POLICY TITLE
JOB SHADOW EXPERIENCE

AUTHORIZATION
Executive Director, Patient Experience and Chief Allied Health and Nursing Officer

DATE
APPROVED
January 2004

CURRENT
VERSION DATE
November 2018

DATE(S) REVISED / REVIEWED SUMMARY

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Comments / Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>January 2004</td>
<td>Initial policy created entitled “Student Job Shadow Placements”</td>
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<tr>
<td>2.0</td>
<td>March 2014</td>
<td>Added practice pertaining to career observation and supervised practice placements.</td>
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<tr>
<td>3.0</td>
<td>November 2018</td>
<td>Removed practice pertaining to career observation and supervised practice experience.</td>
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INTENT / PURPOSE
This sets out the policy for job shadow experiences in Fraser Health. Individuals seeking job shadow experiences (“shadowers”) are permitted in Fraser Health on an “observation only” basis.

This policy applies to:
- all Fraser Health owned and operated facilities;
- shadowers participating in Take Our Kids to Work Day™; and
- shadowers, including Fraser Health staff, seeking a job shadow experience in Fraser Health independent of an educational institution.

This policy does not apply to:
- professionals who require a re-entry program to re-establish licensure with a regulatory body and eligibility to practice (see Supervised Practice Experience Policy);
- graduates of post-secondary educational programs seeking practice hours to become eligible for certification or registration with a regulatory body (see Supervised Practice Experience Policy);
- individuals who require a job shadow or career observation experience for successful completion of a secondary course or program at an educational institution (see Student Practice Education Policy and Affiliation Agreement Policy);
- individuals attending an institution with which Fraser Health has an Affiliation Agreement (see Student Practice Education Policy and Affiliation Agreement Policy); or
- individuals requesting placement under the Student Practice Education Policy.

POLICY
1. Fraser Health does not permit job shadow experiences in professions and/or practice areas that are sensitive in nature. These include but are not limited to: Counselling, Forensic Pathology, Health Information Management, Midwifery, Nurse Practitioners, and Social Work.

2. Only students of health professions regulated by the Health Professions Act or Emergency Services Act may shadow physicians and surgeons, and only if the observation is part of their curriculum (College of Physicians and Surgeons of BC, 2017). For all other individuals and circumstances, the College of Physicians and Surgeons of BC (2017) prohibits job shadows with practicing physicians and surgeons.
3. The duration of a job shadow experience and the number of requests that are accepted is at the discretion of the lead (or designate) for each practice area. Placement decisions are based on Fraser Health’s capacity to support the requests, and equity considerations covering all job shadow experience requests.

4. The lead (or designate) of the practice area will ensure that a Fraser Health staff member is assigned to supervise/monitor the shadower throughout the entire job shadow experience.

5. Prior to observing a patient/resident/client, the Fraser Health staff member supervising the shadower must identify the individual shadowing and obtain the verbal consent of such patient/resident/client for the observation. The patient/resident/client has the right to withdraw their consent at any time. Fraser Health staff may document the patient/resident/client’s withdrawal of consent for the job shadow and/or if they have any concerns about the validity of the consent at any time during the experience.

6. During the job shadow experience, the shadower:
   a. relinquishes any privileges they have as an employee, affiliate, or student within Fraser Health and/or the Lower Mainland Consolidated Services, and acts solely as a shadower;
   b. is supernumerary to baseline staff positions and will not displace or replace staff positions nor be used for workload relief;
   c. must wear identification indicating their name and provide proof of identity upon request;
   d. must identify themselves as an observer;
   e. must not use their cellphones or other personal electronic devices or make any visual or audio recordings;
   f. must not engage in any work related activities, including providing care to patients/residents/clients, and must not provide recommendations, advice, or information to patients/residents/clients and their family members;
   g. must comply with the direction of the Fraser Health staff supervising the individual; and
   h. must be supervised by Fraser Health staff at all times.

7. The Fraser Health staff member who will supervise the shadower is responsible and accountable for providing the individual with the applicable Fraser Health policies, including but not limited to Confidentiality and Security of Personal Information; Infection Control; Workplace Health and Safety (Code Red); Professional Image; Scented Products; Media Policy; Respecting Diversity in Daily Interactions, Care Planning and System Design; and for ensuring that the shadower complies with such policies during the job shadow experience.

8. Fraser Health reserves the right to cancel or withdraw the job shadow experience at any time and for any reason, including if the shadower fails to comply with Fraser Health’s policies and procedures.
PROCEDURE
1. The shadower must formally submit a request via the Professional Practice Department’s Job Shadow Survey on the Job Shadow webpage. Exception: Parents or guardians of students participating in Take Our Kids to Work Day may directly contact the lead (or designate) of the practice area to request approval for the job shadow experience.

2. The lead (or designate) of the practice area has the authority to approve or deny the job shadow request. If the request is approved, the lead (or designate) of the practice area will arrange the date, time, duration and location of the job shadow experience with the shadower.

3. Professional Practice or the lead (or designate) of the practice area will provide the following documents to the shadower and notify them that completed documents must be returned prior to commencing the job shadow experience:
   a. Completed and signed Appendix A – Release of Liability and Confidentiality Undertaking Form, including waiver of liability and WorkSafeBC coverage for Fraser Health;
   b. Certificate of completion for the Provincial Hand Hygiene module in the LearningHub (https://learninghub.phsa.ca/Learner/Home);
   c. Evidence of current immunization status as recommended by the BC Centre for Disease Control (BCCDC, 2018) for health care workers, and the Fraser Health Influenza Control Program Policy;
   d. Any other requirements deemed appropriate and necessary by Professional Practice or the lead (or designate) of the practice area.

4. The practice area department, site, or unit will retain the shadower’s completed documents for seven years following their completion of the job shadow experience.

DEFINITIONS
Affiliation Agreement: A contract between Fraser Health and an Educational Institution. The contract sets out the roles and responsibilities of the parties providing student practice education and addresses the various risks in the relationship for the parties and stakeholders.

Fraser Health Staff: Officers, directors, employees, physicians, contractors, subcontractors, representatives or agents (including students and volunteers) of Fraser Health and/or the Lower Mainland Consolidated Services who service a Fraser Health site.

Job Shadow Experience: A learning experience where an individual gains knowledge about career opportunities, job roles, the health care system and/or quality improvement in a particular practice area by observing Fraser Health staff. Job shadow experiences may or may not be affiliated with an educational institution.

1 Shadowers observing in high risk areas must be screened for tuberculosis (TB) as recommended by the BCCDC (2018).
2 During influenza season, individuals who are not vaccinated against influenza may wear a surgical procedure mask provided by Fraser Health in patient areas if deemed appropriate by the lead (or designate) of the practice area.
3 In the event of an outbreak of influenza, Fraser Health’s Influenza Outbreak Policy will apply.
**Patients/Residents/ Clients:** All persons receiving services from Fraser Health and includes their authorized or legal representatives.

**Shadower:** Any person – whether a Fraser Health employee (current or former), student, or member of the general public – seeking an observational learning opportunity in a given area at Fraser Health outside of a student practice placement or a supervised practice experience.

**Take Our Kids to Work Day™ Program:** A national single day job shadow experience initiative, sponsored by a number of school districts in the Lower Mainland for grade nine students.

**REFERENCES**


For questions regarding immunizations, contact occupationalhealthnursing@fraserhealth.ca

**APPENDICES**
Appendix A: Waiver and Release of Liability and Confidentiality Undertaking
Appendix B: Job Shadow Experience Roles and Responsibilities
APPENDIX A
WAIVER AND RELEASE OF LIABILITY AND CONFIDENTIALITY UNDERTAKING FOR JOB SHADOW EXPERIENCE

Disclaimer Clause
Fraser Health Authority (Fraser Health) is not responsible for any injury or damage suffered by ____________________________(insert your name), arising from or related to my job shadow experience as ____________________________ (insert nature of your job shadow experience) with Fraser Health

Release of Liability
I, ____________________________ (name of shadower), acknowledge and agree that I am not an agent, employee or servant of Fraser Health. In consideration for Fraser Health permitting my job shadow experience, I release and forever discharge Fraser Health, its directors, officers, employees, agents and attending physicians, from any and all liability for any loss, injury, action, cause of action, or claim for damages resulting from my presence as an observer in the Fraser Health workplace on _________________ (insert the date(s) of the Fraser Health job shadow experience).

Confidentiality Undertaking
The collection, use and disclosure of personal information under the custody and control of Fraser Health are governed by British Columbia’s Freedom of Information and Protection of Privacy Act (FOIPPA) and Fraser Health’s policies. Personal information includes the following information: names, addresses, phone numbers, ethnicity, religion, age, marital status, education, employment, and medical and psychiatric history.

I acknowledge and understand as a participant in a job shadow experience, I may have direct or indirect access to personal or corporate information and agree to ensure the confidentiality of personal information and exercise discretion when discussing Fraser Health business. During my job shadow experience, I will keep all personal information and Fraser Health corporate information to which I have access confidential, and will only access such information on a “need to know” basis for carrying out my job shadow experience. Under no circumstances will I permit unauthorized access to, or use of any personal information or Fraser Health corporate information, nor will I access or use any personal information or Fraser Health corporate information.

I acknowledge that I have read and understand Fraser Health’s applicable policies, including the Confidentiality and Security of Personal Information Policy, and that I understand the consequences of breaching this Confidentiality and Security of Personal Information Policy and any other applicable Fraser Health policies.

I undertake not to alter, copy, interfere with, destroy or remove any information, including personal information, with which I come into contact during my job shadow experience at Fraser Health.

I also undertake that I will not, either now or after ceasing my job shadow experience, disclose or otherwise use any personal, patient, and/or sensitive information I learn during my job shadow experience at Fraser Health.
I acknowledge that I have read and understand the contents of the above Waiver and Release of Liability and Confidentiality Undertaking, and that I accept the Disclaimer Clause and the Release of Liability, and that I agree to be bound by the Confidentiality Undertaking, each as evidenced by my signature below.

I acknowledge and agree that the electronic transmission of my signature below will be deemed to constitute my original signature with the same force and effect as if I delivered my original signature.

My Full Legal Name

Name of My Organization and Program (if applicable)

My Signature

Signature Date (dd/mm/yy)

Required if the individual is under nineteen (19) years of age:

Legal Name of Parent/Guardian

Signature of Parent/Guardian

Retain a copy of the completed and signed form for your personal records AND submit signed form to Lead (or designate) that granted permission for your job shadow experience.
APPENDIX B
JOB SHADOW EXPERIENCE ROLES AND RESPONSIBILITIES

Fraser Health Job Shadow Experience Supervisor(s)
Role
- Act as a mentor to the shadower during the job shadow experience, sharing their knowledge about their profession, career pathways, and educational requirements to help the shadower better understand the role.

Responsibilities
- Be aware of the shadower’s actions and whereabouts during the entire job shadow experience.
- Conduct a risk assessment of the practice setting before each observation to understand and mitigate any hazards and risks to themselves, the shadower, patients/residents/clients, and/or their families.
- Ensure that each patient/resident/client verbally provides informed consent before any observation commences.
- Ensure that the shadower is not left alone with a patient/resident/client or in a practice area at any time, and does not have access to confidential information, whether verbal, written, or electronic, other than through observation in the normal course of the job shadow experience.
- Ensure that the shadower does not use their cellphone or any other personal device during the job shadow experience.
- Ensure the shadower is aware of and has received applicable Fraser Health policies, including but not limited to Confidentiality and Security of Personal Information; Infection Control; Workplace Health and Safety (Code Red); Professional Image; Scented Products; Media Policy; and Respecting Diversity in Daily Interactions, Care Planning and System Design.
- Timely report any concerns or issues that may arise during the job shadow experience to their Manager/Leader or Professional Practice.

Shadower
Role
- Initiate a job shadow request through Professional Practice’s Job Shadow Survey.
- Connect with the practice lead (or designate) of the practice area to arrange a date, time, and location for the job shadow experience once it has been approved.
- Learn about a given profession solely by observation.

Responsibilities
- Provide completed forms as set out in this Policy.
- Comply with all applicable Fraser Health policies.
- Identify themselves as an observer at all times.
- Ensure that each patient/resident/client verbally provides informed consent before any observation commences.
- Store their cellphone and/or any other personal devices in a safe and secure area on the unit, where they cannot be accessed during the observation.
• Ensure that they are not left alone with a patient/resident/client or in a practice area at any given time.
• Ensure that they do not provide any care to patients/residents/clients, and that they do not provide recommendations, advice, or information to patients/residents/clients and their families.
• Inform their supervisor immediately about any changes to their availability and/or ability to attend the shadow experience (due to illness, family emergencies, etc.) so that an alternate date may be considered in a timely fashion.
• Timely report any concerns or issues that may arise during the experience to their Fraser Health job shadow experience supervisor.