

Clinical Student and Clinical Instructor Orientation Guide



Welcome Students and Clinical Group Instructors

Working with our many community and government partners, patients, staff, physicians, volunteers, and donors, Scarborough Health Network (SHN) is transforming patient care and outcomes today, and charting a new course to create a healthier tomorrow.

Across our three hospitals and eight satellite sites, our programs and services are designed around the needs of one of Canada's most vibrant and diverse communities. We offer full-service emergency departments, diagnostic imaging, surgery, rehabilitation, and geriatric care, as well as advanced birthing centres for moms, newborns, and growing families. We are leaders and partners in specialty paediatric, mental health, and oncology services. SHN's Regional Nephrology Program has become the largest Regional Renal Program in the Province, and with steady growth over the years, its Chronic Kidney Disease (CKD) clinics makes SHN's Nephrology Program among the largest in North America.

SHN has been designated an RNAO Best Practice Spotlight Organization. This means the care we provide our patients is based on evidence-based best practice guidelines, and we strive for continuous improvement to provide better quality care

We are pleased that you will be with SHN on your journey to becoming a healthcare professional. You will find a dedicated team of individuals at our hospital to assist you in your pursuit for excellence. Enclosed in this package is some general information that will help with your preparations ahead of your starting your clinical placement at SHN. Please ensure to follow any specific instructions from the Clinical Student Placement Office.

SHN Hospitals		
Birchmount Hospital (BIR) 3030 Birchmount Road Scarborough, ON M1W 3W3 416-495-2400	Centenary Hospital (CEN) 2867 Ellesmere Road Scarborough, ON M1E 4B9 416-284-8131	General Hospital (GEN) 3050 Lawrence Avenue East Scarborough, ON M1P 2V5 416-438-2911
		

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Pre-Placement Responsibilities – What needs to be done?

All students and clinical instructors (CIs), of all disciplines, are required to complete our mandatory onboarding via Alchemer. This onboarding contains links to our Privacy Training, mandated Provincial modules as well as discipline-specific modules. Completion of this Alchemer is required **prior** to your start date. This will ensure you may start your placement on-time. Please see chart below for the requirements and who needs to complete them.

Pre-Placement Onboarding Responsibilities (including Alchemer)						
STEP		Nursing (NP, MN, RN, RPN)		PSW	All Other Allied Health Disciplines	
		Groups	Preceptored (1:1)	1:1 and Groups	Groups	Preceptored (1:1)
1	Vulnerable Sector Screen from within the past 12 months	✓	✓	✓	✓	✓
2	Valid Mask Fit Test for N95 respirator mask within past 2 years - email to safety@shn.ca	✓	✓	✓	✓	✓
3	Immunizations up to date including a TB Test within the past 12 months	✓	✓	✓	✓	✓
4	Completion of Pre-Placement Onboarding via Alchemer. Required each term, <i>even</i> if terms are consecutive and/or if you are SHN staff	✓	✓	✓	✓	✓

Post-Alchemer Responsibilities

STEPS		Nursing (NP, MN, RN, RPN 1:1 and Groups)	PSW 1:1 and Groups	All Allied Health Disciplines
1.	Self-Book and then attend a virtual orientation session PRIOR to placement start date	✓	✓	N/A
2.	Preceptored Students: Connect with your preceptor	✓	✓	✓
3.	Preceptored Students: Connect with Unit CPL to book your PPE Don/Doff Session as first task on first day of placement	✓	✓	✓
4.	Clinical Group Instructors: Connect with Unit CPL to book the Group's PPE Don/Doff Session as first task on first day of placement. No Unit tours are permitted prior to start date.	✓	✓	N/A

Legend:

✓ = Responsible to do

X = Not responsible to do

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We get a *lot* of questions about IT access, so let's answer them!

There are THREE (3) types of actual network access when you come to placement at SHN. Your access to all, is dependent on you completing your pre-placement obligations.

The three (3) types of access are:

1. **Epic Training Access** – this page is where our training videos are housed. You will be required to review the appropriate “training tracks” based on the program/unit you are placed.
2. **SHN Network Access** – also known as an Active Directory (AD) account. This access lets you log onto a workstation on the unit. Without this, you won't be able to do anything.
3. **Epic CIS Access** – Epic CIS is the actual program that lets you view and document on your list of assigned patients.

Did you know we **ALL** play a part in you successfully obtaining your Network and Epic Access? Let's break it down - who does what, so you have IT access?

Step	Who Is Responsible?
Student and CI names are <i>populated</i> in HSPnet or by School Placement Office (schools without HSPnet)	Your School Placement Office – If we do not know who is coming, we cannot begin IT access
Incoming student and CI names <i>pulled from</i> HSPnet/or by list provided (for schools without HSPnet)	SHN Placement Office
Pre-placement Onboarding completed in Alchemer	You - the Clinical Student and Group CI – each term you are here, <u>no exceptions, even if you are staff, even if you were just here last term</u>
Completion of pre-placement onboarding in Alchemer is verified for completeness	SHN Placement Office
Incoming student and CI names sent to SHN Local IT to create AD account and password.	SHN Placement Office
AD Account Username and Password created	SHN <u>Local IT</u> (inside the building)
AD Account Username and Password <i>sent to each student CI if onboarding is complete</i>	SHN Placement Office
List of AD Account Usernames sent to Regional IT for creation of Epic Access	SHN Local IT
Epic Access created according to the identified unit for placement	Epic <u>Regional IT</u> (outside the building)

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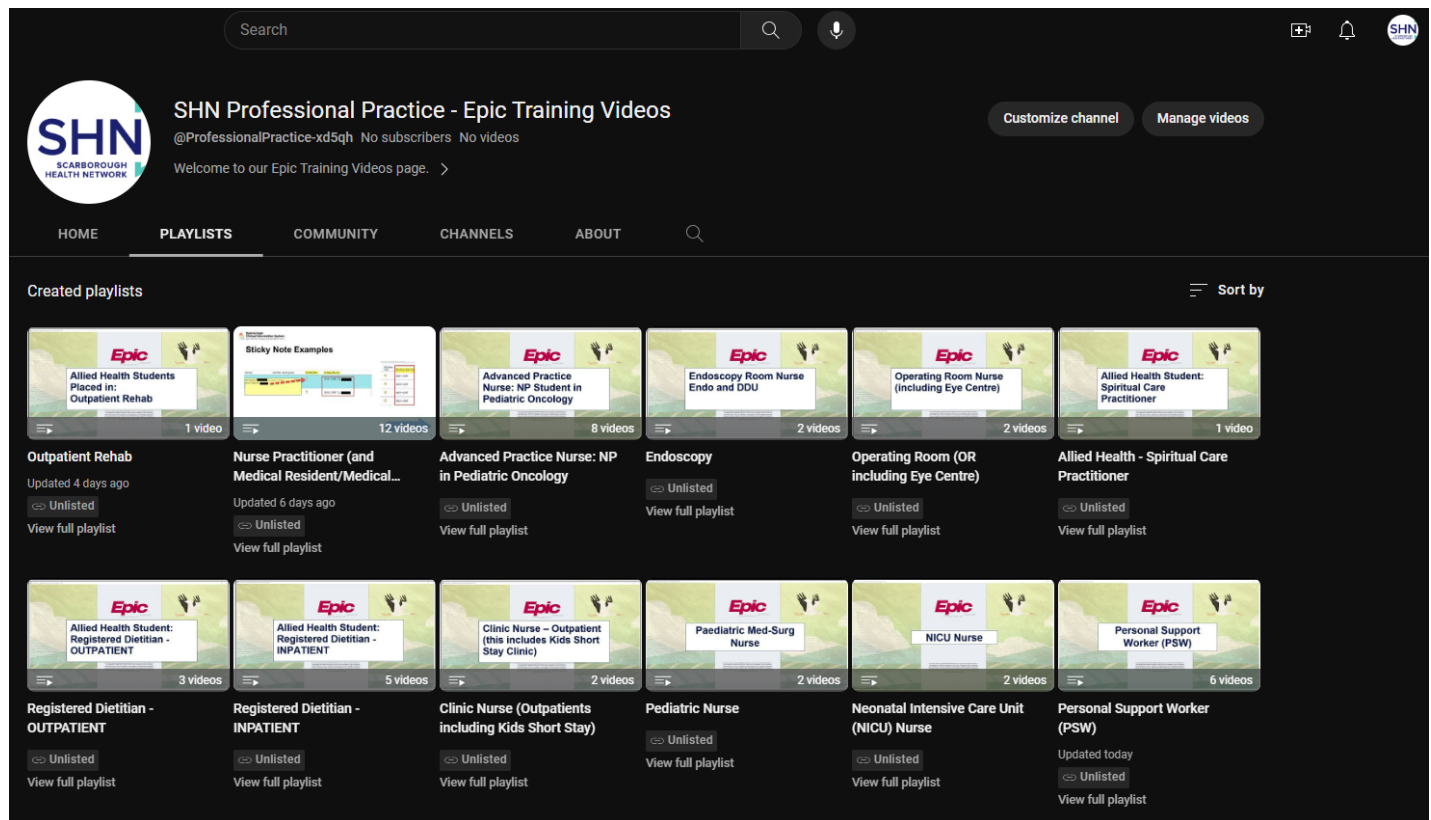
Epic Training Access

SHN is proud to offer two types of Epic Training

1. Virtual training (also called asynchronous learning)
2. In-person training (when the Epic Training team is available)

1. Epic CIS Virtual Training (*Asynchronous learning*) – Everyone, any discipline (if applicable to your discipline - not every student needs access and/or training to Epic)

All of our asynchronous training videos now reside on a private YouTube channel. You will be able to access the videos by downloading the list of videos from Alchemer. Only view the videos applicable to your placement. This is what our YouTube channel looks like:



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ID Badges, Lockers and Parking Passes – How do you get these?

Site	Parking	ID Badges from Security Office	Lockers for Nursing & PSW GROUPS only
BIR	<p>Office located: Main floor, opposite the drug store</p> <p>Parking Form available for download in pre-placement onboarding in Alchemer</p> <p>Parking Fee: \$66/month</p>	<p>Office located: Level 1, Security Office - Room #1711 Hours: Mon/Wed/Fri from 1000-1200 Phone: 416-431-8200 ext. 7233</p> <p>Need to bring:</p> <ul style="list-style-type: none"> Email of Alchemer Completion Government-issued ID Your Preceptor or Group Instructor \$10 fee – non-refundable 	<p>Obtain from: Security Office</p> <p>Lockers are on a first-come, first-served basis and limited in numbers</p>
CEN	<p>Office Located: Inside North Entrance, next to the optometry office</p> <p>Parking Form available for download in pre-placement onboarding in Alchemer</p> <p>Parking Fee: \$66/month</p>	<p>Office Located: *NEW LOCATION* Level 1 - North Entrance at the bottom of the white staircase</p> <p>Hours: Monday to Friday from 0800-1600 Phone: 416-284-8131 ext. 4223</p> <p>Need to bring:</p> <ul style="list-style-type: none"> Email of Alchemer Completion Government-issued ID Your Preceptor or Group Instructor \$10 fee – non-refundable 	<p>Obtain from: Professional Practice Clinical Student Placement Office. Send an email to: s.clinstplacements@shn.ca</p> <p>Lockers are on a first-come, first-served basis and are limited in numbers</p>
GEN	<p>Office Located: Ground Level of the Parking Garage</p> <p>Parking Form available for download in pre-placement onboarding in Alchemer</p> <p>Parking Fee: \$66/month</p>	<p>Office Located: Ground Floor, Crockford Wing, across from GAIN Clinic</p> <p>Hours: Mon/Wed/Fri from 1000-1200 Phone: 416-431-8200 ext. 7233</p> <p>Need to bring:</p> <ul style="list-style-type: none"> Email of Alchemer Completion Government-issued ID Your Preceptor or Group Instructor \$10 fee – non-refundable 	<p>Obtain from: Security Office</p> <p>Lockers are on a first-come, first-served basis and limited in numbers</p>

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How to Handle Injuries, Illnesses, Incidents and Errors While on Placement

What is an...	Incident	Near-Miss
Definition	An incident is any actual or potential (near miss) event, inconsistent with routine patient care/hospital operations	A near miss is an event or situation that could have resulted in an accident, injury or illness, but did not , either by chance or through timely intervention
Examples	<ul style="list-style-type: none"> • Falls • Medication errors • Compromised specimen analysis • Missing ID band on patient • Missing belongings • Equipment malfunctions that affect patient care 	<ul style="list-style-type: none"> • Stopping a fall just before it happens • a nurse takes out the wrong medication, and notices as she's on the way to the patient
Actions to be taken - and by whom - in all cases of incident or near-miss		
1. Students are to report any personal injuries or incidents and errors to their preceptor or Group CI immediately. The preceptor or Group CI should assess the patient/student, then report to the Charge Nurse and manager of the unit.		
2. Ensure appropriate medical/nursing interventions are provided to support patient outcomes		
3. Enter into the Incident Reporting System – S.A.F.E.T.Y., by the staff nurse, unit manager or CPL/PPL, at the first available opportunity of the shift that the incident occurred		
4. The student or instructor who identifies the error will be noted in the report. All student errors will be reported to the educational instructor. The error will be reviewed and investigated to identify all contributing factors to facilitate the identification of system corrections		
5. An injured student or CI must visit the Occupational Health Dept. for assessment.		
6. If it is after-hours or the weekend, visit the Emergency Department.		
7. The student/CI must also report the injury/illness immediately to the SHN Clinical Student Placement Office at s.clinstplacements@shn.ca and the appropriate contact person at their school		

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How to Handle Learner Mistreatment While on Placement

Scarborough Health Network is committed to providing a safe and rewarding learning environment for our students. Studies have shown that incidents of learner mistreatment are under-reported in our healthcare system. We are working to develop the supports and processes needed to empower students to report incidents of learner mistreatment safely and to get the support that they need. Please read the definition and examples of learner mistreatment below.

Definition	<p><i>Within the context of health care professions education, mistreatment refers to intentional or unintentional behaviour that shows disrespect for the dignity of others and interferes with the learning process.</i></p> <p><u>Mistreatment may involve:</u></p> <ul style="list-style-type: none">• a single incident or a pattern of behaviour that ranges from subtle gestures and/or comments to egregious actions• any behaviour that involves mistreating another person and that compromises the learning environment• microaggressions that may be unintentional, but that are experienced as a pattern of snubs, slights, put-downs and gestures that demean or humiliate people based on their belonging to a group, particularly those identified by gender, race/ethnicity, sexual orientation, immigration status or socioeconomic class. <p><u>Mistreatment results from any of these behaviours:</u></p> <ul style="list-style-type: none">• unprofessional behaviour• discrimination and discriminatory harassment• sexual violence and sexual harassment. <p>Behaviours that fall under the categories of discrimination and discriminatory harassment or sexual violence and sexual harassment are considered unprofessional. However, we present them as discrete mistreatment categories because they are defined and addressed through specific hospital policies, as well as in the Ontario Human Rights Code. The examples below are not exhaustive and are not intended to represent the spectrum of behaviours that may be considered mistreatment.</p>
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Examples of Learner Mistreatment

Unprofessional behaviour includes being:	<ul style="list-style-type: none">• required to perform personal services• publicly humiliated, implicitly (e.g., eye-rolling) or explicitly• subjected to recurring outbursts of anger (e.g., shouting, throwing objects)• subjected to disparaging remarks about the character or patient care of another physician/health professional/learner• inhibited by a person in authority from providing appropriate feedback/evaluation, including disclosures or reports of mistreatment• subjected to retaliation in response to a disclosure, report or investigation of mistreatment• threatened with physical harm• physically harmed• faced with issues related to academic integrity or research integrity.
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Discrimination and discriminatory harassment involve being:	<ul style="list-style-type: none">• subjected to offensive remarks/names related to or based on race, ethnicity, gender, sexual orientation, religion or any of the other protected grounds identified in the Ontario Human Rights Code• denied opportunities for training or rewards based on any of the protected grounds identified in the Ontario Human Rights Code• given lower evaluations/grades based on any of the protected grounds identified in the Ontario Human Rights Code• denied academic accommodations or subjected to critical, dismissive or demeaning remarks about approved accommodations (e.g., time to perform a smudging ceremony, pray, commemorate religious observance)• denied reasonable academic accommodations based on disability.
Sexual violence and sexual harassment involve being:	<ul style="list-style-type: none">• subjected to sexist remarks/names• subjected to sex-related comments about one's or someone else's physical appearance or actions• subjected to unwanted sexual advances• asked to exchange sexual favours for grades or other rewards• inhibited by a person in authority from reporting unwelcome sexual comments or unwanted sexual advances.

Taken from the Toronto Academic Health Science Network: Responding to Learner Mistreatment from Patients, Family Members and Visitors

Actions to be taken in all cases of Learner Mistreatment

1. It is important to report Learner Mistreatment to:
 - a. Your School: Placement Office, your Faculty Advisor or Clinical Group Instructor
 - b. SHN: The unit manager, CPL or PPL, your Preceptor or the Placement Office
2. Please use this link to report Learner Mistreatment. Reporting can be made anonymously or you may add your contact information for follow-up by Professional Practice and the Clinical Student Placement Office.

****Note that this is NOT part of pre-placement onboarding – this is to be used AFTER you start placement if you experience learner mistreatment****

Link → [SHN-Clinical-Student-Placement-Learner-Mistreatment-Reporting-Portal](#)



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Restricted Practices – also known as *There are Just Some Things Students Are Not Permitted to Do While on Placement*

Please review below and make sure you are aware of the practices that are restricted. If ever in doubt, ask your preceptor, Group Instructor or Unit CPL or PPL.

ACTION	NO CANNOT DO	Yes ONLY under SUPERVISION	NOTES
Administer Narcotic and Controlled Drugs		✓	Nursing students are only permitted to administer Narcotics and Controlled Drugs ONLY if supervised by their preceptor and/or GROUP Instructor . Preceptors and/or GROUP Instructors MUST co-sign all administration of Narcotics and Controlled drugs.
IV Starts		✓	Preceptored nursing students are permitted to start IVs only after having completed the SHN IV learning materials and under supervision of their preceptor.
PICC/CVAD care	✗		Students are NOT permitted to perform PICC or CVAD care
Blood Product Administration	✗		Students are NOT permitted to act as the second administrator of blood products if not registered as an RPN or RN.
Blood Draws		✓	Preceptored students are permitted to perform blood draws, only after completing the SHN Blood Draws learning materials and under supervision of their preceptor
Carry narcotic keys or be assigned narcotic codes	✗		
Medication counts	✗		Nursing Students (who not registered as a RN or RPN) are NOT permitted to complete the narcotic count as the second person.
Carry out Medical Directives Independently	✗		Students are NOT permitted to carry out medical directives independently. They MUST be done with preceptor.
Check Patient Glucose Levels		✓	Students <i>are</i> permitted to check patient glucose levels, provided they complete the POCT training and pass the test with the Unit CPL
Administer Insulin		✓	Students are permitted to administer insulin with an independent double check and supervision of the preceptor

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Frequently Asked Questions - and their Answers

Pre-placement onboarding in Alchemer is required, each term, for each student and CI, of all disciplines. This applies to everyone. Even if you are active SHN, even if you were here last term. There are no exceptions to pre-placement onboarding. This is for the safety of each and every student, CI, patient, and unit staff member.	
FAQs	<p>Preceptored Students of all disciplines: <i>Can placement start if you half-finish your onboarding and promise to go back to it later?</i> No. This must be completed in full before your start date or your placement will be delayed.</p>
	<p>GROUPS of all disciplines: <i>Can placement start if <u>just some of the group</u> have finished the onboarding?</i> No. Everyone in the group – students and the CI (even if SHN staff) – are required to complete pre- placement onboarding before your start date. If this is not done, the group is placed on hold, or sent home (if they're on the unit). Example: in a group of six (6) students, if five (5) students and CI completed the onboarding but one student did not, <i>the entire group is not permitted to start.</i> Groups are accountable to each other.</p>
	<p>Do students and CIs get an @shn.ca email addresses? No. Clinical students, of any discipline, are NOT provided an @shn.ca email address while on placement.</p>
	<p>Humber College students/CIs: please ensure you provide an alternate email address in your onboarding via Alchemer. This is because the Humber firewall blocks the delivery of SHN Secure Emails.</p>
	<p>ALL issues regarding lack of IT access or incorrect IT access, are to be addressed with the Placement Office first via email at s.clinstplacements@shn.ca</p>
	<p>Student and/or CI who will be going to all three (3) SHN sites during a placement: you will be required to obtain one (1) card that may be used at BIR/GEN and a separate card will be required at CEN.</p>
COVID-19 Related FAQs	<p>COVID-19: What Happens if Your Assigned Unit Ends Up on An Outbreak?</p>
	<p>The placement office will contact all students and Group CIs via email with information about swabbing appointments in all cases of declared Watch and/or Outbreak. This is also applicable to other illness that can cause outbreaks.</p>
	<p>Preceptored Students of any discipline: You are permitted on the unit with your preceptor, as long as this is permitted by your school's policy.</p>
	<p>Groups of any discipline: SHN <u>does</u> permit groups to remain on their assigned unit even in an outbreak situation. However, please check your school's policy about attending placement during an outbreak.</p>
	<p>Note: SHN is not able to extend any placement if any student or student group misses time on a unit due to outbreak(s).</p>

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We would love your feedback once your placement is completed.
Please complete our **Post-Placement Evaluation** Survey [here](#) or via the QR code below!

