

# Nursing Student Handbook



**Royal Victoria  
Regional Health Centre**

Dear Student:

Welcome to Royal Victoria Regional Health Centre in Barrie, Ontario. Thank you for choosing our health center to support your learning needs. We truly hope that you find your experience with us rewarding, interesting, safe, and fulfilling.

Royal Victoria Regional Health Centre (RVH), located in Barrie, Ontario, provides safe, high-quality care for residents across a large geographical region including Simcoe County and the District of Muskoka. Located 80 kilometers north of Toronto, RVH is the largest hospital in the region of Simcoe Muskoka. RVH's team of over 350 physicians, 2,500 employees and 850 volunteers provides exceptional care and specialty services to almost half a million residents, including cancer care, stroke services, orthopedics, intensive care, mental health and interventional radiology.

RVH has proudly been a Registered Nurses' Association Best Practice Spotlight Organization (BPSO) for the past 10 years. An objective of being a BPSO is to, through partnerships, make an impact on patient care through evidence-based interprofessional practice. During the past 10 years RVH has implemented 15 Best Practice Guidelines. These guidelines are clinical resources that provide information regarding evidence-based practices for the interprofessional team. In order to maintain our candidacy for this designation, RVH continues to evaluate current best practices and implement additional guidelines annually.

RVH is focused on delivering high-quality, safe care that puts patients and their families first. We are pleased to welcome you as a valued member of this care team.

With best wishes,

Meredith Whitehead RN, BScN, MScN, ENC(C)  
Director, Interprofessional Practice

## Introduction and Objectives

Welcome to RVH! At RVH we are pleased to welcome nearly 1000 students annually from all disciplines. We are extremely passionate about the safe care that we extend to patients and their families, and embrace the invaluable contribution that our students make to patient care. We are committed to providing you with a safe and high quality learning experience during your time with us. In order to maximize your experience as a student, please take some time to review this handbook prior to your clinical experience.

The handbook is destined for students registered to complete a clinical rotation at RVH. This handbook will provide you with information on the following objectives:



- ✓ Welcome you and help you familiarize yourself with the physical and cultural environment at RVH.
- ✓ Introduce you to the programs, services, policies, procedures, and role expectations of the specific practice setting.
- ✓ Provide you with the information necessary to safely enjoy your learning experience at RVH.
- ✓ Review and submit all of the necessary forms required to start your placement

## Brief Overview of Our Health Centre

### MY CARE

Our patient-centered MY CARE philosophy is our road map that guides everything we do. We strive to make RVH the best place to work, practice, volunteer and most importantly to receive care. Patients and their families are at the centre of Royal Victoria Regional Health Centre's Strategic Plan. It is a plan rooted in the belief that every patient will have the best possible experience in our health centre. It is a philosophy we call MY CARE and it's this focus on patients and their families that drives our entire plan.

### Our Vision

Make each life better. Together.

### Our Mission

Exceptional care is our passion. People are our inspiration. Safety is our promise.

### Values

Our MY CARE philosophy means we will THINK BIG and exceed our patient's expectations. We will treat patients and their loved ones with courtesy, dignity and RESPECT, while being responsive to their unique circumstances and cultural needs. We want the patient to be a

partner in their care. We will listen carefully to them and keep them informed about their condition and treatment so, together, we can make the best decisions. We will WORK TOGETHER to coordinate their care – inside and outside our facility – and we will OWN our decisions and behaviours. Our unwavering focus on our patients will enable us to make each life better. Together.

## **Preparing for Your Clinical Placement**

### **Student Orientation**

All nursing students (including instructor-led groups and consolidation/praxis students) are required to attend a mandatory student orientation education session prior to or on the first day of their clinical placement. This orientation is specifically designed to prepare our students to practice safely while at RVH. This orientation focuses on provincially legislated occupational health and safety training, patient safety, hospital-wide policies and procedures that govern our practice and role expectations. Please ensure that you bring your student card with you to the orientation session.

### **Health and Safety Requirements**

All students are required to report their immunization status for the following immunizations:

- Tuberculosis
- Influenza
- Measles
- Mumps Rubella

### **For Student Groups:**

A copy of CPR certification and police checks (vulnerable screening sectors) must be collected, verified and maintained by the academic institution prior to the beginning of any clinical placement. Both must be obtained by the student within one calendar year of the start of the clinical placement. The student is solely responsible to incur the cost of any of the mandatory requirements. RVH staff will validate that these requirements have been met during the student orientation session.

### **For Consolidation/Praxis Students:**

A copy of CPR certification and police checks (vulnerable screening sectors) must be collected, verified and maintained by RVH staff prior to the beginning of any clinical placement. Both must be obtained by the student within one calendar year of the start of the clinical placement. The student is solely responsible to incur the cost of any of the mandatory requirements.

All students must be respiratory mask fit-tested by the school prior to the clinical experience and will be required to provide documented evidence. Masks will be provided by the hospital and worn by students according to Infection Prevention and Control guidelines, policies and procedures.

### **Work/Education Agreement**

All students' placements are contingent on a current affiliation agreement between the academic institution and RVH.

## Student Identification and Badges

All RVH staff, physicians, volunteers, and students wear an identification badge that provides you with their first name, position and photo identification. Each student will be given a photo ID during the student orientation session. As a student, you are also expected to wear a student identification badge at all times (provided by your school). You are also expected to adhere to RVH policies on Dress Code. RVH policies can be accessed through the RVH Intranet – policies and documents tab.

## Privacy and Confidentiality

Personal health information must be collected, used, shared and stored in a confidential and secure manner, while being made available to authorized users for patient care, administration, education, research and other authorized purposes. RVH recognizes its duty to comply with the Ontario Personal Health Information Protection Act, 2004 (“PHIPA”).

As a student working at RVH, you are considered an ‘agent’ of RVH under this act (PHIPA, 2004). As an ‘agent’ of a healthcare facility, you are expected to adhere to RVH’s privacy and confidentiality policy. The policy is posted on the RVH Intranet under the policies and documents tab. Please use the search feature by entering the search words “confidentiality, privacy and personal health information”.

As a student, you are expected to sign the confidentiality agreement prior to the start of your clinical rotation. Please read and sign the confidentiality agreement attached in the last pages of this handbook.

Some key items to consider:

- Never access records of those for whom you are not providing direct care – accessing your own records or those of your family members via the EMR is considered a breach.
- Ensure you are logging off and/or locking your computer every time it is not in use
- Review the privacy pledge and privacy policies available on the intranet, and ask questions if you are unclear by speaking with your clinical instructor or the student placement coordinator or emailing [privacy@rvh.on.ca](mailto:privacy@rvh.on.ca)
- Never leave patient information unattended
- Ensure you are having confidential conversations about patient health information in private areas with only those who need to know the information

There is nothing more personal than a person’s health record. We must do everything to protect that sensitive information. **It is the law.**

A privacy breach may result in the termination of the student placement at RVH. All privacy breaches are promptly investigated and swift and prudent action is taken to protect our patients.

If you have any questions, please contact the Privacy Office at [privacy@rvh.on.ca](mailto:privacy@rvh.on.ca)

## Lockers and Personal Belongings

RVH proudly provides students with locker facilities located in the men/women’s change rooms. These lockers can be accessed by speaking with personnel at switchboard. Please

note that students must provide their own (high quality) lock, and ensure that the lock is removed at the end of each tour of duty (clinical day). Please note that students are encouraged not to bring valuables to our health center.

### **Parking**

Student parking is available in the visitor lot located next to Georgian Drive. Please complete the parking form and submit it to the parking office located adjacent to the visitor's parking lot.

### **Safety is Our Promise**

Safety is our promise at RVH, for our patients, staff and students. Should you experience an injury while in the capacity of a student while of RVH property, please seek medical attention through the Occupational Health and Safety Department immediately. In order for an injury, illness or exposure to be considered work-related, the following criteria must be met:

- Time: When you normally work
- Place: Where you normally work
- Activity: What you normally do

If all criteria are met, learners must report the injury to their instructor, the RVH Placement Coordinator and to the Occupational Health and Safety Department (OHS).

OHS is located 1SA, room 1452 and is open Monday – Friday 0800-1600 except on statutory holidays. If the injury/illness/exposure occurs outside of business hours, please report to OHS the next business day. Our phone number is 705-728-9090 ext. 42350.

At RVH safety is our promise. Your safety is our priority. **It is the law.**

### **Frequently Asked Questions**

Q. Are there any skills/processes or procedures that students are not able to perform while they are at RVH?

A. Yes, there are some skills/processes and procedures that students are not able to perform at RVH. These skills are advanced nursing skills at RVH and require additional education, preparation and/or competency testing. The skills/processes and procedures include but are not limited to:

- POC glucose, urine and troponin testing
- Peripheral IV insertion
- Central Venous Access Device (CVAD) care and maintenance
- Automated Dispensing Unit (ADU) access for medications
- Administer Narcotics
- Venipuncture for the purpose of serum sampling
- Processing or co-signing provider orders (i.e. NP, MD)
- Obtaining verbal or telephone orders
- Shadowing/observing in any other clinical care area other than the area intended/approved for your current clinical placement unless authorized by student placement coordinator

Q. Will I receive computer training at RVH?

A. If you are a student at York University of Georgian College, then all computer training occurs through your academic institution. If you are a student coming to RVH from an academic institution other than York University or Georgian College then you will receive Meditech education at RVH. The student placement coordinator will arrange a date, time and location for your training and email these details to the placement coordinator at your academic institution.

Q. How do I get a password for Meditech?

A. Once your placement has been approved and is scheduled to begin, the student placement coordinator will provide you with your user name and password during student orientation. All questions, concerns or issues with your Meditech password must be directed to the student placement coordinator.

### Navigating the Computer

At RVH we have numerous resources available to staff and students. Please visit our Intranet page to review:

#### Policies and Procedures:

The screenshot shows the RVH intranet homepage. At the top, there is a navigation bar with the RVH logo and the tagline 'Inspiring care... for our region'. Below the navigation bar, there are several menu items: HOME, MIND. BODY. SPIRIT., DEPARTMENTS, POLICIES & DOCUMENTS (circled in red), MANUALS & FORMS, and QUALITY & PATIENT SAFETY. Below the navigation bar, there is a section for 'March 2015 Town Hall Highlights' with a video thumbnail and a 'Missed Town Hall?' section. To the right, there is a 'Message from the CEO' section featuring a photo of Janice Skot, President and CEO.

#### Health Library:

The screenshot shows the RVH intranet homepage. At the top, there is a navigation bar with the RVH logo and the tagline 'Inspiring care... for our region'. Below the navigation bar, there are several menu items: HOME, MIND. BODY. SPIRIT., DEPARTMENTS (circled in red), POLICIES & DOCUMENTS, MANUALS & FORMS, and QUALITY & PATIENT SAFETY. Below the navigation bar, there is a section for 'Royal Victoria Regional Health Centre' with a 'HEALTH LIBRARY' option highlighted with a red arrow. To the right, there is a 'Message from the CEO' section featuring a photo of Janice Skot, President and CEO.

**RVH**  
Royal Victoria  
Regional Health Centre

Inspiring care...  
for our region

Share your thoughts

Weather for Barrie, ON  
5°C | °F

HOME > MIND, BODY, SPIRIT > DEPARTMENTS > POLICIES & DOCUMENTS > MANUALS & FORMS > QUALITY & PATIENT SAFETY

**Quick Links**

- [Access Medicine](#)
- [EBSCOhost Search](#)
- [Gale e-Books](#)
- [Journal Watch](#)
- [Library Catalogue](#)
- [Patient Information Request Form](#)
- [Request Form](#)
- [Up To Date](#)

**Contact Us**

Send us an [email](#)

Phone: (705)728-9090 ext. 42631  
Barb ext. 42632  
Camille ext. 42630  
Fax (705) 739-5693

The Royal Victoria Regional Health Centre's Health Library is a comprehensive consumer health and medical library. All members of the community, patients, their families, RVH physicians, staff and volunteers may use our services and borrow materials.

We are here to provide resources to help you make informed decisions about your healthcare, support patient care and professional development and to promote healthy living.

The Health Library gratefully acknowledges the gift of generous support of the Barrie Huronia Rotary Club.

- Feb 4, 2015

The library staff logon computers have been upgraded to Windows 7. Please ask us if you need some help finding the library resources, figuring out how to add printers, or if you have any other Windows 7 questions. The IT department has a link on their Intranet page to Windows 7 training resources.

<http://rvh-intraweb/departments/it-support-and-services/win7-office-2013/how-to>

- Jan 7, 2015

Did you know that the Registered Nurses' Association of Ontario best practice guidelines are available free to download? The library will no longer be keeping paper copies as the best practice guidelines are updated on a frequent basis and are free to download in pdf format. The RNAO offers guidelines on topics such as Breastfeeding, Professionalism, Cultural Competence, Pain Management and more.

**Medication Information:**

**Lexicomp®**

[Interactions](#)
[Drug I.D.](#)
[Calculators](#)
[I.V. Compatibility](#)
[Patient Education](#)
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**Lexicomp Online**

Limit Search to

Enter drug, disease, or other keyword

**Explore by General Category:**

- Drugs
- Diseases
- Toxicology
- Patient Education
- Laboratory
- International Drugs

### Up-to-Date:



[Languages](#) | [Help](#)

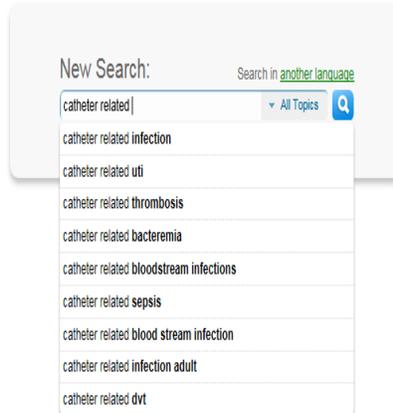
Welcome, Royal Victoria Regional Health Centre | [Log In](#)

[Contents](#)

[Patient Info](#) | [What's New](#) | [PCUs](#) | [Calculators](#) | [Drug Interactions](#)

#### To Access Up-to-Date:

1. Click on the "Microsoft Windows" Icon
2. Type in "up to date"
3. Enter your query into the "new search" bar





## Student Orientation Checklist

Please initial each section in the space provided and submit to the student placement coordinator at the end of the student orientation program.

\_\_\_ I have attended the student orientation program

\_\_\_ I understand the content that has been covered in the student orientation program

\_\_\_ I have read and understood the student orientation handbook

\_\_\_ I understand that it is my responsibility to read and understand the following RVH policies and procedures prior to beginning my clinical experience at RVH

- Code of Conduct – Values in Action Policy
- Workplace Harassment and Prevention
- Workplace Violence and Prevention
- Code yellow
- Code white
- Code orange
- Code green
- Code brown
- Code red
- Corporate Dress Code Policy and Footwear Policy
- Information Access and Privacy Policy
- Privacy policy, personal health information protection act (PHIPA) Policy

\_\_\_ I understand that if I am injured while on RVH property that I must immediately notify the student placement coordinator and my academic institution.

\_\_\_ I have read, understood, signed and submitted the following documents to the student placement coordinator or delegate:

- Student Orientation Checklist (this page)
- Privacy Pledge
- Code of Conduct Pledge
- Student/Clinical Placement Vehicle Information Sheet
- Copy of Student ID Badge
- Occupational Health and Safety Placement Form – Learner/Instructor
- CPR/VSS if consolidation or praxis student

Student Name: \_\_\_\_\_ School: \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Occupational Health and Safety  
MINIMUM PLACEMENT REQUIREMENTS  
Learner/Instructor

This information applies to all residents and high school/college/university students (hereafter referred to collectively as *learners*) and internal/external instructors (hereafter referred to collectively as *instructors*) who have a placement at the Royal Victoria Regional Health Centre (RVH).

Under the *Occupational Health and Safety Act* (1990) - S.25 (2) h, *Health Care and Residential Facilities Regulations* (1993) Section 9. (1) and *Health Protection and Promotion Act* (1990) - Part IV, it is necessary for all persons providing care in an acute care facility to meet requirements for immunization, education and reporting of incidents.

The Academic Institution will receive a package with the forms listed below:

1. Occupational Health and Safety IMMUNIZATION AND SURVEILLANCE INFORMATION- Appendix A
2. Occupational Health and Safety IMMUNIZATION HELP GUIDE- Appendix B
3. Occupational Health and Safety IMMUNIZATION RECORD/RESPIRATORY FIT FORM Learner/Instructor
  - This form is to be kept with the instructor or the learning institute for easy reference if the RVH OHS department needs information about students in the event of an illness/exposure.
4. Occupational Health and Safety PLACEMENT FORM Learner/Instructor
  - This form will be returned to the OHS department by the instructor prior to an individual or group starting placement with RVH.

Documents 1 and 2 will assist the Academic Institution in understanding how to complete documents 3 and 4 and where to get information related to immunization status for completing documents 3 and 4.

At RVH, Safety is our promise. To ensure that there is appropriate education and follow up for work-related incidents, all students/instructors are required to complete the Ministry of Labour Health and Safety Awareness Training for Workers or Supervisors that can be accessed by following the link below. All students will be required to complete the worker portion and all instructors will be required to complete the supervisor portion.

<http://www.labour.gov.on.ca/english/hs/training/>

**If an injury/illness/exposure occurs during placement:**

In order for an injury, illness or exposure to be considered work-related, the following criteria must be met:

- Time: When you normally work
- Place: Where you normally work
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If all criteria are met, learners must report the injury to their instructor, the RVH Placement Coordinator and to the Occupational Health and Safety Department (OHS).

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