based illnesses, etc.) should contact the School for their fitness to be on placement to be assessed and to address any accommodation issues.

In this document, 'LHSC Supervisor/Preceptor' refers to your LHSC contact regarding placement arrangements. For Nursing students coming to LHSC in clinical groups, your contact is your School Clinical Instructor.



## ONCE YOUR PLACEMENT IS CONFIRMED

- Contact your LHSC Supervisor/Preceptor or School Clinical Instructor (Nursing) to confirm your placement schedule and determine other placement details. Your LHSC Supervisor/Preceptor also needs contact information for your school liaison that will be supporting the learning experience.
- □ If you are completing research at LHSC, or using LHSC patient data for research, your LHSC Supervisor/Preceptor must consult with Lawson Health Research Institute (685-8500 ext. 77998).
- Obtain the LHSC Online Orientation & Registration username & password from your School or LHSC Supervisor /Preceptor, as applicable.

Review the **Pre-placement Requirements** (listed below) carefully in order to ensure a smooth placement process, including a timely start date.

TIP: Start working on the health and criminal screening requirements immediately, as these both can take some time to complete!

PRE-PLACEMENT REQUIREMENTS- STUDENT PLACEMENT			
	Requirement	LHSC Notes:	Your Notes:
	Health Requirements	See Appendix 1 Ensure that you fulfill all of the health requirements and have documentation prepared.	
	Criminal Screening	See Appendix 2 Ensure that you obtain the <u>appropriate</u> criminal screening documentation.	
	LHSC Online Orientation & Registration: http://www.lhsc.on.ca/priv/nonmedic/orientation.htm	<b>Username and password required for access</b> This is your corporate orientation; department specific orientation will be conducted by your placement area.	
	WSIB (Ontario school) <u>or</u> Student Workplace Injury Insurance (Other)	See Appendix 3	
	Certification with Ontario Regulatory Body (if applicable)	Advanced regulated health profession placements (post-basic and out of province students) in which <b>controlled acts</b> are performed will require proof of registration with the applicable regulatory/professional body. If applicable, have documentation available.	



# PRIOR TO THE PLACEMENT START DATE

## 1) Pre-Placement Requirements

Minimum of <u>3 weeks</u> prior to start date:	Online Orientation & Registration	Complete all of the orientation modules in Part 1 and the Registration Form in Part 2.	
Minimum of <u>2 weeks</u> prior to start date:	Criminal Screening	minal ScreeningSubmit documentation to LHSC Student Affairs (see Appendix 2), after completing the Online Orientation & Registration.Instructions for submitting police record checks to Student Affairs: Original copies of police record checks must be seen by Student Affairs. The original can be	
		viewed and a copy submitted. <b>NOTE</b> : Bring the original document <u>and</u> a copy to Student Affairs if you wish to retain your original document. If you do not bring a copy, the original document will be kept by <u>Student Affairs</u> .	
		<b>Office Hours:</b> Monday, 1-3pm; Tuesday, 8am-10am; Wednesday, 10am-noon <b>Location:</b> Room B318, Nurses Residence/Education Building (come in Entrance 8), South Street Annex, 373 Hill Street, London, N6A 4G5	
	Health Requirements	Work with your School regarding health requirements documentation. Your School must be able to provide the Hospital with information regarding your health and immunization status, when requested by the Hospital*. (* <b>High School Co-op</b> <u>only</u> : A copy of your signed N95 Exemption form is kept on file by your LHSC Supervisor/Preceptor.)	
	WSIB/Workplace injury insurance	Check with your School to ensure arrangements have been made.	
	Proof of Registration (if applicable)	Provide proof to your School. Your School must be able to provide the Hospital with proof of registration, if requested by the Hospital.	



## NON-MEDICAL STUDENT REQUIREMENTS

#### 2) Program/department-specific orientation

Ask your LHSC Supervisor/Preceptor or School Clinical Instructor (Nursing) about the specialized orientation specific to your placement area. This will include emergency safety procedures and your responsibilities in the event of an emergency.

#### 3) Parking

A parking card can be purchased by students whose placements last for an extended period. This service is provided at the same rates as for employees. Arrangements can be made through the Parking Office. Please note that an initial deposit is required and refunded when the parking card is returned at the completion of your placement. Parking for South Street Hospital can be arranged at Victoria Hospital.

Parking Office- **University Hospital** West Parking Garage (Visitor Parking- building beside the hospital), Main Level Ext. 32446 Hours: *Mon-Sun, 24hrs/day*  Parking Office- **Victoria Hospital** PG – L105A, Parkade (Building closest to the London Regional Cancer Centre) Ext. 53078 Hours: *Mon-Fri, 7:30am - 5pm* 

#### 4) Lockers

Lockers or space for storing personal items is available, as space permits. It is advisable that valuables or large sums of money not be brought to the workplace. If this is unavoidable, please ensure they are secured in a safe place. LHSC does not accept responsibility for the loss of personal items. For locker arrangements, ask your LHSC Supervisor/Preceptor or School Clinical Instructor (Nursing) to contact Customer Support.

Customer Support- **University Hospital** Basement, Room: CLL-102 (Turn right off public elevators) Hours: *Mon-Fri, 7am-4pm*  Customer Support- Victoria Hospital Westminster Tower (Zone E), 1st floor, Room: E1-500 Hours: *Mon-Fri, 7am-4pm* 

#### 5) Footwear Requirements

All personnel at LHSC are required to wear footwear suitable to the task that they are performing.

- 1. Office- Footwear that offers proper support to perform any required duties. Closed toe and heel are preferred.
- 2. Laboratory- Closed toe and heel that offers protection from biological and chemical hazards.
- 3. Clinical/Production- Footwear must be closed toe, unless a more restrictive standard has been implemented.
- 4. Maintenance/Loading Dock- CSA approved Safety footwear

Ask your LHSC Supervisor/Preceptor or School Clinical Instructor (Nursing) about appropriate footwear for your placement area.

#### 6) Special Apparel

You may be required to wear a uniform, lab coat or some other safety item/device (for example work boots, goggles, hair net). In most instances, it is your responsibility to provide and clean your apparel; however if you are placed in special units where uniforms and/or safety items or devices are provided to staff, this privilege is extended to you. Ask your LHSC Supervisor/Preceptor or School Clinical Instructor (Nursing) if you have any questions.



## **OTHER IMPORTANT INFORMATION TO KNOW PRIOR TO PLACEMENT**

#### 1) Policies and Procedures

As outlined in the online orientation and covered in your specialized orientation, LHSC's policies and procedures are accessible to students in each department and patient care and research area. You are expected to follow LHSC's rules and regulations at all times.

#### 2) Access

If you are granted access to any corporate applications or databases that hold patient information, you will be held accountable for all work done under your password and user ID. Do not disclose your password and user ID to anyone or use your user ID and password to give access to any other person. Only access the information that is required for you to perform your duties; you may not access your own health record, or that of your family or friends (you may only access your own health record by contacting Health Record Services). Audits are completed by the Privacy office to ensure compliance with appropriate access policies.

#### 3) Harassment and Discrimination

LHSC is committed to ensuring a work environment that is free from harassment and discrimination. Any comments, claims or incidents will be investigated according to hospital policy.

#### 4) Emergency Health Care

Emergency health care is available through Occupational Health and Safety Services if you become ill or injured while on LHSC premises. <u>All incidents</u> and/or injuries will be reported to your LHSC Supervisor or School Clinical Instructor, who follow the required procedures as per hospital policy. In the event that you become ill or injured while on your placement, the LHSC incident reporting guidelines need to be followed in order to notify LHSC Occupational Health and Safety Services (OHSS). <u>LHSC OHSS will advise your school representative</u>. Any student who has a known or probable workplace exposure to an infectious disease (ie. blood or body fluids of a patient, measles, pertussis, meningitis etc.) should follow the established OHSS protocols for follow up.

#### 5) Infectious Illness or Disease

Contact OHSS for clearance to return to your placement if you have been off due to an infectious illness or you have been in contact with someone with an infectious disease and you have concerns about your ability to be on placement.

#### 6) Fragrance Free Policy

Any product that emits a noticeable scent, including but not limited to: perfume, cologne, after-shave product, hair care products (hair spray, gel, mousse, hair conditioners and shampoos), body sprays, soaps, lotions/creams, alcohol hand rubs( NON- LHSC), powders, deodorants/antiperspirants, should not be worn at any time.

#### 9) Use of Cellular Phones and Other Wireless Technologies

London Health Sciences Centre (LHSC) discourages the use of cellular phones within the hospital. Except for designated (posted) areas, LHSC prohibits the use of cellular phones and other wireless technologies inside any of its buildings or in close proximity to any patient using a medical device. Designated areas include cafeterias, lobbies and private offices. Restrictions on wireless technologies apply to patients, visitors, staff and



## NON-MEDICAL STUDENT REQUIREMENTS

hospital affiliates. A cell phone should never be operated closer than one (1) meter to a medical device. For further information, contact the Biomedical Engineering Safety Officer (519-685-8500 ext. 35216).

#### 10) Acceptable Use of Information Technology Resources

Information Technology Resources are corporate resources owned by London Health Sciences Centre (LHSC). These resources are made available to staff and affiliates to conduct the business of the organization, i.e., for patient care, research, educational and administrative purposes. Personal use of Information Technology Resources for functions outside an individual's role should be minimized and should not interfere with the operations and/or policies of the program or organization; and the use must be acceptable. Confidential, business or patient-related information should never be transmitted to external sites or servers that are not secure. For further information, contact the Help Desk (519-685-8500 ext. 44357).

#### 11) Library Services

Library services are available to students. For on-line resources and subject librarian information, please visit: <u>http://www.wohkn.ca/lhsclibrary</u> from an LHSC-networked computer.

#### 12) Pre-Placement Requirement Documentation

If any pre-placement requirement documents expire during the course of your placement, you are responsible for updating them and responsible for any associated costs with doing so. Updated criminal screening documentation must be submitted to Student Affairs prior to the expiry date (OESC ID card has an expiry date on the card; police record checks expire one year from the date of the record check completion).

# FIRST DAY OF PLACEMENT

#### 1) Contact information

Be sure to exchange contact information (i.e. phone number and email address) with your LHSC Supervisor/Preceptor or School Clinical Instructor (Nursing). From time to time you may need to communicate with each other outside your standard placement schedule regarding weather or transportation delays, illness, scheduling changes, etc.

#### 2) Photo identification

Student photo identification will be visibly worn when at LHSC. Customer Support (University Hospital and Victoria Hospital) can provide you with a plastic sleeve, in which a student identification card may be placed and can be attached to a lanyard. If your school does not provide photo identification such as a student card, collaborate with your LHSC Supervisor/Preceptor or School Clinical Instructor (Nursing) who will contact LHSC Customer Support to make arrangements.



# Prior to the commencement of the placement, it is the student's responsibility to obtain immunizations/blood work and TB tests and/or documentation as required.

#### TUBERCULOSIS SURVEILLANCE

You must have documentation of at least 1 previously negative 2-step TB skin test. Prior to placement, if one of the tests has not been completed within the past 12 months, you require an additional single TB test. If you have documentation of a single negative TB skin test within the past 12 months, then you should receive an additional single TB test. If you have never been tested, or do not have documentation of a previously negative 2-step, then a 2-step TB test will be given.

For positive TB test reactors, a chest x-ray, current within the last 12 months is required and a copy of the x-ray report is required. Anyone with a confirmed positive TB test and who has not received counselling or advice concerning prophylactic treatment, should be referred for an expert consultation by their treating practitioner. In addition, those who have received counselling or advice concerning prophylactic treatment should provide a copy of their consult note.

If a student has a TB contact while at LHSC or St. Joseph's, surveillance by LHSC or St. Joseph's will include TB skin testing at time of exposure and 3 months thereafter.

IMMUNIZATION STATUS- Vaccination Requirements: You will need proof of being vaccinated or if applicable, proof of blood work titres to confirm your immune status.		
Hepatitis B	It is strongly recommended that all health care workers receive a course of Hepatitis B vaccine. For your protection, it is important to obtain a Hepatitis B antibody titre following immunization to ensure that you are adequately protected. If you have been vaccinated then you must provide laboratory report of your antiHbs level. This is in case you are exposed to blood or body fluids. We need this Information in order to understand the appropriate course of action to take in managing your exposure.	
Influenza	Between October 1 and March 31, all students are required to be vaccinated with the recommended influenza vaccine(s) in order to be <u>considered fit to be on placement</u> . It generally takes 14 days from the date a person is vaccinated, for the person to become protected.	
	If the vaccine(s) is/are available, students must be vaccinated <u>prior</u> to their placement commencing. The vaccine must be received no later than 14 days prior to placement commencing. Any students who are not yet on-site at the time the vaccine is made available should be going to the public clinics or their own care provider before their placement commences and not waiting until they are on placement.	
	If the vaccine(s) is/are not available prior to the start of placement, it is expected all students will receive the vaccine as soon as possible, and no later than 3 weeks, from when it becomes available.	
	If the vaccine(s) become(s) available during the time they are on placement, students can receive vaccines at one of the clinics offered at LHSC. Occupational Health & Safety Services will offer vaccines to students <b>on-site for placement at the time the vaccine is made available</b> , and will be offered according to the vaccination schedule for employees in the applicable area.	



# NON-MEDICAL STUDENT REQUIREMENTS <u>APPENDIX 1- Health Requirements</u>

	All students should ensure that proof of influenza vaccination is retained and a copy of the documentation submitted to a school representative.	
	School Clinical Instructor, or other School cont issues can be addressed.	lication to receiving the vaccine shall notify their School Placement Coordinator, act (as applicable) prior to commencing placement so that any accommodation
Meningitis Vaccine	If you are a Medical Laboratory Sciences/Technology (MLT) student doing a placement in Microbiology you should receive the Meningitis Conjugate Vaccine that protects you from sub-types A, C, Y and W135.	
Mumps	You require 2 doses of mumps containing vaccine with the dose being given on or after your 1 <sup>st</sup> birthday and the second dose given at least 4 weeks from the first dose OR laboratory evidence of immunity.	
Red Measles	You require 2 doses of measles containing vaccine with the first dose being given on or after your 1 <sup>st</sup> birthday and the second dose given at least 4 weeks from the first dose <u>OR</u> laboratory evidence of immunity	
Rubella You require 1 dose of rubella containing vac		<b>ccine</b> , given on or after your 1 <sup>st</sup> birthday OR laboratory evidence of immunity.
Tetanus/Diphtheria	s/Diphtheria Recommended every ten (10) years. If it is more than ten (10) years since your last booster, it is recommended you be vacci If you have not yet received a 1 time adult or adolescent dose of Tetanus/Diphtheria/Pertussis, you should receive this insteat the Tetanus/Diphtheria (See below for further information).	
Tetanus/Diphtheria/ Pertussis (Tdap)You require a one time dose of Tetanus/Dipht		heria and Acellular Pertussis booster.
Varicella (Chickenpox)		
N95 FIT TESTING		
Students must be respirator mask fit tested <b>prior</b> to clinical placement		Exceptions:
	<u>documentation of the N95 Respirator on</u> <u>a fit</u> (must be readily available if needed placement).	<b>1. International Students</b> can access LHSC's Fit Testing Services and can arrange fit testing by contacting LHSC Occupational Health and Safety Services at 519-685-8500 extension 77707.
Acceptable N95 Respirators for testing are: <b>3M 1860S</b> , <b>3M 8210</b> , <b>3M1870/9210</b> . The fit testing must be <b>within two years</b> of the date of the clinical placement period.		<b>2. High School Co-op Students</b> are exempt from N95 fit testing. The student and his/her LHSC Student Placement Supervisor must sign the High School Co-op N95 Exemption Form (available through Student Affairs).



# Frequently Asked Questions Answers from Occupational Health and Safety Services

	Question	Answer	
1	Where can I go to obtain documentation (proof) of my previous immunization, Tb testing & serology?	<ul> <li>Family doctor, medical school records, student health services, public health unit where you attended school.</li> <li><u>Health documentation (proof) may include</u>: <ul> <li>vaccination records from yellow immunization cards;</li> <li>notes from physician's offices;</li> <li>immigration records;</li> <li>Public Health Unit Records;</li> <li>electronic immunization records (provided they are signed off by a physician or nurse);</li> <li>laboratory testing (titres)</li> <li>Student Health Records</li> </ul> </li> </ul>	
2	Should I complete all my health requirements prior to the commencement of my placement?	Yes!	
3	Where can I get my immunization updated and/or TB skin testing done ahead of time, or before my start date?	Family doctor, student health services, public health unit	
4	Where do I go if I require help in completing my health screen requirements?	Family doctor, student health services, public health unit	
5	Why is the Hepatitis B Vaccine Series strongly recommended?	Hepatitis B is a viral infection. It can be spread by unprotected contact (not wearing appropriate gloves, masks, eye protection) with an infected person's blood and or body fluids.	
6	Why is it important that once I complete a Hepatitis B series that I have my antibody levels (Anti-HBs) levels checked?	In order to ensure you are protected (immune), you should have your antibody level assessed (antiHBs) by having a blood test done. If you have never had your anti-HBs levels tested and are exposed to a patient who is considered infectious (infected with Hepatitis B), or the source (where the blood or body fluid came from) is unknown, it may be recommended that you receive a prophylactic treatment of HBIG (Hepatitis B Immune Globulin). HBIG is a series of injections. The amount and timing of injections is dependent on various factors like body weight and the number of Hepatitis B vaccine doses previously received and whether or not the individual is considered a non seroconvertor. HBIG contains antibodies to protect against Hepatitis B infection.	



# NON-MEDICAL STUDENT REQUIREMENTS <u>APPENDIX 1- Health Requirements</u>

	Question	Answer
		In addition: In some rare cases individuals who complete the recommended series of Hepatitis B vaccine do not acquire a high enough or protective antiHBs level. They are referred to as a nonseroconvertor. If they become exposed to the blood and body fluid of an infected patient, it could be recommended they receive HBIG in order to protect them from infection. Therefore, it is important that you be aware and informed about your Hepatitis B immune status, so that if you are a non seroconvertor, you know to seek timely medical attention if you are exposed to blood or body fluids.
7	Do the Measles, Mumps, and Rubella vaccines have to be given as a combination vaccine, or can you receive individual doses?	Although the requirements are listed separately, it is important to remember that to meet the requirements for Measles, Mumps, and Rubella, there must be documentation to support the administration of 2 doses (at appropriate time intervals) of MMR vaccine. Some individuals may have received individual doses or red measles or rubella vaccine depending on where and when they were born. It does not matter if it was individual vaccines or a combination vaccine as long as they add up to the correct amount of doses that are needed in order to meet the requirements.
8	Why do I need to have the influenza vaccine as soon as it is made available?	It takes 14 days for the influenza vaccine to create enough antibodies to protect you from the influenza virus. This protection is important because it lessens the chances you will get sick and pass on the influenza virus to others; it is important for your health, and the health of vulnerable patients you will be in contact with. We ask that you get vaccinated as soon as the vaccine is available to you so that you are protected <u>before</u> influenza circulates in the community.
9	What is N95 Fit Testing?	Anyone with a requirement to wear an N95 respirator, due to their job duties, must complete a Fit Test prior to wearing/using the N95 respirator as mandated by the Ministry of Health and Long Term Care. All non-medical students on-site for placements at LHSC must complete N95 fit testing.



## NON-MEDICAL STUDENT REQUIREMENTS Appendix 2- Criminal Screening

You must be able to show a current (ie. less than 12 months old) criminal screening document in order to begin placement, and must retain current criminal screening for the duration of the placement and renew annually, as applicable. Any costs associated with meeting this requirement are the responsibility of the student. LHSC may, in its sole discretion, choose to disallow any student from participating in a practicum placement based on the results of the criminal screening.

	Under 18 Years of Age:	18 Years of Age and Over:
Document Required:	Police Records Check (Vulnerable Position Screening can not be conducted for individuals under 18 years of age)	OESC ID Card (if eligible)**
How to obtain:	From your local Police Service	From Ontario Education Services Corporation (OESC). Go to <u>http://www.oesc-cseo.org/English/checks.html</u> and review the information carefully. Contact OESC to confirm processing time or for more information about the ID card.
When to submit:	After you complete the LHSC Online Orientation & Registration	After you complete the LHSC Online Orientation & Registration
How to submit:	In-person to the office of Student Affairs* <b>Office Hours:</b> Monday, 1-3pm; Tuesday, 8am-10am; Wednesday, 10am- noon <b>Location:</b> Room B318, Nurses Residence/Education Building (come in Entrance 8), South Street Annex, 373 Hill Street, London, N6A 4G5	Via email to <u>CriminalScreening@lhsc.on.ca</u>
	*Bring the original and a copy if you wish to retain the original	

\*\*If you fit the OESC criteria for having OESC process your record check, you must obtain an OESC ID card. If you are not able to obtain your record check through OESC due to their restrictions on eligibility (ie. you were born before their 'cut-off date' for eligibility), then you will obtain a Police Records Check & Vulnerable Position Screening from your Local Police Service. When completing the request for Vulnerable Position Screening, note on the application that you are working in an area where there are children and/or vulnerable persons. Follow the instructions for submitting a police record check to the office of Student Affairs.

Note: If needed, police record checks will be reviewed by LHSC Security Services and Risk Management and may be subject to adjudication by the Ontario Education Services Corporation (which could take several weeks).

For use with Local Police Services who require proof of the LHSC criminal screening requirement: Complete the following and provide this document to them as proof of the police record check/vulnerable sector screening requirement for placement.

Placement Start Date: Placement End Date:

Name: \_\_\_\_\_



### NON-MEDICAL STUDENT PLACEMENT REQUIREMENTS Appendix 3- WSIB/ Workplace Injury Insurance

As a student you may be entitled to compensation, medical aid and loss of earnings benefits if you become injured or ill during your placement. It is important to confirm, before you start your placement, if WSIB coverage is provided by the Ministry of Colleges, Universities and Training (schools within Ontario) or if provincial or private Student Workplace Injury Insurance coverage has been arranged (schools outside of Ontario).

WSIB Coverage <i>(Ontario)</i>	There are two processes for ensuring WSIB coverage is in place for your placement. Check with your School regarding which process they follow:
	1) Original process A Work Education Placement Agreement (WEPA) is required <u>before</u> you start your placement to confirm if WSIB coverage is provided by the Ministry of Training, Colleges, and Universities. The WEPA is initiated by your School. The form is completed in full and the required signatures obtained from you, your School representative, and the LHSC WSIB Specialist* before you start your placement. If you have the WEPA, give the form to your LHSC Student Placement Supervisor/Clinical Instructor who will send the WEPA to the LHSC WSIB Specialist* to ensure that a final copy is sent to all parties. If you do not have the WEPA, confirm with your school that it has already been submitted to the LHSC WSIB Specialist. Please note that where the WEPA references 'training supervisor', this refers to your assigned LHSC Student Placement Supervisor/Preceptor and not LHSC Student Affairs.
	<u>OR</u>
	2) Alternate process (if your school has permission from the Ministry) If your school gives you a document that must have an LHSC signature, that document has to be sent to the LHSC WSIB Specialist*. Give the form to your LHSC Student Placement Supervisor/Clinical Instructor who will send the form to the LHSC WSIB Specialist*. In this case, it is only if an injury occurs that a Work Education Placement Agreement needs to be completed.
Workplace Injury Insurance (outside of Ontario)	Contact your school regarding these arrangements to ensure that coverage is in place prior to your placement. Your school must contact the LHSC WSIB Specialist* to provide validation of provincial or private coverage (as applicable).
	*LHSC WSIB Specialist: Troy Rosborough, Occupational Health and Safety Room A103, Nurses Residence, South Street Annex (373 Hill St., London, ON N6G 4A5) PH: 519-685-8500 ext. 76594; Fax: 519-667-6753; Email: <u>Troy.Rosborough@lhsc.on.ca</u>