

CLINICAL STUDENT ORIENTATION HANDBOOK



DEPARTMENT OF VOLUNTEER SERVICES & STUDENT REGISTRATION

CLINICAL STUDENT INQUIRIES

Metropolitan Campus © 1995 Lens Avenue, RM # 1413, Windsor, ON, N8W 1L9 ©
(519) 254-5577 © Ext. 52563
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INTRODUCTION

Welcome to Windsor Regional Hospital (WRH)

Windsor Regional Hospital (WRH) welcomes you as a member of our Volunteer and Student Internship Program. We look forward to having you join our team of enthusiastic and devoted Volunteers, Students and Staff members.

Windsor Regional Hospital strives to be patient-centered in every service we provide. Your skills and services will help us in our efforts to provide quality care and service to our patients and their families. Our organization would not be able to provide an outstanding care experience without the commitment of Volunteers and Students like you. We hope that you will find your experience at Windsor Regional Hospital both meaningful and rewarding.

This Clinical Student Handbook will help introduce you to the policies and expectations that govern the clinical student internship programs at Windsor Regional Hospital.

Together, we will:

- Share in the responsibility of meeting the needs of our patients;
- Demonstrate our commitment to excellence by providing a safe and friendly environment for those entrusted to our care; and,
- Provide outstanding care with compassion.

We hope you will be proud of your contribution of time, skill and talents to the patients and staff at Windsor Regional Hospital.

Sincerely,
Volunteer Services & Student Registration Team

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CAMPUS LOCATIONS

METROPOLITAN CAMPUS

1995 Lens Ave. Windsor, Ontario, N8W 1L9



CANCER CENTRE

1995 Lens Ave. (Alsace Road Entrance) Windsor, Ontario, N8W 1L9



OUELLETTE CAMPUS

1030 Ouellette Avenue, Windsor, Ontario, N9A 1E1



COMPASSION is our
PASSION



OUTSTANDING CARE – NO EXCEPTIONS!

BECOMING A CLINICAL STUDENT

WELCOME TO WINDSOR REGIONAL HOSPITAL

A “**CLINICAL STUDENT**” is a valuable position that allows you to demonstrate your hard-work and passion in the field for which you have chosen to study. This opportunity will offer hands-on experiences and help you to understand the importance of keeping focused on the patient. This opportunity allows you to work as a team demonstrating compassion not only for the patient but for their families providing exemplary care. You will work closely with a professional health care team and gain excellent interpersonal and critical thinking skills. You will be presented with opportunities to network with other health care professionals to focus on career launching opportunities.



The guidelines in this handbook have been developed for Clinical Students to help facilitate a positive WRH learning experience. All Clinical Students must complete pre-placement registration paperwork and review WRH orientation policies and procedures prior to placement. The overall registration process can take 3-4 weeks to complete. Registration paperwork needs to be submitted to the Student Registrar to confirm if the student meets the requirements of Windsor Regional Hospital before a placement can begin.

Clinical Students are expected to follow the guidelines of professional behavior and safety initiatives at all times while on hospital premises. Always keep patient safety and personal safety in mind e.g. good hand hygiene and adhering to all applicable health and safety rules.

Clinical Students are required to sign a Confidentiality Statement/Agreement and have Workers Compensation Insurance coverage provided by their educational facility.

Students are the direct responsibility of the department manager/supervisor/training delegate assigned to them. Students will be asked to sign in/out at a Kiosk for the duration of their placement. The Kiosk will log your hours for internship credit and for security and statistical purposes. Windsor Regional Hospital's Vision statement (“**Outstanding Care—No Exceptions**”) and Mission Statement (**Provide Quality Person-Centered Health Care Services to our Community**) describe our shared commitment to patients, families, staff, students, volunteers and our medical community partners who provide care and support to all. We are looking forward to helping you build the necessary skills to be successful in your future endeavors.

“We hope you have a positive learning experience at Windsor Regional Hospital”

COMPASSION is our
PASSION



PROFESSIONAL CONDUCT AND PLACEMENT INFORMATION

CLINICAL STUDENT INTERNSHIPS

Placement Expectations

- Be on time for your shift, dress appropriately for your placement area and come prepared with all the necessary supplies/tools you need to start your day i.e. pens, binder/note books, text books, school forms, lap tops, appropriate foot wear, stethoscope, etc.
- Direct any problems concerning your placement to your WRH preceptor and the Student Registrar of the Volunteer Services and Student Registration Department.
- Report to your placement with your WRH ID badge clearly visible. You are required to return your WRH hospital ID badge to the Student Registrar at the end of your placement along with any proximity access cards.
- Cooperate with staff and fellow volunteers and students.
- Follow your internship agreement and evaluation guidelines regarding your duties while on training.
- Report any workplace hazards, injuries or illnesses to your WRH supervisor or training delegate immediately when an injury/accident occurs.
- Students are required to use the Kiosk to log their attendance for internship credit at the beginning and end of their shift. It is important that students maintain accurate attendance records for liability and emergency situations. Students are to log their hours manually on the clipboard when the Kiosk machines are down to ensure they receive credit for the day and for Security purposes. The clipboards are located on top of or on the side of the Kiosk machine. The first priority is to use the Kiosk; the clipboards are for back-up purposes only.

The Kiosk locations are as follows:

Met Campus: Located near the main elevators by the water bottle re-fill station, just before the double doors

Cancer Centre: Located at the top of the glass stairwell in the main lobby

Ouellette Campus: Located in the main Goyeau lobby around the corner from the Admitting Department down the hall from the lobby washrooms. A 2nd Kiosk can be found beside the main elevators that face Ouellette Avenue across from the We Care Gift Shop.

- Students completing placement hours off-site will be given an Off-Site Hours Log Sheet to document the hours to be entered for school credit. The log sheet is to be emailed or faxed to the Student Registrar on the first day of each month.
- Students who forget to sign in/out are responsible for making sure their hours are recorded by either emailing or calling the Student Registrar or logging the missing hours on the clipboard so the hours can be documented for school credit at a later date.
- **Students completing split placements are required to sign in/out at both sites by selecting the appropriate campus i.e. Lab Students, DI, Pharmacy, Public Affairs, etc.**
- Placement hours are presented to the Hospital Administration, Ministry of Health and to the Board of Directors monthly.



Kiosk Responsibilities

It is part of your internship responsibility as a Clinical Student to maintain accurate attendance records by using the Kiosk daily. Students completing hours off-site that count for school credit, are to complete an off-site log sheet and email the form the 1st of each month to the Student Registrar. Consistency and accountability is part of your responsibility while on placement at Windsor Regional Hospital.

Ethical Guidelines

- Treat all people with respect and compassion--just as you would like to be treated.
- Respect the privacy of others.
- Knock on closed or partially closed doors and wait for patient/staff to respond before entering. Do not enter a room when a Physician, Nurse/other staff are with the patient (unless directed otherwise by your supervisor or training delegate).
- Keep in confidence the many things you see, hear or learn within the hospital.
- Respect the cultural and religious values of the patient and their families.
- Do not ask the staff/physician for medical advice, medication or have a corridor consultation for your relatives, friends or yourself.
- Do not give/receive gifts or money to/from the patient or their families.
- Do not sell or attempt to sell goods or services, request contributions, solicit any written business or distribute political petitions on hospital premises.

Privacy/Confidentiality

- Every patient/staff/visitor/volunteer/student at Windsor Regional Hospital has the fundamental right to be treated in a respectful and confidential manner.
- You have a legal and moral obligation to uphold the principles of confidentiality; failure to do so may result in the termination of your student status and/or personal legal action.
- Students will be required to review the Personal Health Information (PHI) learning module, which will outline, in greater detail, the Confidentiality and Privacy responsibilities that you have as a Clinical Student at WRH.

Attendance

- Be proactive and obtain the correct department phone number, cell phone number and email address of your WRH Supervisor.
- Notify your supervisor/training delegate directly if you are unable to make your assigned shift and/or if you will be late. Multiple absences, problematic tardiness and/or leaving your shift early **are not acceptable** and will lead to the dismissal from your internship assignment.
- Inform your manager/supervisor/training delegate of any "planned absences" (i.e., holidays, etc.) in advance and be prepared to make up those internship hours. **Missing time should be discussed with your direct supervisor or training delegate immediately.**
- In case of illness, the student should **not** come to the hospital.
- If illness occurs while on placement at the hospital, the student must notify his/her manager/supervisor or training delegate before leaving the hospital.

Statutory/Observed Holidays

Students are responsible for checking with their WRH supervisor or training delegate regarding any hospital holidays. A holiday calendar is available on the *MyWRH* Intranet site (under Human Resources). You may also contact the Student Registrar for a copy.

Reference Letters

If you would like to receive a letter of reference regarding your placement with us, it is up to you to request one from your direct supervisor or training delegate. Due to the detailed nature and uniqueness of your placement, the Student Registrar is not able to comment on your overall performance and can only confirm your attendance, participation and share any comments made by staff regarding your performance.

If you require a letter of reference, please request it at least 14 days prior to the end of your placement. It is up to the discretion of each supervisor or training delegate to determine if a letter can be provided. Windsor Regional Hospital is not obligated to complete one on your behalf.

Internship Evaluations

It is recommended that you inform your supervisor or training delegate within the first week of your placement if you need an evaluation review completed during your placement. Your performance will be evaluated by the person who is over-seeing your placement. Please allow sufficient time for staff to complete your evaluation.

It is your responsibility to ensure that your Field Placement Coordinator receives your evaluation in a sealed envelope. **Staff will not keep copies of your evaluation review nor is a copy kept in your student file, unless a copy is forwarded directly from your supervisor or training delegate to the Student Registrar.**

Contact Information

To keep our records up-to-date, report any changes in your address, home phone, cell phone, email or emergency contact to the Student Registrar of the Volunteer Services and Student Registration Department. This information is important in the event of an injury while on placement.

Locker Information

Student locker rooms are available at both sites. If a locker, closet or locked cupboard is not available in your placement area, please ask the Student Registrar for details on the assignment of lockers. It is your responsibility to ensure that personal belongings are in a secure area. Windsor Regional Hospital is not responsible for missing or damaged items.

Termination

WRH reserves the right to discipline and/or terminate a student as a result of:

- Failure to comply with hospital policies, rules and procedures
- Problematic attendance
- Negative or inappropriate comments and/or conduct
- Failure to maintain a clean and professional dress code
- A breach of confidentiality
- Any other circumstances, in the judgment of the Volunteer Services and Student Registration Department, where continued service as a student is in conflict with the best interests of the hospital and its patients

In the event that you choose to discontinue your placement at Windsor Regional Hospital, you are required to notify the following individuals immediately:

- Your direct WRH supervisor/training delegate within the placement area assigned
- Student Registrar of the Department of Volunteer Services and Student Registration

Parking Privileges

The following parking options are currently available:

Met Campus/Cancer Centre:

Parking is available on nearby residential side streets for free. Please watch for the municipality signs for permit parking to avoid a ticket.

Students can park in the shuttle lot located on Kildare Street. The lot is located before the railroad tracks on the left side of the street. Students are required to pay if parking in this lot by using the **Parking App which can be downloaded at www.ppprkca.com and by using Zone # 3850 as the parking code.** The daily rate of \$7.00 a day applies.

STUDENTS ARE NOT PERMITTED TO USE THE MAIN PATIENT AND VISITOR PARKING LOT ON LENS AVENUE MONDAY – FRIDAY. The Lens parking lot is for weekend use only as it is needed for patient and visitors. Failure to comply may result in dismissal from placement.

Ouellette Campus:

If you find parking on the residential streets that surround the hospital, you can park there for free. Please note street signage and be respectful of community residents.

Parking is available in the hospital parking garage. Enter the lot off of Erie Street for a fee of \$7.00 a day.

A privately owned parking lot is located on Goyeau Street, across from the WRH Renal Dialysis (Bell) Building for a reduced rate of \$4.00 a day. This lot is within walking distance from the hospital, approximately two blocks from the Goyeau Street entrance.

Parking Guidelines

Windsor Regional Hospital is not liable for any loss or damage to any vehicle while parked on Windsor Regional Hospital property. Parking privileges may be revoked in the event that current students use their ID badge for personal visits outside of their student commitment.

Cafeteria Services

There are designated eating areas at both campuses. Please use these areas during meal times and breaks. Snacks, beverages or meals are not to be consumed within patient areas. Be mindful of any signage or protocols in place.

- **Met Campus:** The cafeteria is located on the 1st floor, just before the main elevators. Here you will find Subway, The Daily Grill and Tim Hortons.
- **Ouellette Campus:** The cafeteria is located in the lower level of the hospital which is accessible from the main Goyeau lobby. Here you will find options from Armando's and Tim Hortons.



“Success Doesn’t Come to You. You Go Get It”



OUTSTANDING CARE – NO EXCEPTIONS!

REGISTRATION REQUIREMENTS AND ORIENTATION INFORMATION

CLINICAL STUDENT INTERNSHIPS

Citizenship and Immigration Status in Canada

For insurance and liability reasons, we ask that students provide documented proof if asked whether they have the Immigration status/Student Visa to complete a placement in Canada.

Pre-Registration Paperwork (Process 1-13)

Clinical Students are required to complete the following pre-registration paperwork 3-4 weeks before their first day of placement. The following outlines the registration requirements to be submitted. A student must submit all of the paperwork and be cleared before a placement can begin at Windsor Regional Hospital:

1. Internship Confirmation Notice Form

Students are required to fill out the Internship Confirmation Notice Form once it is emailed to them by the Student Registrar. This information provides contact information for the student, educational facility and the placement details.

2. Clinical Student Handbook/Internship Agreement Form

Students are required to review the Clinical Student Handbook online and return the signed Clinical Student Handbook/Internship Agreement Form by e-mail or fax to the Student Registrar. The form acknowledges that the handbook has been reviewed and you are in agreement to abide by the guidelines and policies outlined in the handbook.

3. WRH E-Orientation Learning Modules/Post Tests

Students are required to review a series of learning modules using the URL <https://www.wrh.on.ca/ClinicalStudentsNonNursing> along with completing post-tests for each module. A confirmation e-mail will be sent to the Student Registrar for each post-test to confirm each of the orientation modules has been completed.

4. Vulnerable Sector Check Police Clearance that Includes the Pardon for Sexual Offence

Students who have a basic Criminal Check or any other clearance type will be required to obtain a Vulnerable Sector Check that includes the Pardon for Sexual Offences with their local police department where they reside to meet the placement requirements of Windsor Regional Hospital. Some local municipalities require an agency letter before processing the application. Contact the Student Registrar for any concerns or questions regarding obtaining an agency letter.

The Student Registrar can provide students who live locally and/or within Essex Country with forms or letters regarding your placement during your registration process.

Students who live outside of Windsor/Essex Country will need to obtain these documents directly from their educational institute and bring them to their local police department prior to starting placement at Windsor Regional Hospital.

Most Police Departments offer online services to obtain a Vulnerable Sector Check that includes the Pardon for Sexual Offences. Administration fees apply. Faster results or expedited fees can be purchased for 1-2 week turnaround times. Please visit your local Police Department's website for the city where you reside for fees and additional information.

In compliance with the regulations set forth by the Ministry of Community and Social Services, a Vulnerable Sector Check that includes the Pardon for Sexual Offence is a mandatory requirement for all prospective student placements. The different levels of police clearances are as follows:

- Criminal Records Check and Judicial Matters Check (Basic Check)
- Vulnerable Persons Sector Check, including the Pardon for Sexual Offence
- Other online clearances i.e., CRC Clearances; Please contact the Student Registrar for further direction

If you have obtained a Vulnerable Persons Police Clearance and it is dated within the past 12 months of your placement start date, please e-mail or fax your report to the Student Registrar for review to confirm if it is acceptable for placement at Windsor Regional Hospital. You will be required to show your original copy of your police clearance to the Student Registrar on your first day of placement.

Vulnerable Persons Police Clearance Guidelines

Please keep in mind that the various Police Departments can take up to 3-4 weeks to process your clearance. Please do not procrastinate in obtaining your clearance or your placement start date may be delayed.

Vulnerable Persons Police Clearance Applications are to be obtained in the city which you reside. If you are a student from out-of-town attending a University or College, please contact the local police department for guidelines regarding the documentation required in order to process the clearance. Agency placement letters may also be required in order to obtain this type of clearance, which the Student Registrar can provide.

If you live in the London or Toronto area, please allow 6-8 weeks for processing a Vulnerable Persons Check to ensure that you receive it back before you are scheduled to start your placement at Windsor Regional Hospital.

5. Health Review/Health Passport Requirements

Health Review Guides

A Pre-Placement Health Review is required of all prospective students. The health screening process is to ensure the safety of our patients, staff, students, visitors and volunteers within a health care setting.

MMR booster shots should be given on last day of TB testing and include the date that it was administered and include the signature of the health care professional.

Varicella vaccines are two shots, 4-weeks apart.

The following must be submitted to the Student Registrar prior to your start date:

Two Step Mantoux (Tuberculosis) TB Skin Test (both arms, 7 days apart):

- If you have not been tested within 12 months, a 2-Step Mantoux skin test is required
- If you have been tested within 12 months, a 1-Step Mantoux TB skin test is required within 4-weeks of your start date - provide documented proof (school health form) of your previous TB tests, including dates, and signature/stamp of the health care provider
- If you have had two negative Mantoux TB skin tests AND you have documented proof of your previous TB tests that include dates and signatures, you will only require one TB Mantoux test within 4-weeks of your start date
- If you had a positive TB skin test, a chest X-ray is required. WRH will accept results of a negative chest X-ray dated within the last 12 months that indicates you are free and clear of active disease and can complete a placement at WRH

School Health Passports/Communicable Disease/Placement Health Forms:

- School Health Passports completed by your College or University Health Office are acceptable, provided there are dates, signatures/stamp, along with any other health information and that it is completed within the last 12 months of your start date. If your passport or health forms are expired, you will be required to obtain 1-updated TB test before your placement start date. E-mail or fax your health documents to the Student Registrar for review and to confirm whether all documents are acceptable for placement

Immunization Records (Measles, Mumps, Rubella, Varicella, Covid Vaccine):

- Students are required to provide serology results proving immunity to Measles, Mumps, Rubella, and Varicella. Acceptable documentation includes two documented doses of MMR (one after 1st birthday and one booster dose). A lab report proving immunity is required.
- If born prior to 1970, you are considered age immune to Measles and Mumps but require proof of one dose of MMR after 1st birthday or lab evidence of immunity to Rubella.

- Clear history of Varicella/Shingles is required. Lab evidence of immunity is mandatory.
- Immunization cards must be signed, dated and stamped by the physician/nurse.
- The Influenza Vaccine is recommended between November and April.
- If you are non-immune to one or more of the immunizations, you must receive an MMR booster vaccine and provide documentation.
- The COVID-19 Vaccine is highly recommended for the Health Care Sector. Regular COVID testing will be required for unvaccinated students and students that do not disclose their vaccination status.

6. N95 Respirator Fit-Testing

- You are required to submit documented proof of your certified mask-fitting. This is part of your health review paperwork. A copy will be kept in your student file. If you have not been mask fit tested, please contact the Student Registrar to confirm if a N95 mask is required for your placement area.
- Educational Facilities are responsible for fit-testing their students prior to placement. The manufacturer brand and model numbers tested must coincide with those used by the hospital. Anyone exempt from using a respirator must be approved by the Occupational Health Office.
- Only use the size of the respirator that you have been tested for. Do not use substitutions. If your educational facility does not provide respirator fit-testing, please contact the Student Registrar for further clarification and direction.
- Clinical Students are required to have their certification cards on them at all times while on placement.

The following N95 Respirators are available at WRH:



7. WRH Confidentiality Agreement/Physician Assistant Acceptance of Responsibility Form

- All Students are required to sign a WRH Confidentiality Agreement as well as an Internship Agreement Form. Your signature acknowledges that you understand that you will have access to confidential information during your placement with us and you agree to keep this information in strict confidence. These forms will be kept in your student file up to six years.
- Physician Assistant Students will need to have their direct supervisor sign an “Acceptance of Responsibility Form” before they begin their placement.

8. Cerner Hospital Information System Access Forms

- Students who will be required to chart patient information will be given access to the Cerner Hospital Information System and will be required to review the training modules before a placement begins. Students will be required to provide a photo copy of their legal identification on 8 ½ x 11 paper (driver’s license, passport, etc.) and sign the Cerner Access Acknowledgement Form along with the Privacy Training and Attestation Statement.
- Once the training modules, acknowledgement and privacy forms have been submitted, the student will be provided with a USERNAME and a default PASSWORD which will be provided by the Student Registrar. You will be prompted to create a new password to log onto the hospital information system.
- **STUDENTS WILL NOT BE ASSIGNED ANY TAP AND GO CARDS FOR CERNER. THIS IS FOR WRH STAFF ONLY. PROXIMITY CARDS ARE ONLY FOR DEPARTMENTAL/DOOR ACCESS.**

9. WSIB Post-Secondary Student Unpaid Work Placement Letter/ Insurance Claim Forms

- Post-Secondary Students attending an educational facility in Ontario are covered by the Ministry of Advanced Education and Skills Development (MAESD).
- Windsor Regional Hospital must receive a WSIB Student Declaration Letter from your Educational Facility/Field Placement Coordinator indicating that your educational facility is providing WSIB coverage for you while you are on placement. This letter must be received before a placement can begin.
- **Claims:** Injury Claims under the WSIB are made by submitting the following required documents to WSIB, with copies to The Ministry of Advanced Education and Skills Development (MAESD)
 - A WSIB Form 7
 - The Letter of Authorization, signed by the school and Student Registrar
 - Post-Secondary Student Unpaid Work Placement Workplace Insurance Claim Form signed by the student, The Student Registrar representing the placement employer and The Educational Facility
 - If an injury occurs, a copy of the Incident Report is to be forwarded to the Student Registrar and a WRH RL6 form must be completed

- **Out of Province/Private Placements:** Students coming from out-of-Province or a Private Educational Facility who are not funded by the Ministry of Education and Skills Development in Ontario are to obtain a letter confirming insurance responsibilities and proof of the Ontario WSIB Certificate for WSIB insurance from your school. This documentation/certificate proves the school is paying the WSIB costs should a personal injury occur while on placement. The Student Registrar will ensure that an Affiliation Agreement is in place to verify WSIB coverage for all out-of-province students before a placement can begin.
- **U.S. Educational Facilities:** For students residing in Canada that attend an educational facility in the United States where the school does not provide personal liability insurance (including cases where students have purchased professional liability insurance), approval is required from WRH Senior Leadership that the hospital will provide Worker's Compensation Insurance while on placement and will cover the premiums in the event of an injury. If approval is not granted, you will not be able to participate in a placement program at Windsor Regional Hospital. In the event that this occurs, you and your Field Placement Coordinator will receive notification from the Student Registrar.

Placement Insurance Guidelines

It is the student's responsibility to ensure they have medical and or other insurance coverage while interning as a Clinical Student. Many schools provide insurance for their students while on placement. If your educational facility does not provide personal injury coverage, please contact the Student Registrar immediately for further discussion.

10. WRH Student Kiosk ID Number

- Once a student has submitted all of his/her registration paperwork, the student will be assigned a WRH Student Kiosk ID number so he/she can sign in/out at the Kiosk to log daily attendance for internship credit.
- The student ID number can be found on the back of the WRH ID badge. It is part of the student's responsibility to be consistent about using the Kiosk in order to receive daily credit. If a student fails to use the Kiosk to log their daily attendance, it is their responsibility to contact the Student Registrar to make any necessary corrections.
- If a student continues to be inconsistent about using the Kiosk, their Placement Coordinator will be contacted.

11. WRH ID Badge

- As a student, you are required to wear a Windsor Regional Hospital ID badge while on duty. Students should not wear their hospital issued ID badge when off duty.
- **ID BADGES ARE DISTRIBUTED THROUGH THE STUDENT REGISTRAR OF THE VOLUNTEER SERVICES AND STUDENT REGISTRATION DEPARTMENT ONLY (NOT THE SECURITY OFFICE).**
- When a placement is complete, the student ID badge should be returned to the Volunteer Services & Student Registration Department either at the Met Campus (RM # 1413) or Ouellette Campus (RM # 1-504).
- Drop boxes are available at both campuses.



12. Proximity Access Cards

- Proximity cards are to be distributed by the Student Registrar or a Volunteer Services Staff Member.
- Students are responsible for returning the proximity card with their WRH ID badge on the last day of their placement
- When requesting a proximity card at the Met and Ouellette Campus, the supervisor/training delegate is required to e-mail the Student Registrar to request access for a particular area. Some areas may require approval from the unit manager i.e. Mental Health.
- All proximity cards are recorded in the students' file, for tracking purposes. Upon return, it is documented that hospital property was/was not returned and Security is notified

13. P.A.L. Personal Security Alarm

- P.A.L.S. Personal Security Alarms are not issued by the Volunteer Services/Student Registration Department. If the area which you are placed requires that you have a P.A.L. alarm, it can be issued by the Security Department which is located in the lower level of the hospital at Met or in the Parking Garage at Ouellette.
- **FAILURE TO RETURN YOUR ALARM WILL RESULT IN A \$75.00 REPLACEMENT FEE.**

Department Orientation

You will be introduced to staff and receive departmental training/orientation, including a tour of your floor, by your direct supervisor/training delegate. It is the responsibility of staff to provide you with any specialized training and education of safety hazards related to your area of study.



OUTSTANDING CARE – NO EXCEPTIONS!

HOSPITAL POLICIES AND PROCEDURES

CLINICAL STUDENT INTERNSHIPS

Hospital Policy Library

All Hospital policies and procedures can be found via the policy library on the MyWRH Intranet. This is accessible through the MyWRH Intranet icon in Storefront (Citrix)

Fragrance and Scent Policy

Due to health concerns arising from exposure to scented products, you should limit strong perfumes, colognes, hand-lotions, soaps and hairspray while in the workplace. Adhere to the Scent Sensitive Alert and Scent Sensitive Environment signs posted in identified areas. The aim is to provide a healthy environment for all employees, patients, visitors and volunteers and students.

Dress Code Policy

You are expected to maintain a neat, clean and conservative appearance. The way you dress should promote professionalism amongst visitors, patients and staff.

Your attire may be casual, yet professional. These guidelines are in accordance with standards for health and safety of workers and our patients.

Scrubs/uniforms must be worn at all times if the staff in your area are required to wear them. Please follow the same requirements (i.e. lab coats, scrubs, business attire, etc.). You may be asked to leave if you do not wear a uniform or respectable business attire.

There are no restrictions to the colour of scrubs you wear.

Jewelry should be kept to a minimum (no large earrings or long necklaces).

Socks or hosiery may be required in certain departments. Please consult your department manager/supervisor/training delegate for further clarification.

Blue jeans, yoga pants or form fitting tights are not appropriate business attire.

No shorts or short skirts/dresses, cut-offs, tight-fitting clothing, tank tops, sweats, shirts and tops exposing the midriff (stomach).

Capri pants are acceptable if below the knee and above the ankle and do not consist of blue jean material.

Foot Wear Policy

Shoes are to be comfortable, low-heeled, and closed-toe in patient care areas. Clean running shoes are acceptable. Sandals, clogs or the like are not permitted. Crocs must be closed over the foot (no holes) and the strap must be placed around the back of the heel.

Examples of acceptable footwear in patient care areas/lab:



The following footwear may not be worn in the Lab and/or any other areas where the potential for exposure to physical, chemical and/or biological contamination is high.

Examples of unacceptable footwear in patient care areas/lab include, but are not limited to:



Smoking/Vaping Policy

Windsor Regional Hospital is a non-smoking facility. Hospitals in Ontario are required to follow a "Smoke-Free Ontario Act" which provides a smoke free environment. This means that each organization does not allow you to smoke on hospital property.



Smoking of cigarettes or any other smoking product is completely prohibited anywhere on hospital property. This is the law!

Violators will be subject to fines that can be imposed by the Windsor-Essex County Health Unit Tobacco Enforcement Officers.

Social Media Policy

WRH supports the use of social media and recognizes the benefits of social media for communication purposes. However, actions outside of the workplace can affect the reputation of WRH, members of staff, and/or patients.

Disclosing information on social media may affect the employment, internship opportunity or appointment and privilege relationship.

Any hospital staff (professional staff, volunteer, clinical students, employee or associate) that violates this policy may be disciplined under the Hospital's disciplinary process up to and including dismissal.

This policy is intended to clearly outline the privacy, confidentiality, legal and ethical issues that all employees and affiliates have in regard to the use of social media. This policy will also aid in protecting the reputation of employees, colleagues, patients and affiliates of WRH.

This policy applies to all staff (professional staff, volunteer, clinical students, employees or associates).

For the purposes of this policy, “social media” means any facility for online publication and commentary, including without limitation blogs; wiki's; social networking sites such as, but not limited to, Facebook, Instagram, LinkedIn, Twitter, Flickr, newspaper/media blogging sites, letters to the editor and YouTube.

In order to protect WRH staff, volunteers, clinical students, clients and partners, the following procedures are in effect regarding participation by employees in social media facilities:

1. Before publishing any material online, remember that what you post online is legally considered public material and as such, each staff member of WRH is personally responsible for his her publications.
 - Do not publish materials that are insulting, demeaning, or offensive to our patients and families, WRH, our staff, or any community partners, or that damns their respective reputations in any way;
 - Do not reveal any confidential information related to our patients, WRH, our staff, our clients and families, or any community partners.
 - Do not reveal or describe the treatment or care provided to patients on social media.
 - Do not ask anyone to identify themselves as a WRH patient in any type of social media forum;
 - Do not publish any photo on social media that is a photo of a patient, the hospital facility itself, you and/or a fellow staff member while working or attending WRH.

2. Do not involve, either directly or through links to other sites or web domains, the unauthorized use of WRH's intellectual property in your communications as specific permission is required to use the logos, trademarks, and images owned by WRH or by another company to reproduce the materials of WRH.
3. Do not identify the Hospital as your employer or include any information that enables a reader to associate you with WRH unless WRH approves, in advance, you doing so.
4. Do not use company resources or time to blog or to participate in social networking groups, unless authorized to do so.
5. Contact the President and CEO or the Public Relations Department before proceeding if you are concerned about whether publishing a specific type of content would be in violation of this policy.
6. The only exception to any of the above is publications by Windsor Regional Hospital in its own intranet or social media site after it has obtained the specific written consent of the patient, family and/or staff member in advance of publication.

Social Media

Actions outside of the workplace can affect the reputation of Windsor Regional Hospital Professional Staff, employees, Volunteers, Clinical Students, Associates and/or Patients.





WORKPLACE SAFETY GUIDELINES AND RESPONSIBILITIES

CLINICAL STUDENT INTERNSHIPS

Student Safety Responsibilities

Each healthcare provider, student and volunteer plays a vital role in infection prevention and control strategies designed to protect patients, staff and the community.

Use all machinery and equipment the way you were trained to use them and do not make changes to any equipment or take shortcuts. If in doubt when asked to do something, seek out the advice of your supervisor or training delegate. If you have not received training on a piece of equipment, inform your supervisor.

Students are to ask their supervisor or training delegate for a demonstration of how to use the Staxi (stackable) wheelchairs before operating the wheelchair to ensure the safety of the patient.

Students have the responsibility to report any hazard to their supervisor or training delegate as soon as possible

Incident Reporting (Injuries)

If you are injured, you will be medically assessed and directed to the Emergency Department or nearby clinic.

In the event of an accident or incident (patient or personal) while on duty as a student at WRH, you are required to notify your Supervisor or Training Delegate as well as the Student Registrar. The Education Facility will be contacted to send the Student Registrar the Post-Secondary Student Unpaid Work Placement Insurance Claim Form and the Letter of Authorization so the forms can be signed by the Student Registrar and returned to the Education Facility within 24 - 48 hours. The Student Registrar will require a copy of the School's Incident Report for WRH's records and confirm that an RL6 Report was documented by the end of the shift on the day of the incident.

Personal Injuries

An accident/incident or hazardous situation is any unplanned event that results in or has the potential to result in harm to any Employee, Patient, Student or Volunteer. Examples include: Falls, needle-stick injuries, medication errors, fainting, strains, sprains, etc.



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**PATIENT FOCUSED CARE
AND
SAFETY AND GUIDELINES**

COMPASSION is our
PASSION

CLINICAL STUDENT INTERNSHIPS

Lifting and Transferring a Patient

Students are required to receive the proper training for patient transfer and lifting techniques from their supervisor/training delegate and are never to attempt to lift or transfer a patient alone. Always have direct supervision to ensure safety to the patient and to you.

An injury can easily occur if you do not carefully follow specific lifting techniques which have been put into place for each patient; techniques are based on each patient's ability to stand and assist with the transfer.

When you are caring for patients in a hospital, it is imperative to know how to properly lift and move a patient and move them from one position to another.

Proper lifting techniques prevent you from incurring unnecessary injury; it also prevents you from injuring the patient.

Back injuries are most common among health care workers, yet they are the most easily prevented. Once you hurt your back, it is more susceptible to further injury in the future.

Always evaluate the patient's mobility/capabilities before assisting them. Have the patient do as much as they can do safely on their own.

Regardless of how much the patient weighs or his/her ability to assist with the lift, you always need to lift with your legs rather than your back.

Keep your back straight, bend at the knees and as you lift the patient, do so with the strength of your legs. The same is for when you lift a patient up into bed. Keep your back straight and avoid slouching. Though you have to bend, keep your head and neck in alignment with your spine, your feet shoulder width apart for balance and your knees bent. As you proceed to pull the patient up into bed, pull with your legs, not your back.

Communicate with your lifting partner, such as **"ON THE COUNT OF THREE"**

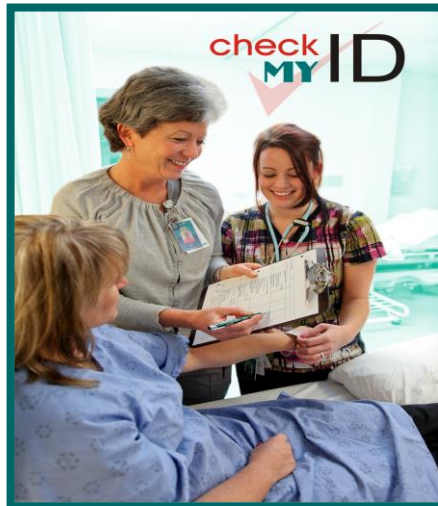
Make a conscious decision before lifting or transferring a patient - **THINK SAFETY FIRST.**

"NEVER BE TIMID ABOUT ASKING FOR ASSISTANCE"

Patient/Client Identifiers

One of Windsor Regional Hospital's key indicators is patient safety. Failure to correctly identify a patient/client can result in a range of adverse events such as medication errors, testing errors, wrong person procedures and the wrong patient/client and the discharge of infants to the wrong family.

Utilizing a two-patient identifier is a required organizational practice at WRH. Clinical Students at WRH must check the armband and chart of the patient. It is the responsibility of your supervising staff member to review the correct procedure with you and your responsibility to ensure that you have been informed of this protocol.



Patients in Bed

Some patients are positioned in bed for a specific reason. If they ask you to rearrange the pillows or raise/lower the bed, check with the nurse first

Please do not sit on, lean against, or joggle a patient's bed. Many patients have incisions or dressings, are positioned in a special way, or have equipment attached below or over the bed.

Wheelchair Safety Instructions

- Inspect the chair thoroughly before getting the patient; inspect the wheels, brakes, back, seat, footrest, etc. **PUT BRAKES ON BEFORE ASSISTING A PATIENT FROM THE WHEELCHAIR.**
- Ask the supervisor or training delegate for a demonstration of how to use standard and Staxi wheelchairs before operating the wheelchair to ensure the safety of the patient. (See page for instructions on how to use the Staxi Wheelchairs).
- **MOVE FOOT RESTS OUT OF THE WAY** before a patient gets into or out of a wheelchair.
- Ensure tubing/IV pole is free of pull.
- After the patient is seated, put footrests down and make the patient comfortable. If there is only one footrest on the chair, properly position the patient's foot and cross the other leg over the resting foot.
- **UNLOCK BOTH BRAKES AND ANNOUNCE TO THE PATIENT THAT YOU ARE BEGINNING TO MOVE.**
- Ensure that the pathway is clear of obstacles, approaching intersections, doors, and corners. Be cautious and maintain a safe speed.
- Keep your body erect and close to the chair and keep both hands on the wheelchair handles.
- **ALWAYS BACK DOWN A RAMP,** turning slightly to the side, putting one foot behind the other as a supportive brace.
- Wheelchairs are to be **BACKED INTO ELEVATORS AND BACKED THROUGH CLOSED DOORS** so as not to injure the patient's legs.
- When getting the patient out of the chair put on brakes and put up the foot pedals. Be sure the patient's elbows are out of the way so they are not bumped.
- **NEVER LEAVE A PATIENT ALONE.**
- Report any physical distress of the patient to the Charge Nurse.
- After a patient has used the wheelchair, remember to use gloves and wipes to **SANITIZE THE WHEELCHAIR** by wiping down the arms, seat and the back of the chair for the next patient.
- A Hospital Transporter should be called for any patient that requires an over-sized wheelchair.



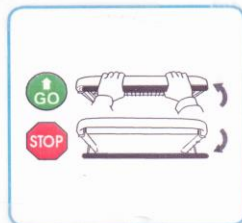
Staxi (Stackable) Wheelchairs

The Staxi is also available for transporting patients at Windsor Regional Hospital and are available in the main lobbies of the Metropolitan, Cancer Centre and Ouellette Campus. Please refer to the following diagrams and safety tips before operating the Staxi and be sure to ask your manager/supervisor or training delegate for a demonstration of how to use the Staxi before transporting a patient.

Getting into the Staxi



Moving the Staxi



Getting out of the Staxi



Safety Tips

- Occupants must enter this chair from the side.
- Occupants must be able to sit upright unassisted and have upper trunk (torso) control.
- Attendant must stay with chair when occupied.
- Do not overload the chair; weight limit is 500 lbs.
- To avoid tip-overs and falls from the chair, do not attempt a 'U' turn or a 360 maneuver on a slope, ramp or incline.
- Always use seatbelts (if installed)
- Use caution when maneuvering the chair between walls or door edges. Watch the positioning of the occupants feet.

CLINICAL STUDENT INTERNSHIPS

**“WE HOPE YOU ENJOY YOUR LEARNING
EXPERIENCE AT
WINDSOR REGIONAL HOSPITAL”**

For questions regarding your internship, please contact the Student Registrar:

**Connie Tomalty,
Student Registrar
Met and Ouellette Campus
(519) 254-5577 ext. 52563**

Email: connie.tomalty@wrh.on.ca



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