



Nursing Student Handbook

Dear Student:

Welcome to Royal Victoria Regional Health Centre (RVH) 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, stimulating, 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, cardiology, dialysis, 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) since its establishment in 2003. 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 20 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
Operations Director, Professional Practice, IPAC and Allied Health

Introduction and Objectives

Welcome to RVH! At RVH we are pleased to welcome over 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 complete self-directed orientation and this 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 and will focus on provincially legislated occupational health and safety training, patient safety, hospital-wide policies and procedures that govern our practice and role expectations.

Overview of Student Orientation:

- Onboarding documents are located on the RVH website www.rvh.on.ca and click on *Teaching and Research* to access the drop down menu for *Education*. By clicking on *Clinical Student Education* you can access all of the onboarding forms.
- Orientation is self-directed and can also be accessed through RVH's external website.
- You will need to complete and submit your onboarding documents prior to your first clinical day. Please submit them by email to students@rvh.on.ca including your first and last name in the subject line.

Required Documents:

- Attestation Form
- Student Orientation Checklist
- 1. Student Placement Intake Form
- 2. Code of Conduct Pledge
- 3. Staff Alert Pendant Quiz
- 4. Scanned copy of your Police/Vulnerable Sector Check – completed within one year and does not expire while you are here doing your placement.
- 5. Occupational Health and Safety (OHS) Placement Form- please review requirements and provide this information to your coordinator who will submit this form on your behalf.

Health and Safety Requirements

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

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

For Student Groups:

A copy of your police check (vulnerable screening sectors) must be submitted prior to the beginning of any clinical placement. This must be obtained by the student within one calendar year of the start of the clinical placement and must be valid for the duration of the 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 onboarding process.

For Consolidation/Praxis Students:

A copy of your 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. If you require mask fit testing you can request this through the RVH Work Place Safety free of charge.

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 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
- 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

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 or 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, please visit the Professional Practice Room 4144 on site at RVH, Monday to Friday between the hours of 0800 – 1600. **Please bring with you picture ID showing your first and last name.**

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 left is the RVH logo (Royal Victoria Regional Health Centre). To the right is a search bar with the text "Inspiring care... for our region" and a weather widget for Barrie, ON showing 5°C | 1°F. Below the header is a navigation menu with items: HOME >, MIND. BODY. SPIRIT. >, DEPARTMENTS >, **POLICIES & DOCUMENTS >** (circled in red), MANUAL & FORMS >, and QUALITY & PATIENT SAFETY. Below the menu is a "GO TO POLICIES & DOCUMENTS" button. The main content area features a "March 2015 Town Hall Highlights" section with a video thumbnail and a "Missed Town Hall?" section with text and a link: "Click here to go to the Town Hall intranet page". On the right is a "Message from the CEO" section featuring a photo of Janice Skot, President and CEO, with a "Read More" button and "View All Messages" link.

Health Library:

The screenshot shows the top navigation bar of the Royal Victoria Regional Health Centre website. The 'DEPARTMENTS' menu is open, listing various departments. A red circle highlights the 'DEPARTMENTS' header, and a red arrow points to 'HEALTH LIBRARY' in the list.

- ADMINISTRATION
- CORPORATE SERVICES
- PATIENT PROGRAMS
- PLANNING & SUPPORT SERVICES
- PROJECT MANAGEMENT OFFICE
- HEALTH INFORMATION MANAGEMENT
- MEDICAL ADMINISTRATION
- 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

This screenshot shows the same website navigation bar as above, but with the 'DEPARTMENTS' dropdown menu closed. The 'DEPARTMENTS' link is visible in the main navigation bar.



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

- [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

Medication Information:



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:

UpToDate® ←

[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

New Search:

Search in [another language](#)

cathe|ter related| ▼ All Topics

- cathe|ter related infection
- cathe|ter related uti
- cathe|ter related thrombosis
- cathe|ter related bacteremia
- cathe|ter related bloodstream infections
- cathe|ter related sepsis
- cathe|ter related blood stream infection
- cathe|ter related infection adult
- cathe|ter related dvt



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:

- Attestation Form
- Student Orientation Checklist (this page)
- Privacy Pledge
- Code of Conduct Pledge
- Occupational Health and Safety Placement Form – Learner/Instructor
- Vulnerable Screen Sector Form
- Staff Alert Pendant Quiz

Student Name: _____ School: _____

Student Signature: _____ Date: _____

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 OHS 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 OHS 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 (OHS) 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.

OHS is located on level one in room 1452 (across the hall from the Cardio-Respiratory Treatment Clinic) 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 OHS the next business day. Our phone number is 705-728-9090 ext. 42350.

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
- 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.