



TITLE

JOB SHADOWING

SCOPE

Provincial

DOCUMENT #

1155

APPROVAL AUTHORITY

Corporate Services Human Resources Executive Committee

INITIAL EFFECTIVE DATE

July 15, 2014

SPONSOR

People, Legal and Privacy

REVISION EFFECTIVE DATE

March 3, 2017

PARENT DOCUMENT TITLE, TYPE AND NUMBER

Not applicable

SCHEDULED REVIEW DATE

March 3, 2020

NOTE: The first appearance of terms in bold in the body of this document (except titles) are defined terms – please refer to the Definitions section.

If you have any questions or comments regarding the information in this document, please contact the Policy & Forms Department at policy@ahs.ca. The Policy & Forms website is the official source of current approved policies, procedures, directives, standards, protocols and guidelines.

OBJECTIVES

- To set out the requirements for **job shadowing** within Alberta Health Services (AHS).

PRINCIPLES

Alberta Health Services is committed to supporting job shadowing opportunities. Job shadowing is typically a one-day opportunity, although additional days may be granted at the discretion of the applicable **manager**. Job shadowing is strictly an observational activity and job shadowers are not to provide any services to AHS patients or clients. Interactions with AHS patients or clients should be limited.

Approval for job shadowing is subject to the needs and constraints of the applicable AHS program/service area(s). The applicable manager (or designate) may end an observational experience in the event it disrupts AHS services.

APPLICABILITY

Compliance with this document is required by all Alberta Health Services employees, members of the medical and midwifery staffs, Students, Volunteers, and other persons acting on behalf of Alberta Health Services (including contracted service providers as necessary). Applicable collective agreements, Non-Union Exempt Employees Terms and Conditions of Employment, or written employment contracts take precedence in the case of a conflict with this policy.

ELEMENTS

1. Requests for Job Shadowing

- 1.1 Requests for job shadowing opportunities are submitted in writing to the applicable manager of the AHS program/service area. Requests should include

the objectives, expectations, and proposed date and time for the observational experience.

- 1.2 Requests are considered by the applicable manager on an individual basis. The decision of whether to approve a request is based on:
- a) AHS operational needs and constraints;
 - b) potential risks to patients/clients/job shadowers;
 - c) impact on **AHS representatives**;
 - d) AHS representatives' willingness, availability, and interest in providing supervision;
 - e) environmental factors;
 - f) workplace health and safety issues;
 - g) confidentiality of information;
 - h) patient/client privacy; and
 - i) patient/client consent.

2. Immunization Requirements

- 2.1 Job shadowers will have the appropriate immunization to protect against the risk of communicable disease transmission. Immunization/proof of immunity against rubella is mandatory, in accordance with applicable legislation. Immunization is strongly recommended against hepatitis B, measles, mumps, varicella (chickenpox), seasonal influenza, polio, pertussis (whooping cough), tetanus, and diphtheria. Proof of other immunization/immunity may be required, subject to unit-specific requirements.
- 2.2 Proof of required immunization/immunity will be provided to the applicable manager (or designate) prior to the commencement of an observational experience. Requests for observational experiences may be declined when proof of required immunization/immunity is not provided.

3. Privacy and Confidentiality

- 3.1 In addition to the *Consent, Release of Liability & Confidentiality Agreement* provided on the *Job Shadow Request* form which contains the *Consent, Release of Liability & Confidentiality Agreement*, **Internal job shadowers** are not required to submit a new *Confidentiality and User Agreement*.
- 3.2 **External job shadowers** will complete and sign the *Job Shadow Request* form.

- 3.3 If the applicable manager has approved a job shadow to extend beyond five (5) working days (38.75 hours), the manager will ensure that the external job shadower has completed AHS privacy education requirements (Information & Privacy and IT Security & Compliance Awareness Video and online Learning Module) prior to commencement of the extended observational experience. **Internal job shadowers** are not required to submit a new *Confidentiality and User Agreement*.
- 3.4 When the job shadower is a minor (under 18 years of age), his/her legal guardian signs the *Job Shadow Request* form.

4. Criminal Records Checks

- 4.1 Satisfactory criminal record checks dated no more than 90 days prior to the commencement of an observational experience are required for external job shadowers requesting an observational experience lasting more than five (5) business days (38.75 hours) in total.

5. Orientation and Supervision

- 5.1 Informed consent from all affected parties, which includes, patients, clients, family members, other AHS representatives, must be obtained prior to a job shadower entering clinical or patient care areas. All affected parties have the right to deny job shadowers observing services as they are being provided.
- 5.2 Applicable managers will designate an AHS representative to supervise the job shadower for the duration of the observational experience.
- 5.3 Students, volunteers, and contracted service providers are not permitted to supervise job shadowers.
- 5.4 Applicable managers will ensure that both the job shadower and the designated AHS representative understand that job shadowing is an observational activity and that the job shadower is not permitted to provide any services or to have any direct interaction with patients/clients/family members, in the course of the observational experience.
- 5.5 The designated AHS representative must supervise the job shadower at all times during the observational experience and ensure he/she does not compromise the safety or security of any person.
- 5.6 Job shadowers will be issued with name tags identifying them by name and their status as job shadowers. The name tags must be worn and be clearly visible at all times while in AHS facilities.

DEFINITIONS

AHS representative means an employee, member of the medical or midwifery staff, student, volunteer, contracted service provider, or other individual authorized to represent AHS.

External job shadower means an individual not currently employed by AHS who has been permitted the opportunity to observe the daily work of individuals within AHS.

Internal job shadower means an individual currently employed by AHS who has been permitted the opportunity to observe the daily work of individuals within AHS.

Job shadowing means the opportunity to observe the daily work of individuals within AHS.

Manager means the individual(s) who has the delegated human resource authority for directly planning, monitoring, and supervising direct (employee) reports.

REFERENCES

- Alberta Health Services Governance Documents:
 - *Access to Information (Physical, Electronic, Remote)* (#1105)
 - *Collection, Access, Use, and Disclosure of Information* (#1112)
 - *Consent to Treatment/Procedure(s)* (#PRR-01)
 - *Information Technology Acceptable Use* (#1109)
 - *Records Management* (#1133)
 - *Records Retention Schedule* (#1133-01)
 - *Recruitment and Employment Practices* (#1116)
- Alberta Health Services Forms:
 - *Job Shadow Request* (#19671)
 - *Confidentiality and User Agreement* (#07922)
- Alberta Health Services Resources:
 - *Code of Conduct*
 - *Information & Privacy and IT Security & Compliance Awareness Video and online Learning Module*
 - *Job Shadow Frequently Asked Questions*
 - *Manager's Guide to Internal Staff Job Shadow*
 - *Workplace Health and Safety Management System*
 - *Career Exploration: Job Shadow* (for internal job shadowers only)
- Non-Alberta Health Services Documents:
 - *Protection for Persons in Care Act* (Alberta)
 - *Public Health Act* (Alberta)

VERSION HISTORY

Date	Action Taken
March 03, 2017	Non-substantive change