



911 NURSES GTA

Travel and Safety Guide for Clinical Staff



Contents

2. Communication & Check-Ins	4
4. Safety Tips	5
5. Professionalism & Representation	5
6. Payroll & Financial Clarity	6
7. Quick Problem-Solving Flow	6
Key Internal Contacts	6
Mental Health Support Resources by Province	8
National Resources	8
Alberta	8
British Columbia	8
New Brunswick	8
Newfoundland and Labrador	8
Nova Scotia	9
Ontario	9
Prince Edward Island	9
Quebec	9
Saskatchewan	9
Strategies for Supporting Well-being and Mental Health	9
Pre-Assignment Preparation	9
During Assignment	10
Post-Assignment Support	10
Additional Support Strategies	10
Emergency Contacts	10
Occupational Health & Safety (OHS) Incidents	10
Examples of Reportable Incidents	11
Post-Incident Support & Return-to-Work	11
Reporting Timeline	11
First-Shift Checklist	11
Housing Escalation Process	12



Feedback & Continuous Improvement	12
Right to Refuse Unsafe Work	13
Emergency Response & Facility Contacts	13
Infection Prevention & Control (IPAC)	13
Workplace Violence & Harassment Prevention	14
Fire Safety & Emergency Codes	14
Shift Check-In & Badge Access	14
WHMIS & Hazardous Materials	14
Agency Resources	14
Long-Distance Driving Safety Guide	14
Quick Pre-Drive Checklist	15
Master Reference Guide for Travel & Safety	15
Master Reference Guide for Travel & Safety	16



911 Nurses GTA

Before departing for your assignment, ensure you are fully ready with the following:

Required Documents

Bring both **digital and printed copies** of all key documents to avoid issues if you lose internet or your phone battery dies. This should include:

- ☐ Your nursing license and proof of registration in the province of assignment.
- ☐ A valid Criminal Record Check or Vulnerable Sector Check (as required by facility).
- ☐ Your signed contract from 911 Nurses GTA, showing assignment dates and pay rate.
- ☐ Facility onboarding documents, including any completed e-learning modules or checklists.
- ☐ Blank timesheets and the Missed Break & Overtime Authorization Form, so you can log hours properly.

Packing List

Pack for practicality and comfort. Consider bringing:

- ☐ **Uniform & Scrubs:** At least 3–5 sets so you are never caught without a clean set during long stretches.
- ☐ **Shoes:** Comfortable, closed-toe shoes that support standing for long hours. Bring a backup pair if possible.
- ☐ **Stethoscope & Tools:** Personal stethoscope, penlight, watch with a second hand, and any specialty tools you need.
- ☐ **PPE:** If required, pack masks, goggles, gloves, or gowns (or confirm if facility provides these).
- ☐ **ID & Essentials:** Government-issued ID, health card, credit/debit card, and any necessary medications.



☐ **Extras:** A refillable water bottle, healthy snacks, and a small notebook for taking notes during orientation.

Accommodation Details

Before you leave, confirm all logistics for where you will stay:

Check-in/Check-out: Ensure you know exact times and have confirmation numbers.

Wi-Fi & Utilities: Ask if Wi-Fi is included and get the password ahead of time if possible.

Parking & Access: Clarify whether parking is available and if there are codes, fobs, or keys required.

Safety: Familiarize yourself with the neighborhood and nearest hospital/clinic in case of emergencies.

Flight Details

Give yourself extra buffer time for travel to avoid stress:

Double-check flight times and gate numbers the day before you travel.

Carry your booking reference and ID in an easy-to-access place.

Download your boarding pass to your phone and/or print a paper copy.

If delayed, missed, or rebooked, immediately email your travel coordinator or call **6472047233** so the team can assist and notify the facility if needed.

2. Communication & Check-Ins

Day 1 Check-In

- As soon as you arrive at your accommodation and are safely settled, **notify the travel team** by email or text.
- Confirm the following in your check-in message:
 - That you have arrived safely
 - The name of the facility and accommodation where you are staying
 - Any issues with your travel, housing, or schedule
- This step helps us ensure you are safe, have no barriers to starting your first shift, and that facility managers know you are ready to report.



Weekly Check-Ins

- You will receive a short call, text, or email from the 911 Nurses GTA team **once per week** to check on your well-being.
- Use these check-ins to report:
 - Any challenges you are facing on assignment
 - Concerns about scheduling, workload, or safety
 - Requests for additional support, accommodations, or mental health days
- If you cannot respond right away, reply as soon as possible so we know you are well.

Emergency Contact Procedure

- For urgent matters — such as missed flights, unsafe housing conditions, or critical incidents — **call 647-204-7233** and follow the menu to select the correct extension (Travel Team, Payroll, or Manager on Duty).
- If no one answers immediately, **leave a detailed voicemail** and follow up with an email.
- In true emergencies (threat to life, health, or safety), **call 911 first**, then notify the 911 Nurses GTA team.

4. Safety Tips

Always attend the facility orientation upon arrival and request a copy of the unit's safety plan so you are familiar with procedures and expectations. If you are leaving the facility late at night, request a security escort to ensure your safety. Any unsafe housing conditions or unsafe work environments must be reported immediately to manager@911nursesgta.com so they can be addressed without delay. In the event of patient aggression or other safety concerns on the unit, follow the facility's established protocols and notify the charge nurse right away.

5. Professionalism & Representation

You are an ambassador of 911 Nurses GTA. Please:

- Follow all facility policies and procedures.
- Maintain patient confidentiality and professionalism.
- Communicate respectfully with facility staff and patients.
- Report any issues through proper 911 Nurses GTA channels unless patient safety is immediately at risk.



6. Payroll & Financial Clarity

- Submit timesheets through the ClickUp Payroll Submission Form by the posted deadline.
- Pay is processed on regular payroll dates. For escalations, contact or khasimc@911nursesgta.com.
- Use the payrollhelp@911nursesgta.com email for general questions.

7. Quick Problem-Solving Flow

Issue	First Step	Next Step / Escalation
Travel Issue	Email the Travel Team or call 647207233	Call 647-204-7233 (monitored 24/7)
Payroll Issue	Submit timesheet through ClickUp Payroll Submission Form	Email payrollhelp@911nursesgta.com → escalate to jumalim@911nursesgta.com if unresolved.
Safety Concern	Inform the Charge Nurse immediately.	Notify manager@911nursesgta.com for follow-up, documentation, and corrective action.
Mental Health Crisis	Call your provincial mental health helpline (see page X).	Notify your manager or designated support contact so we can follow up with resources.
Education / Practice Question	Speak with the Charge Nurse or Manager on Duty.	Email education@911nursesgta.com for additional guidance or clarification.

Key Internal Contacts

Department	Contact Email	Phone
Newfoundland Travel Team	travel@911nursesgta.com	647-204-7233
NS Travel Team	ns@911nursesgta.com	647-204-7233



Flight and Accommodation	nsbookings@911nursesgta.com	647-204-7233
BC Travel Team	bcrequests@911nursesgta.com	647-204-7233
Ontario GTA Hospital Shifts	coordinators@911nursesgta.com	647-204-7233 ext 1
Ontario GTA LTC Shifts/Lines	coordinatorsltc@911nursesgta.com	647-204-7233 ext 1
Ontario Travel Assignments	on@911nursesgta.com	647-204-7233 ext 1
Recruitment Team	recruitmentsupport@911nursesgta.com, recruitment@911nursesgta.com	647-204-7233 ext 2
Payroll Inquiries	payrollhelp@911nursesgta.com	647-204-7233 ext 4
Payroll Issues Escalation	evettec@911nursesgta.com, khasimc@911nursesgta.com, jumalim@911nursesgta.com	647-204-7233 ext 4
Payroll Submission	<u>CLICK HERE</u>	
Nurse-Related Issues	education@911nursesgta.com	
Management Team for Operations	manager@911nursesgta.com, rstoddart@911nursesgta.com,	



Mental Health Support Resources by Province

As part of our commitment to your well-being, we have compiled this document to provide you with guidelines, resources, and strategies to support your mental health while working in isolated, rural areas or away from home. We understand the unique challenges you face as a travel health care professional and are here to offer the support you need.

National Resources

Wellness Together Canada: Free mental health and substance use support. Visit Wellness Together Canada or call 1-866-585-0445.

Canadian Mental Health Association (CMHA): Offers a variety of mental health programs and services. Visit [CMHA](#).

Alberta

Access Mental Health: Free, confidential mental health services. Call 1-877-303-2642.

Nurses' Hotline: 24/7 access to registered nurses for health advice. Call 811.

British Columbia

Here to Help: Resources for mental health and substance use. Visit Here to Help.

Mental Health Support Line: 24/7 support at 310-6789 (no area code needed).

Manitoba

Manitoba Farm, Rural & Northern Support Services: Free support for rural residents.

Call 1-866-367-3276.

Klinic Crisis Line: 24/7 support at 1-888-322-3019.

New Brunswick

CHIMO Helpline: 24/7 crisis intervention at 1-800-667-5005.

Tele-Care: 24/7 health advice. Call 811.

Newfoundland and Labrador

Mental Health Crisis Line: 24/7 support at 1-888-737-4668.

Bridge the gApp: Online mental health resources. Visit [Bridge the gApp](#).



Nova Scotia

Mental Health Crisis Line: 24/7 support at 1-888-429-8167.

Nova Scotia Health Authority: Mental health and addiction services. Call 1-855-9221122.

Ontario

ConnexOntario: Free, confidential health services information. Call 1-866-531-2600.

Good2Talk: 24/7 support for post-secondary students. Call 1-866-925-5454.

Prince Edward Island

Island Helpline: 24/7 support at 1-800-218-2885.

Mental Health and Addictions Services: Call 1-866-770-0588.

Quebec

Info-Social 811: 24/7 psychosocial support. Call 811.

Revivre: Support for anxiety, depression, and bipolar disorder. Call 1-866-738-4873.

Saskatchewan

Farm Stress Line: 24/7 support at 1-800-667-4442.

HealthLine 811: 24/7 health advice and support. Call 811.

Strategies for Supporting Well-being and Mental Health

Pre-Assignment Preparation

1. **Orientation and Training:** Comprehensive orientation and training on the specific challenges of your assignment location.
2. **Resource Awareness:** Detailed information about local and provincial mental health resources.
3. **Communication Plan:** Establish a regular communication plan with a designated contact person for ongoing support.



During Assignment

1. **Regular Check-Ins:** Scheduled check-ins with a supervisor or designated support person to discuss any challenges or concerns.
2. **Peer Support Groups:** Participation in peer support groups or online communities for shared experiences and support. 911 Nurses GTA host virtual sessions from time to time through a third party provide (check email regularly).
3. **Mental Health Days:** Allowance for mental health days to manage stress and prevent burnout.

Post-Assignment Support

1. **Debriefing Sessions:** Sessions to discuss your experience and provide emotional support.
2. **Continued Access to Resources:** Ensure ongoing access to mental health resources and support services.

Additional Support Strategies

1. **Mindfulness and Relaxation Techniques:** Use mindfulness, meditation, and relaxation techniques to manage stress.
2. **Physical Activity:** Regular physical activity to boost mood and overall well-being.
3. **Healthy Work-Life Balance:** Maintain a healthy work-life balance to prevent burnout and ensure mental health.

Emergency Contacts

- **Local Emergency Services:** Dial 911 for immediate emergencies.
- **24/7 Crisis Helplines:** Use the provincial crisis helplines provided above for immediate mental health support.

Occupational Health & Safety (OHS) Incidents

Your safety is our highest priority. If you experience a workplace injury, needlestick, blood or body fluid exposure, or any occupational health and safety concern, take the following steps:

First, prioritize your immediate safety. Remove yourself from harm and seek urgent medical care if necessary. Follow the facility's occupational health and safety policies,



complete any required incident reports, and notify the charge nurse or supervisor on duty right away.

After the immediate situation is stabilized, contact 911 Nurses GTA so we can support you and ensure proper documentation and follow-up. For urgent situations, call 647-204-7233 and ask for the Manager on Duty. For non-urgent concerns, email manager@911nursesgta.com so the incident can be logged and reviewed.

911 Nurses GTA follows all Occupational Health and Safety legislation and requirements in each province where you are deployed. This includes compliance with reporting timelines, workplace safety investigations, and ensuring that corrective actions are taken where necessary to protect you and your colleagues.

By reporting incidents promptly, you help us protect you, address hazards, and improve safety across all worksites.

Examples of Reportable Incidents

- Needle stick or sharps injuries
- Slips, trips, or falls
- Physical assault or verbal abuse from patients, staff, or visitors
- Exposure to hazardous substances or infectious materials
- Any injury requiring first aid, medical attention, or modified duties
- Bullying, harassment, or psychological harm at work

Post-Incident Support & Return-to-Work

Following an OHS incident, 911 Nurses GTA will follow up with you to ensure appropriate documentation is completed, assist with reporting to provincial authorities if required, and coordinate support for medical care or modified duties if needed. Our goal is to support your recovery, ensure a safe return to work, and prevent future incidents.

Reporting Timeline

All OHS incidents must be reported to 911 Nurses GTA within 24 hours of occurrence. Prompt reporting allows us to respond quickly, conduct any necessary investigations, and support your health and safety.

First-Shift Checklist

Your first shift sets the tone for your assignment. On Day 1, report to the facility on time and ask for the charge nurse or unit manager. Attend the facility orientation, review the unit safety plan, and confirm your schedule for the week. Familiarize yourself with unit



codes, access points, and location of emergency exits. Take note of any key contacts you may need, including the staffing office, occupational health, and security. This preparation will help you feel confident and ready.

Housing Escalation Process

If your housing is unsafe, unclean, or missing key amenities (such as heat, water, or security), contact 911 Nurses GTA immediately. During business hours, email manager@911nursesgta.com with photos and a clear description of the issue. For urgent after-hours concerns, call 647-204-7233 and follow the prompts to connect with the Manager on Duty. Do not stay in unsafe conditions — your safety and well-being come first.

To protect yourself and avoid disputes, you are required to take clear photos of your housing when you arrive and again when you leave. Capture all rooms, furniture, appliances, and any pre-existing damage. These photos serve as documentation should any concerns arise during or after your stay and help us maintain accountability with housing providers.

Feedback & Continuous Improvement

We value your input. Please share your experience with us so we can continue improving our service and support. Submit your feedback anytime using the online form: [CLICK HERE](#). Your feedback helps us enhance housing, scheduling, communication, and future assignments.

How Your Feedback is Used

- All feedback submitted through the online form, email, or verbal reporting is reviewed daily by the designated Quality/Operations lead.
- Items requiring follow-up are investigated promptly, and corrective actions are implemented as needed.
- Trends and themes are analyzed quarterly and integrated into the Quality Improvement Plan (QIP) to inform future priorities.

Confidentiality & Just Culture

- Feedback and incident reports are treated with strict confidentiality.
- We operate under a 'just culture' framework — meaning reports are used for learning and system improvement, not punishment.



- Staff are protected from reprisal for reporting concerns or refusing unsafe work, as required under OHS legislation.

Governance Oversight

- Serious incidents, safety trends, and QIP progress are reported quarterly to governance (Co-Presidents/Managing Directors).
- Leadership reviews outcomes, allocates resources for improvement, and ensures follow-up is communicated back to staff.

Staff Education

- Lessons learned from incidents and feedback are shared in quarterly quality meetings and newsletters so that staff can learn from system-wide improvements.

Right to Refuse Unsafe Work

Under provincial and territorial Occupational Health and Safety (OHS) laws, you have the right to refuse any work that you believe poses a danger to your health or safety. Notify the charge nurse or supervisor immediately, and then contact 911 Nurses GTA at 647-204-7233 to report and receive guidance. There will be no reprisal for refusing unsafe work.

Emergency Response & Facility Contacts

In an emergency, your first point of contact is the Charge Nurse, who can provide immediate assistance. If the Charge Nurse is unavailable, contact the Facility Administrator on Call, whose contact information is posted at the nursing station. If both are unavailable, use the hospital locating/operator service by pressing '0' on the facility phone. If you are still unable to reach onsite staff or need additional help, call the 911 Nurses GTA 24/7 support line at 647-204-7233.

Infection Prevention & Control (IPAC)

- Wash or sanitize your hands before and after patient contact.
- Use appropriate PPE (masks, gowns, gloves, eye protection) as required (refer to training material and facility policies and procedures)
- Dispose of sharps in designated puncture-resistant containers immediately after use.
- Report any exposure to infectious materials to the charge nurse and 911 Nurses GTA promptly.



Workplace Violence & Harassment Prevention

911 Nurses GTA has a zero-tolerance policy for workplace violence, harassment, and bullying. Any threats, abuse, or harassment must be reported immediately to the charge nurse and to 911 Nurses GTA by calling 647-204-7233. We will ensure proper investigation and follow all provincial requirements to maintain a safe and respectful workplace.

Fire Safety & Emergency Codes

Familiarize yourself with the facility's fire exits, evacuation routes, and emergency codes. Know what to do in the event of Code Red (fire), Code Blue (medical emergency), and other codes relevant to your worksite. If you are unsure, ask during your orientation or speak with the charge nurse.

Shift Check-In & Badge Access

Always report through the main entrance when arriving for a shift. If arriving after hours and the entrance is locked, contact hospital security for assistance. Some facilities issue temporary badges or keycodes for agency staff — always carry your ID for verification and access.

WHMIS & Hazardous Materials

Be familiar with WHMIS symbols and Safety Data Sheets (SDS) for all chemicals you may encounter. Report unlabelled or improperly stored materials immediately to the charge nurse.

Agency Resources

Timesheets, pay period schedules, and contact information sheets are available online at <https://911nursesgta.com/agency-resources>.

Long-Distance Driving Safety Guide

Traveling to remote or rural assignments often involves long drives, and your safety on the road is just as important as your safety on the job. Please follow these recommendations to ensure a safe journey:

Plan Your Route: Before you depart, review your route and check for road closures, weather warnings, or construction. Use a GPS or map app that provides real-time updates, and download offline maps in case you lose cell service.



Vehicle Preparation: Make sure your vehicle is road-ready by checking tire pressure, oil, brakes, and windshield washer fluid before leaving. Keep your gas tank at least half full, especially in rural areas where stations may be limited. Pack an emergency car kit that includes a flashlight, blanket, booster cables, bottled water, snacks, and a first-aid kit.

Driving Safety Tips: Rest well before your trip and avoid starting a long drive if you are fatigued. Take breaks every 2–3 hours to stretch, eat, and stay alert. Obey speed limits and watch for wildlife, particularly at dawn and dusk. Avoid distractions: do not text while driving and use hands-free calling if you must take a call. In winter months, drive cautiously and allow extra travel time for snow or icy conditions.

Emergency Situations: If your car breaks down or you encounter dangerous weather, pull safely to the shoulder or nearest safe area. Turn on hazard lights and stay in your vehicle if on a busy road. Call for roadside assistance or contact 911 if there is immediate danger. Notify 911 Nurses GTA at 647-204-7233 if your travel delay may affect your assignment start time.

Arrival Safety: Plan to arrive during daylight whenever possible to reduce risk and help you familiarize yourself with the area before dark.

Quick Pre-Drive Checklist

- ☐ Check tires, oil, and fuel level
- ☐ Pack emergency car kit (water, snacks, blanket, flashlight, booster cables)
- ☐ Download offline maps
- ☐ Take breaks every 2–3 hours
- ☐ Notify 911 Nurses GTA if significant delays occur

Master Reference Guide for Travel & Safety

Master Version – September 2025

This guide is the definitive reference for all travel nurses and clinical staff working with 911 Nurses GTA. It includes travel preparation, safety protocols, occupational health procedures, payroll guidelines, and mental health resources.

Keep this guide accessible throughout your assignment.



911 Nurses GTA

Master Reference Guide for Travel & Safety

Master Version – September 2025

This guide is the definitive reference for all travel nurses and clinical staff working with 911 Nurses GTA. Reviewing this guide is a required part of onboarding and annual refreshers. It includes travel preparation, safety protocols, occupational health procedures, payroll guidelines, and mental health resources. Keep this guide accessible throughout your assignment.