

Work Experience 15-25-35 FAQ for High School Students

(August 2013)

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1. What should I do if I do not like the work that I'm being asked to do?

- The type of work you will be asked to do should be discussed and agreed upon before you commence the Work Experience. If the work does not seem to match with the goals and objectives you had set out, meet with your AHS Mentor and Off Campus Coordinator to discuss this. It may be that there was a misunderstanding of the expectations. It is also possible that you are getting a true representation of the 'real' world experience, and perhaps the chosen career isn't what you expected. Either way, an open and honest conversation with your Mentor will likely clear up the situation.

2. What if I'm not receiving the supervision that was agreed upon?

- The AHS mentor has agreed to supervise you throughout your Work Experience. They may have you doing tasks on your own and may not be standing right beside you the entire time however, they must be fully aware of what you are doing at all times, when and where you are onsite. If you are not receiving sufficient supervision, contact your Off Campus Coordinator. Your Off Campus Coordinator will then set up a meeting with the AHS Mentor to discuss supervision needs.

3. What should I do if I don't feel safe?

- The AHS Mentor should never ask you to do something that is unsafe, however, if you feel uncomfortable with a task for any reason, please discuss this with your Mentor immediately. Tell them why you feel unsafe and ask for clear direction & training on how to accomplish the task safely. If you still feel that the risk is too great, you have the right to refuse to do the task.

4. I've completed everything that has been asked of me, what should I do now?

- Ask your mentor if there is another staff member who could use your help.
- Read the [ALIS 'Xtreme Safety - A Survival Guide for New and Young Workers'](#) if this wasn't included in your orientation.
- Access the external AHS website and check out the various articles and resources about:
 - [AHS Careers](#)
 - [News & Events](#)
 - [AHS In My Zone](#)
- Surf InSite – the AHS internal website. The following publications will be great reading material for students:
 - [News](#) – Headline News, Inside Stories, Interchange and Zone News
 - [Apple Magazine](#) – AHS's consumer health & wellness magazine
 - [AHS Vision, Mission & Values](#)
 - [Speak Up!](#) – Various blogs
- If you have access to InSite, check out MyLearningLink for online courses that may be of interest (check with your mentor first to ensure these are appropriate for you).
- Visit the Library – Many facilities have libraries on site (see <http://insite.albertahealthservices.ca/1335.asp> for locations and contacts). There are also many library resources available on InSite at <http://insite.albertahealthservices.ca/899.asp>.
- Tour the facility – note where different departments are. Note restricted areas and abide by all posted signage. You may need an escort to enter some of these departments. Perhaps your mentor can arrange for you to spend some time within different units/departments.

5. How do I access AHS courses online?

- MyLearningLink is the program which manages all of AHS's courses. Some students may have access to this if they've been granted an individual User Login and password for AHS computers. Some mentors may have access to a generic/team User Login, however, this does not allow for tracking of individual accomplishments.
- Other courses may be offered outside of MyLearningLink and may be accessed by students using a generic/team User Login through the following link: <http://insite.albertahealthservices.ca/3660.asp>
- Again, check with your Mentor first to ensure that the learning is appropriate for you as many of the courses are designed for healthcare professionals with an educational or experience background that is more advanced than high school and therefore may be difficult to apply to your particular situation.

6. I'm having trouble coping with something I experienced during the Work Experience, can someone help me?

- Your mental health is important. Traumatic experiences can be difficult to deal with at any age whether you've been in your career for only a few days or for several years and each person responds differently. After a difficult event, you should share your thoughts and feelings with your AHS Mentor, Off Campus Coordinator and your parents. If you feel the need for additional counseling, we recommend that you speak with someone at Kids Help Phone: 1-888-668-6868. They are available for counseling or can assist with finding a counselor in your local area.
- Please be sure to keep in mind that you have signed a Confidentiality & User Agreement with AHS. This means that the personal details of any patient(s) or patient's family members involved must not to be disclosed to **any individual outside of Alberta Health Services**.
 - Personal details include such things as:
 - Patient names (or those of patient family & friends)
 - Location
 - Particulars of the illness or injury
- For more information on confidentiality, refer back to the video, which will have been included in your orientation: [Information & Privacy and IT Security & Awareness video](#)