

Mandatory Training Overview for New Employees

Document last updated: November 17, 2025

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Welcome to University Health Network. As an organization committed to continuous learning, growth and development, we recognize that learning is not confined to a specific phase of life or a particular stage of one's career. Lifelong learning is the cornerstone of our success, enabling us to adapt, innovate, and thrive in an ever-evolving world. At UHN, you will encounter many different types of learning:

- **Compliance Training:** Training that may be legally mandated or may be required based on UHN policy and procedures. Covers topics related to legal requirements, patient safety, employee safety, and education. Specific topics vary based on hospital policies and roles.
- **Role-Specific Training:** Employees receive role-specific training tailored to their positions, including both technical skills and job responsibilities.
- **Skill Development:** At UHN you will be exposed to a number of opportunities to develop knowledge, skills and capabilities to enhance personal and organizational effectiveness and impact. Upon receiving access to MyLearning, every employee at UHN also receives access to Skillsoft Percipio, which is an immersive online learning platform designed to empower individuals and organizations in their own personalized learning journeys.

This document outlines compliance training for all new employees to UHN. As a new employee of UHN there are a series of legally mandated training courses that must be completed by the end of your first day at UHN. You may have additional courses associated with your role/department that need to be completed throughout your onboarding journey. Your manager will inform you of these courses.

As you embark on your onboarding journey at UHN, remember that learning is not a one-time event - it's a continuous process. We encourage you to embrace curiosity, seek out knowledge, and collaborate with your colleagues. Together, we'll build a learning organization that thrives on curiosity, adaptability, and excellence.

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How to Sign-In to UHN's Learning Management System (MyLearning)

Click here to access MyLearning or copy and paste the following into your web browser:

<https://mylearning-uhn.sumtotal.host/>

- Your MyLearning user name is your UHN Network Account, which could be: firstname.lastname@uhn.ca, or uhn \Tid or uhnresearch\RISid)
- Your MyLearning password is your network access password

These are the same credentials that you use to login to your UHN email account and computer.

How to Access Legally Mandated Training eLearning

Your MyLearning account will be pre-populated with the courses that are required to be completed by the end of your first day at UHN. If this is not the case, you have the following options:

- Click on the hyperlinks in this document for each course
- Search for the courses using the course codes provided in the table below
- Access the complete list in the MyLearning Library
 - Click on the Library icon on the left vertical navigation bar (three books)
 - Click on the arrow next to Legally Mandated Training
 - Click on Employees, Physicians, or Managers (whichever group you belong to)

Timelines

Key activities need to be completed before you can access UHN's Learning Management System:

- You must submit a completed UHN New Hire Form via the link you received by email with your offer letter to receive a UHN Network Account.
- You will receive an email to activate your UHN Network Account no earlier than 14 days prior to your start date. You must activate your network account before being able to access MyLearning.

Prior to your first day, ensure that you can log into MyLearning. If you encounter any difficulties logging in to MyLearning or with access to these courses, please email employeeonboarding@uhn.ca (Monday to Friday 8:30am to 4:30pm) or contact the HELP desk at 416-340-4357 (outside business hours) or your manager via email immediately.

Mandatory eLearning Courses for all New Employees

All new employees must complete the following courses by the end of their first day. Note, some training requires annual completion.

Course Code	Course Name	Frequency	Duration
UHUHHN009W	Accessibility at UHN This course will introduce you to the Customer Service Standard of the AODA. Each person at UHN plays an important role in helping to create an inclusive and accessible environment for our patients and our staff.	1 Time	15 min
UHUHEP023W	Annual Fire Safety This course provides an overview of the classifications of fire you may encounter, what to do in each scenario and necessary steps in the UHN Code Red Evacuation procedure. *West Park employees: do not complete this module - see below instead.*	Annually	20 min
UHUHWP157W *New West Park Employees Only*	Fire Safety for Healthcare Training Package 2024: New Building This training covers Code Red/Fire response for West Park staff, following Ontario Fire Code requirements.	Annually	20 min
UHUHHH002W	Code of Workplace Ethics: Quiz The purpose of this quiz is to ensure that employees understand their obligations and responsibilities with respect to workplace ethics during the course of their employment with UHN.	1 Time	20 min
UHUHEP001W	Code Silver: Active Shooter In this course, you will learn what a code silver is, and detailed instructions to follow during a code silver. *West Park employees: do not complete this module - see below instead.*	1 Time	15 min
UHUHWP140W *New West Park Employees Only*	West Park Emergency Codes Training In this course, you will learn about West Park's current emergency codes and procedures. Please note that West Park is aligning with UHN, but for	1 Time	15 min

Course Code	Course Name	Frequency	Duration
	now you must follow West Park's existing emergency responses.		
UHUHPR011W	<p>Confidentiality Agreement</p> <p>The purpose of this agreement is to ensure that employees understand their obligations and responsibilities with respect to personal health information, personal information, and corporate confidential information that they may encounter during the course of their employment with UHN.</p>	1 Time	5 min
UHUHOC003W	<p>Health and Safety Awareness for All Employees</p> <p>The purpose of this eLearning course is to:</p> <ul style="list-style-type: none"> • Increase workers' knowledge of basic rights and responsibilities under Occupational Health and Safety Act • Increase awareness of workplace health and safety issues • Support the internal responsibility system (IRS), encouraging responsibility for occupational health and safety among employers, supervisors, and workers • Improve health and safety awareness for vulnerable workers 	1 Time	15 min
UHUHPR018W	<p>Integrated Privacy & Cyber Security eLearning</p> <p>The purpose of this course is to help you understand your role, including the consequences of non-compliance under Ontario's health care privacy law – the Personal Health Information Protection Act (PHIPA).</p>	Annually	30 min
UHUHOC018W	<p>Safety Culture at UHN - Workplace Violence, Domestic Violence and Harassment in the Workplace</p> <p>All individuals working at UHN are required to complete the legally mandated <i>Safety Culture at UHN: Workplace Violence, Domestic Violence and Harassment in the Workplace</i> eLearning training module.</p>	1 Time	15 min

Mandatory eLearning Courses for New Leaders

All new leaders must complete the mandatory eLearning courses for all new employees as well as courses specifically for leaders. Note, some training requires annual completion.

If you are unsure if you are a new leader, please consult the below information.

Definition of a Leader

Leaders are people that:

- Directly supervise staff: hire, terminate, set priorities, coach, give feedback, facilitate performance management and conduct performance reviews.
- Have financial accountabilities: involvement in unit/department planning activities and decisions, allocation of resources and management of budget, and payroll.

Typical leadership roles include:

- Non-Clinical and Clinical Examples: *Directors, Managers, Senior Project Managers, Supervisors, Team Leaders*
- Clinical Examples: *Patient Care Coordinators, Health Professions Practice Leaders, Allied Health Practice Leaders & Coordinators, Pharmacy Leaders, Senior Pharmacy Technicians, Clinical Practice Leaders, Medical Imaging Technologists, Nuclear Cardiology Sr. Technologists.*

Course Code	Course Name	Frequency	Duration
UHUHNN009W	Accessibility at UHN This course will introduce you to the Customer Service Standard of the AODA. Each person at UHN plays an important role in helping to create an inclusive and accessible environment for our patients and our staff.	1 Time	15 min
UHUHEP023W	Annual Fire Safety This course provides an overview of the classifications of fire you may encounter, what to do in each scenario and necessary steps in the UHN Code Red Evacuation procedure. *West Park Leaders: do not complete this module - see below instead.*	Annually	20 min
UHUHWP157W *New West Park Leaders Only*	Fire Safety for Healthcare Training Package 2024: New Building	Annually	20 min

Course Code	Course Name	Frequency	Duration
	This training covers Code Red/Fire response for West Park staff, following Ontario Fire Code requirements.		
UHUHHH002W	Code of Workplace Ethics: Quiz The purpose of this quiz is to ensure that employees understand their obligations and responsibilities with respect to workplace ethics during the course of their employment with UHN.	1 Time	20 min
UHUHEP001W	Code Silver: Active Shooter In this course, you will learn what a code silver is, and detailed instructions to follow during a code silver. *West Park Leaders: do not complete this module - see below instead.*	1 Time	15 min
UHUHWP140W *New West Park Leaders Only*	West Park Emergency Codes Training In this course, you will learn about West Park's current emergency codes and procedures. Please note that West Park is aligning with UHN, but for now you must follow West Park's existing emergency responses.	1 Time	15 min
UHUHPR011W	Confidentiality Agreement The purpose of this agreement is to ensure that employees understand their obligations and responsibilities with respect to personal health information, personal information, and corporate confidential information that they may encounter during the course of their employment with UHN.	1 Time	5 min
UHUHOC017W	Health and Safety Awareness – For Supervisors The purpose of this course is to: <ul style="list-style-type: none"> • Provide supervisors with the knowledge and tools necessary to keep workers and themselves safe while at work • Instruct supervisors on what to do in the event that a worker is injured or gets sick while at work 	1 Time	10 min
UHUHOC003W	Health and Safety Awareness for All Employees The purpose of this eLearning course is to:	1 Time	15 min

Course Code	Course Name	Frequency	Duration
	<ul style="list-style-type: none"> • Increase workers' knowledge of basic rights and responsibilities under Occupational Health and Safety Act • Increase awareness of workplace health and safety issues • Support the internal responsibility system (IRS), encouraging responsibility for occupational health and safety among employers, supervisors, and workers • Improve health and safety awareness for vulnerable workers 		
UHUHPR018W	<p>Integrated Privacy and Cyber Security</p> <p>The purpose of this course is to help you understand your role and include the consequences of non-compliance under Ontario's health care privacy law – the Personal Health Information Protection Act (PHIPA).</p>	Annually	30 min
UHUHOC018W	<p>Safety Culture at UHN - Workplace Violence, Domestic Violence and Harassment in the Workplace</p> <p>All individuals working at UHN are required to complete the legally mandated <i>Safety Culture at UHN: Workplace Violence, Domestic Violence and Harassment in the Workplace</i> eLearning training module.</p>	1 Time	15 min

Mandatory eLearning Course Listing for New Research Employees

In addition to the previously listed Mandatory eLearning courses above, please also complete the courses listed below by the end of your first day. These courses will not be pre-assigned to you; you will need to find them by searching by course code or selecting the hyperlinked course names below.

Course Code	Course Name	Frequency	Duration
RESRQI001W	Responsible Conduct of Research This e-learning module will ensure learners know about: <ul style="list-style-type: none"> • The external standards of research integrity with a focus on the Canadian Tri-Agencies 'Framework on Responsible Conduct' • Responsibilities all UHN research personnel under the UHN Policy on Responsible Conduct of Research (policy 40.90.001) • The process at UHN for handling and investigating research integrity concerns and allegation of research misconduct. 	1 Time	30 min
RESRHR001W	Research Orientation eLearning This mandatory interactive online module provides all new research personnel with an overview of the services and tools offered by Research Solutions and Services and inform new employees of the necessary training they will need to complete as per job role.	1 Time	20 min
RESRQI007W	Conflict of Interest of Research Personnel This mandatory interactive online module provides all new research personnel with an overview of the commitments to maintaining public confidence in research. UHN addresses requirements related specifically to conflicts of interest of research personnel.	1 Time	30 min

Next Steps

Please complete the mandatory training by the end of your first day. Completion is monitored by the People and Culture team and your Manager will be advised if you are not compliant. Should you require an extension, please speak with your Manager.

Thank you for completing your legally mandated training. Please email employeeonboarding@uhn.ca with any questions.