



Clinical Instructor Handbook

Dear Instructor

Welcome to Royal Victoria Regional Health Centre (RVH) in Barrie Ontario. Thank you for supporting student learning at our health center. We truly hope that you find your experience with us rewarding, interesting, safe, and fulfilling.

RVH, provides safe, high-quality care for residents across a large geographical region including Simcoe County and the District of Muskoka. RVH is the largest hospital in the region of Simcoe Muskoka. RVH's team of over 350 physicians, 2,500 staff and 850 volunteers provides exceptional care and specialty services to almost half a million residents, including cancer care, cardiac care, dialysis, stroke services, orthopedics, intensive care, mental health and interventional radiology to name a few.

RVH has proudly been a Registered Nurses' Association Best Practice Spotlight Organization (BPSO) since 2003. An objective of being a BPSO is to, through partnerships, make an impact on patient care through evidence-based interprofessional practice. During this time RVH has implemented numerous 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,

Sarah Morris, RN, BScN, MN, CMP
Director, Professional Practice, IPAC, & Allied Health Services

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 your students with a safe and high quality learning experience during your time with us. In order to maximize the experience for your students, please take some time to review this handbook prior to your clinical placement.

The handbook has been designed for clinical instructors who have been assigned to 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 support you during the clinical rotation.
- ✓ Review and submit all of the necessary forms required prior to your clinical group starting on the Inpatient Unit.

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 center 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 behaviors. Our unwavering focus on our patients will enable us to make each life better. Together.

Preparing for Your Groups Clinical Placement

Student Orientation

All professional students (including instructor-led groups and consolidation/praxis students) are required to complete orientation. This will be accessed through RVH's external website www.rvh.on.ca which must be completed prior to the first day of clinical placement. The orientation is specifically designed to prepare our students to practice safely while at RVH focusing on provincially legislated occupational health and safety training, patient safety, hospital-wide policies and procedures that govern our practice and role expectations.

We will also be providing a virtual drop in session once a week for one hour during the weeks that we are onboarding students. This will allow students and instructors an opportunity to ask any questions. We will provide you with a specific day and time for you attend. Attendance at this drop in session is optional and not mandatory.

Required Documents for Clinical Instructors

RVH requires that clinical instructors complete:

- *Attestation Form*
- *Code of Conduct- Values in Action*
- *Privacy Pledge*
- *Staff Alert Pendant Declaration and Replacement Form* (**Note:** If you have a staff alert pendant already you may use this on clinical days)
- *Vulnerable Screening Sector* (**Note:** The VSS must have been issued within the year and be current until the end of the clinical placement)

Health and Safety Requirements

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

- Tuberculosis
- Influenza
- Measles
- Mumps Rubella
- COVID-19

Though not mandatory it is recommended that students ensure that their Tetanus/Diphtheria/Pertussis vaccine status is current.

As a clinical instructor/mentor for praxis it is your responsibility to complete and submit the **Occupational Health and Safety Placement Form** for your group prior to the first day of clinical placement. Failure to submit this form prior to this date will lead to the clinical group being removed from the unit until this requirement has been met.

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.

Respirator Fit Testing:

All students and clinical instructors must be respirator fit-tested prior to the clinical experience and will be required to provide documented evidence. Respirators will be provided by the hospital and worn by clinical instructors and students according to Infection Prevention and Control guidelines, policies and procedures. Currently RVH is providing mask fit testing to students who are in clinical placement at RVH if they do not have a current mask fit. These are being provided free of charge.

Work/Education Agreement

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

Clinical Instructor Identification Badges

All RVH staff, physicians, volunteers, clinical instructors and students wear an identification badge that provides you with their first name, position and photo identification. Each student and clinical instructor will be given a photo ID that can be obtained through security. The RVH student badge must be worn on the upper left chest. As a clinical instructor, you are also expected to wear an instructor identification badge at all times (provided by your school).

Important:

To arrange an appointment with Security for your group so get their RVH student badges please contact Alex Francis at francisa@rvh.on.ca or contact security at 705-728-9090 Ext. 44111.

Note: For those clinical instructors who are also an RVH employee, you must not wear your RVH employee identification badge on those days that you are here as a clinical instructor.

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.

Staff Alert Pendants

All students and clinical instructors are required to wear a Staff Alert Pendant during clinical days as a safety initiative. During orientation you will be provided with education on the use of the Staff Alert Pendant, will complete a quiz and will be required to provide a \$15.00 deposit to the Cashier to obtain the pendant. This deposit is refundable when you return the pendant at the end of the placement. It is mandatory to wear the pendant during clinical days. Please ensure that all students in your clinical groups have a pendant on and are

checking that the pendant is operating properly on a regular basis. Currently staff alert pendants are being provided by Security.

Preparing for Clinical Days

RVH prides itself on providing the highest level of care possible. To ensure this we have put in place clinical tactics that support this goal. One of these clinical tactics is bedside shift report, a quality initiative that RVH feel that students should be a part of. To meet this goal we ask that:

- CCDs/CPSs/Instructors develop the clinical assignments for their students prior to 0700 hours on the clinical day.
- Ensure that the students are on the unit and accompany the off going and on coming primary nurse to the bedside for bedside shift report.
- Ensure that the student provides a detailed report to the primary nurse when leaving the unit for breaks and at the end of the shift.

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 clinical instructor 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 clinical instructor, you are expected to sign the confidentiality agreement prior to the start of your group’s clinical rotation. Please read and sign the confidentiality agreement found at www.rvh.on.ca under Teaching and Research and choose Education.

Some key items to consider:

- Never access records of those for whom your students will not be providing direct care to— 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 the student placement coordinator or emailing 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
- Ensure that students are not discussing patients by name in public areas

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 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

Lockers and Personal Belongings

RVH provides students with locker facilities located men/women's change rooms. If you are using a locker in the men/women's change room. 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). We encourage students not to bring valuables to our health center. We would also recommend that students share lockers.

Locker numbers available in female change room for students: 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 153.

Locker numbers available to male change room for students: 150, 151, 152, 153, 154, 155, 156, 157, 158.

Meeting Rooms

We are not able to accommodate requests for meeting rooms for post conference during. Please remember that there cannot be more than 5 people in a room at any time and procedure masks and goggles must be worn.

Break Times

There are designated areas for breaks. Please remember that socially distancing applies during break times. You will note that there are places marked on the tables for where to sit. This is strictly enforced so please remind your students.

Note: The change rooms are not to be used as a break area. There is not eating/drinking permitted in these areas only in designated break areas.

Parking

Parking is available to both students and instructors 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, clinical instructors and students. Should you have a student experience an injury during clinical placement while on RVH property, please have the student 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 Wellness Department (OHS).

OH&W is located 1SA, room 1452 and is open Monday – Friday 0800-1600 except on statutory holidays. They can also be reached through RVHOHW@rvh.on.ca If the injury/illness/exposure occurs outside of business hours contact the Hospital Service Leader (HSL) and report to OH&W on 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.**

Meditech Access

Meditech mnemonic's and temporary passwords will be provided to you for yourself and your clinical group after attendance at student orientation. Please send the RVH Student Placement Coordinator an email using your academic center email and the RVH Student Placement Coordinator will forward the Meditech access information for you and your group.

Note: If you are also an RVH employee you will be provided with Meditech access to use on clinical placement days.

Automated Dispensing Unit

As a clinical instructor, you will be provided access to the ADU. Please make an appointment with the RVH Student Placement Coordinator to have you biometrics enrolled in the ADU. Your ADU access will expire at the end of each placement and need to re-enroll at the beginning of the next placement that you are assigned to. As a reminder, Clinical Instructors do not administer narcotics.

Note: If you are also an RVH employee, you will be provided with a second ADU access/biometrics to use on the days that you are here as a clinical instructor.

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 students receive computer training at RVH?

A. If you are a clinical instructor at Georgian College, then all computer training occurs through your academic institution. If you are a clinical instructor for a student group coming to RVH from an academic institution other than Georgian College then RVH will be provided with Meditech education. The student placement coordinator will arrange a date, time and location for this training and email these details to the placement coordinator at your academic institution.

Q. How do I get a password for the Network?

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 for your group by confidential email. If you have any issues with your Network password please contact our IT department at Ext. 45000 to have it reset. Any questions regarding Network access should be directed to a Student Placement Coordinator.

Navigating the Computer

To access the RVH intranet please enter your Network mnemonic plus @rvh.on.ca

Example: If your name is Jane Smith and your Network mnemonic was smithj you would enter smithj@rvh.on.ca to access the RVH intranet. Once on the RVH intranet you will be able to access numerous resources available to staff and students.

Please visit our Intranet page to review:

Policies and Procedures:

RVH
Royal Victoria
Regional Health Centre

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GO TO POLICIES & DOCUMENTS

March 2015 Town Hall Highlights

Missed Town Hall?
You can still catch up on the latest RVH news by watching the Town Hall highlights video; reviewing the entire slide presentation or the Top Ten Town Hall highlights document.
[Click here to go to the Town Hall intranet page](#)

Message from the CEO
All the latest news from Janice Skot, RVH president and CEO.
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Janice Skot
President and CEO
SkotJ@rvh.on.ca

Health Library:

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Weather for Barrie, ON
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HOME > MIND. BODY. SPIRIT. > **DEPARTMENTS >** POLICIES & DOCUMENTS > MANUALS & FORMS > QUALITY & PATIENT SAFETY

Royal Victoria Regional Health Centre
RVH ORGANIZATIONAL CHART

POPULAR DOCUMENTS
Expense Form

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- ORGANIZATIONAL CHART
- PATIENT FOOD SERVICES
- OCCUPATIONAL HEALTH AND SAFETY
- IT SUPPORT AND SERVICES
- HEALTH LIBRARY**
- NURSING RESERVE UNIT, PATIENT FLOW & STAFFING
- SECURITY SERVICES
- DISTRICT STROKE CENTRE
- INTERPROFESSIONAL SERVICES
- REGIONAL CANCER & CLINICAL SERVICES
- RVH FOUNDATION



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.

Quick Links

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Contact Us

Send us an [email](#)

Phone: (705)728-9090 ext. 42631

Barb ext. 42632

Camille ext. 42630

Fax (705) 739-5693

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

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- catheter related infection
- catheter related uti
- catheter related thrombosis
- catheter related bacteremia
- catheter related bloodstream infections
- catheter related sepsis
- catheter related blood stream infection
- catheter related infection adult
- catheter related dvt

Occupational Health and Safety
MINIMUM PLACEMENT REQUIREMENTS
Learner/Instructor

This information applies to all residents as well as high school, college and university students (hereafter referred to collectively as *learners*) and to internal and 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 and (1) *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 work-related injuries, exposures and illnesses.

The Academic Institution or supplying agency will receive a package with the documents listed below:

1. Occupational Health and Safety [IMMUNIZATION AND SURVEILLANCE INFORMATION](#) Learner/Instructor – 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 Academic Institution or supplying agency for easy reference if the RVH OHW department needs information about students in the event of a work-related injury, exposure or illness.
4. Occupational Health and Safety [PLACEMENT FORM](#) Learner/Instructor
 - This form will be returned to the OHW department by the instructor prior to an individual or group starting placement with RVH.

Documents 1 and 2 will assist the Academic Institution or supplying agency 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 injuries, exposures and illnesses, all learners and instructors are required to complete the Ontario Ministry of Labour's Health and Safety Awareness Training for Workers or Supervisors, accessible via the link below. All students will be required to complete the Worker module while all instructors will be required to complete the Supervisor module.

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

Work-related injuries, exposures or illnesses during placement:

Injuries, exposures and illnesses are deemed work-related when all of the following criteria are met:

- Time: The event occurred during the time when you normally work, AND
- Place: The event occurred in the place where you normally work, AND
- Activity: The event occurred while you performing work that you normally perform

If all criteria are met, learners must report the event to their instructor, the RVH Placement Coordinator and to Occupational Health and Safety (OHW) or Hospital Services Leader (HSL)/Leader On-Call (after business hours). Learners must complete an electronic incident report at RVH using the Safety Learning System (SLS). Please refer to the RVH intranet Quality and Safety tab for direction on how to report a work-related injury, illness or hazard.

OHW is located on level one in room 1452, and is open Monday to Friday from 0800 to 1600 (excluding statutory holidays). If the injury, exposure or illness occurs outside of business hours, please report to OHW the next business day. Our phone number is 705-728-9090 ext. 42350.