

Frequently Asked Questions

Why was this website developed?

The site and curriculum has been designed to meet the demands of healthcare workers, in order to refresh and upskill them to rapidly redeploy to care for COVID-19 and/or critically ill patients in hospital and long-term care settings. The educational resources on the site were curated, developed, and generously donated by a highly skilled and collaborative team of educational experts, clinicians, and academics.

We are a pediatrics or sub-acute care hospital. Does this roll-out apply to us?

This resource is available to all healthcare organizations in the Province of Ontario. We encourage you and your staff to access the resources to compliment any existing training you may have in place as you care for patients with COVID-19.

What is COVID Care Learning? Is this different from Critical Care Learning?

Recognizing that the need for COVID-related education resources was system wide (i.e. hospitals and long-term care facilities), the Project Leadership will be implementing a brand for the site that encompasses this approach. More information will be made available as this is further developed.

Is this education mandatory?

No. Healthcare providers are encouraged to review the content they feel will help to prepare them for redeployment. Some hospitals and long-term care facilities may offer guidance as to what resources are most applicable for you to review.

Is there a registration fee to access the materials?

No. There is no registration fee.

Will I get a certificate or specialization for completing content on this platform?

No. Please note that participation in any of the learning activities on this website will not yield certification or specialization in any of the areas being reviewed or covered.

My supervisor is asking me to demonstrate that I have reviewed some of the materials on the site. How can I do that?

The site does not offer an opportunity to record what you have completed, or provide a report. You will need to connect with your supervisor directly to demonstrate what you have reviewed on the site.

Organizations may wish to develop their own attestation process.

Will we receive usage/completion reports for our organization?

No. User usage/completion reports will not be provided to organizations. Organizations may wish to develop their own attestation process.

How is this being communicated to staff?

An announcement was distributed to leadership at all hospitals via the Ontario Hospital Association and the Provincial Critical Care Table. It also went to Ontario regulatory colleges and provincial associations. Staff in different organizations can expect to have a communication shared from their leadership about the platform, and how to access it. If you have questions, please connect with your supervisor to learn more.

Can I share this with colleagues outside my hospital?

You can share this resource with your healthcare colleagues in Ontario only. Please do not post the access code on any public facing materials, websites, or on social media.

Please note that Helpdesk support may not be available to your healthcare colleagues depending on where they are accessing the resource from.

Education and training has already been developed for our staff. We don't think this offering would benefit our staff at this time.

This resource is available to all healthcare organizations in the Province of Ontario. We encourage you and your staff to access the resources to compliment any existing training you may have in place.

We would value hearing from you about the education you are using, which may be beneficial to our colleagues across the Province. If you have resources you are interested in sharing more broadly, you are welcome to share it on this platform. Email COVIDEducation@uhn.ca to follow-up.

How do I share what's happening at our hospital or long-term care facility, and any specific needs that are arising?

We want to hear about what is happening at your organization. If you have identified any emergent best practices, resources, or tools you think would benefit your colleagues from different organizations, please email COVIDEducation@uhn.ca. We would like to hear your stories, and any feedback you have about the site, its resources, and how it has impacted the care of your patients and long-term care residents.

How long will this education be offered? Will it still be available after COVID-19?

At this time, we are unable to confirm the length this educational resource will be available. This will be dependant on the length of the pandemic and long-term healthcare requirements.