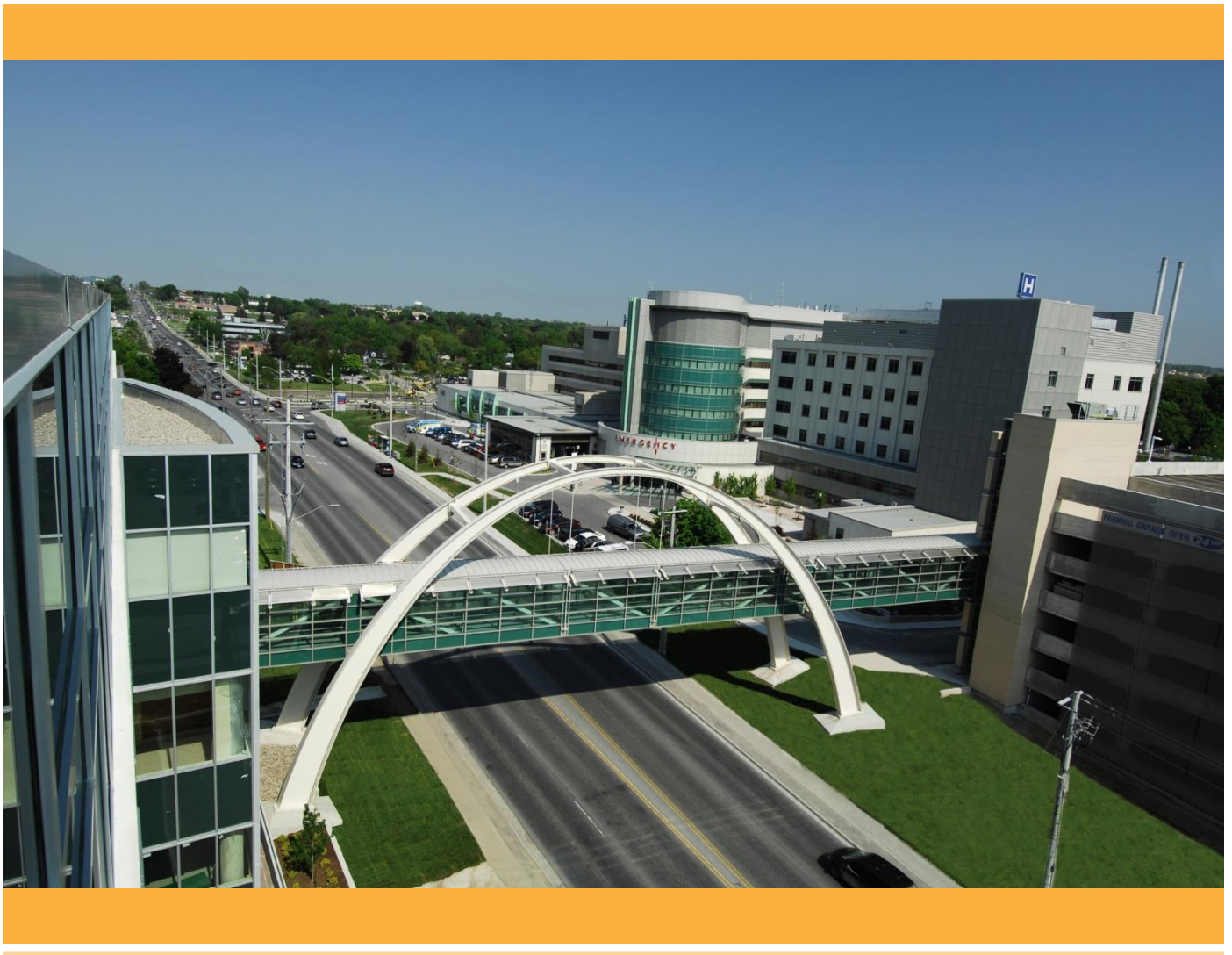


Student Orientation Manual



April 2018

Letter from the President and CEO



Welcome to Southlake Regional Health Centre!

On behalf of the entire team here at Southlake, it is my pleasure to welcome you to our family. We hope you are as thrilled as we are for you to join our world-class team.

At Southlake, we understand and appreciate the importance of education. Our student program offers an invaluable learning experience in an innovative, advanced care facility, with the very best staff who will serve as your mentors during your time here.

We want to provide you with the information and experiences you need to be successful, and we understand this is an ongoing learning process. Be engaged, ask questions and never hesitate to provide us with your feedback; I encourage you to take full advantage of your time here at Southlake.

Please take a few moments to read through this handbook, familiarize yourself with our Vision, Mission and Values, and complete the evaluation provided so we can better meet the needs of every student following you.

Again, we are happy to welcome you – the leaders of tomorrow – and I hope to have the opportunity to personally meet you the next time I visit your department. Thank you for choosing Southlake, and I look forward to working with you as we continue to pave our road to success...together!

Sincerely,

Arden Krystal
President and CEO
Southlake Regional Health Centre

Welcome to the Southlake Way!

We have a vibrant culture which characterizes the way we interact with each other, the way we think, the approach we take to problem solving and our commitment to consistently live our values. We are excited to have you here and are ready to help you get started.

This document is designed to provide information to instructors and students preparing for a clinical placement at Southlake. This manual is to be used in conjunction with the online learning Getting Started and Core Curriculum webpages.

As you prepare for your placement, it is important to remember that this required reading is your professional responsibility and will help you to come to clinical prepared and knowledgeable about the hospital, our expectations, and ways we can support your learning. All students are expected to know the limits of their knowledge, skills, abilities and authority, and to seek supervision and guidance from their preceptor or instructor as appropriate. In most cases, students should only perform procedures for which they have had at least theoretical education. If you are unsure, remember to ask us for guidance.

Student Survey

Upon completion of your placement at Southlake you will receive a web link to an online student satisfaction survey. Your answers and comments will help us monitor the quality of our student placement program and ensure a positive learning experience for future students coming to our organization. The survey is strictly anonymous. Responses will be added to those of other students, summarized, and only reported as an aggregate. If you do not receive the link, please contact us.

Contact Us

The Professional Practice department organizes and supports student placements via the Student Welcome Centre located on the 5th floor of the Village building. Dial 905-895-4521 and the following extension:

Student Placement Lead, ext. 2872

Student Placements not Supported by Professional Practice:

Medical Staff Office, ext. 2974 (for Medical Learners)

Research Office, ext. 2763 (for Research Students)

About Southlake

Southlake Regional Health Centre is a full-service hospital with a regional, clinically advanced focus.

Southlake offers 408 patient beds and accommodates approximately 107 000 visits to the Emergency Department, 23 500 in-patient admissions, and 375 000 out-patient visits each year. As a regionally designated site, Southlake is responsible for developing and providing advanced levels of care to the more than 1 million people who reside in York Region, Simcoe County, and in some cases, as far north as Muskoka.

Advanced, specialty services include:

- [arthritis care](#)
- [cancer care](#)
- [cardiac care](#)
- [cataract surgery](#)
- [child and adolescent eating disorders](#)
- [mental health services for children](#)
- [paediatrics and perinatal care](#)
- [thoracic surgery](#)

Southlake is proud to have a team of more than 3000 employees, 540 physicians, and 900 volunteers. Combined with our commitment to provide the best possible care to patients, our goal is to make Southlake synonymous with healthcare excellence.

Southlake has affiliation agreements with many academic institutions and supports student placements in nursing, medicine, allied health and non-clinical professions which amount to almost 1000 students annually. Since 2009, in affiliation with the University of Toronto, we have been actively training medical residents as part of the Family Medicine Teaching Unit at Southlake. We have also partnered with York University to bring ground-breaking research projects to the hospital through the creation of the Research Institute at Southlake.

Southlake's Core Commitments

Vision

Shockingly excellent experiences.

Mission

Together with Our Patients, Our People and Our Partners, we strive to make lives better by achieving quality outcomes and creating value in healthcare.

Values

Put Patients First

All of Southlake's people—staff, physicians, students, and volunteers—are here to make our patients' healthcare experience the best it can be.

Care with compassion – no one's a number at Southlake.

Care with a commitment to safety and quality – nothing else will do.

Care with flexibility – each person's needs are different and should be respected.

- Greet everyone with a 'hello' and a smile. Make eye contact.
- Approach patients and visitors with an offer of assistance.
- Use 'AIDET' to reduce patients' anxiety:
 - A – Acknowledge your patient/customer
 - I – Introduce yourself
 - D – Duration (Let them know how long you will be assisting them or how long a procedure will take)
 - E – Explain what is happening
 - T – Thank your patient/customer
- Seek to understand the diverse needs of the people you interact with. Respond appropriately.
- Acknowledge call lights right away with 'Hello, this is (your name.) How may I help you?'
- The health and well-being of others are in YOUR hands. Practice Bare Below the Elbows and hand hygiene every time.

Give a Damn!

Care passionately about the safety and wellbeing of our people. Without them we would not be whole. Value each other's contributions and expertise because on this team, each of us plays an important role. Give and take, and understand that the needs of the many far outweigh the needs of the few. Respect each other and realizing the impact of your words and actions, accept the consequences. Stand by one another and pull together through good times and bad. In doing so, realize we can accomplish just about anything.

Care passionately about Southlake. Take great care to positively represent the organization and its people whenever given the chance. Treat the facility and everything in it as if it were your own. Take great pride in our programs and services and realize that one can only succeed with the support of the others.

Care passionately about our community. We proudly consider ourselves a part of each of the communities we serve and therefore, have a vested interest in the events that affect them and the people in them.

- Be a positive ambassador for Southlake when interacting with patients, coworkers, other departments, and the community.
- Be aware of your tone, words, and actions - always and everywhere. Body language speaks louder than words!
- If you can't respond to a service need, find someone who can.
- Take pride and ownership of your work environment (e.g., litter, safety hazards, washroom service needs). Notify the appropriate department when necessary.

- Answer phone calls with ‘Hello, (your department/floor, your name). How may I help you?’

Push the Envelope!

Embrace new opportunities and don't be afraid to seek out new and rewarding challenges. Together, we must be fearless and courageous so we can make things happen. Take calculated risks, yet be the first to recognize when they are not right for Southlake and learn from the experience.

- Take ownership of customer concerns and use ‘HEARD’ for service recovery:
 - H – Hear them out
 - E – Empathize
 - A – Acknowledge, appreciate or apologize
 - R – Respond to the problem
 - D – Document or delegate
- Always ask, ‘Is there anything else I can do for you?’
- Look for opportunities to improve care and/or service processes and systems. Take action!

Honour Your Commitments

Walk our talk. Follow through on your commitments and remain accountable for your attitude and your actions.

- If you promise to do something, do it! If you can't then explain why.
- Honour your team's commitments.
- Wear your ID badge properly and follow the dress code at all times.
- Protect peoples' right to privacy by not disclosing their health and/or personal information to unauthorized parties.
- Respond to customer voice messages within one business day and e-mail messages within two business days.

Speak Up

At Southlake, every voice is valued and deserves to be heard. Speak up respectfully, listen up carefully, and respond appropriately to the input of others - together, we have the ability to improve any given situation.

- Recognize people who demonstrate service excellence.
- Give others respectful feedback when their behaviours do not reflect our standards.
- Be aware of the impact of your words and actions.
- Listen carefully when others speak up.
- If you notice a safety risk, tell someone right away!

Ultimate Patient Experience - Declaration of Values

As part of Excellent Care for All Act (ECFAA), which ensures Ontarians receive healthcare of the highest quality possible, hospitals across Ontario are required to make publicly available a *Patient Declaration of Values*.

At Southlake, we are committed to being responsive to the needs of our patients and the communities we serve. The following values will act as a driving force in our quest to deliver high-quality care that meets your expectations.

2013-2018 STRATEGIC PLAN
TRANSFORMING HEALTHCARE
WITH OUR PATIENTS, OUR PEOPLE, OUR PARTNERS

MY ULTIMATE PATIENT EXPERIENCE BEING **WOW'D** BY YOU! ALWAYS...

RESPECT ME

- I expect excellent care in the right place at the right time
- I am an individual, treat me the way you would like to be treated
- Do not judge me

HEAR ME

- Acknowledge me
- Invite my input and perspectives
- Listen to what I have to say
- Answer my questions

INVOLVE AND ENGAGE ME

- Directly involve me in my care
- Keep me informed every step of the way
- My family and others are involved in my care as I have chosen
- Be a team and speak with one voice

HONOUR MY TIME

- My time is as important as yours
- Do what you say you will do

STRIVE TO KEEP ME SAFE

- Make my safety your top priority
- Help me understand, so I can make informed decisions

BE COMPASSIONATE. I AM A PERSON.

As part of Excellent Care for All Act (ECFAA), which ensures Ontarians receive healthcare of the highest quality possible, hospitals across Ontario are required to make publicly available a patient declaration of values. Our *Ultimate Patient Experience* definition is our patient declaration of values.

Frequently Asked Questions

Hospital Directions

[Address and campus map](#)

Smoke-Free and Scent –Free Environment

Southlake is committed to providing a healthy, safe and comfortable environment for all our employees, students, patients, and visitors. As such, we are a smoke-free and scent-free environment.

Food and Other Services

At our site [you will find](#): an ATM, Cafeteria, food vendors/kiosks, vending machines, pharmacy, and gift shop.

Is There a Dress Code?

The standard uniform for clinical students are school based scrubs (unless instructed otherwise), business casual, appropriate footwear, your school issued identification, and mandatory Southlake student ID badge.

What do I Need to Complete Prior to Heading to my Assigned Unit?

A “Getting Started” onboarding email is sent to group instructors and individual students with a preceptor by the Student Welcome Centre that outlines all of the actions to be completed prior to or during the first week of placement.

Will I be Assigned a Locker?

A limited number of day use student lockers with locks are available. Ask your Clinical Instructor or School Advisor. You must clean out your assigned locker (belongings and garbage) at the end of your placement or risk losing your deposit.

Is the Hospital Latex free?

Southlake is committed to the prevention of occupational illnesses and injuries by providing a safe and healthy workplace. Reasonable efforts will be made to minimize exposure to latex in the workplace and to provide a latex reduced environment for all Our People by using latex-free or non-latex products wherever possible, due to the potential sensitivities or allergic reactions that may arise from exposure to latex.

Does Southlake use the N95 Mask that I Have Been Tested For?

Southlake shares a list of the N95 masks that we stock with our educational partners/schools. Please check the masks stocked on your assigned unit when you arrive to ensure that your mask is available to you.

How Can I Have an Off Unit Experience?

Your Nurse Educator/Preceptor can arrange or you can Request a Role Observation Experience ([ROE](#)).

What if I Become Ill or am Injured?

If you are ill:

- Notify/report symptoms to your instructor and the unit you are assigned to.
- Notify Attendance Support Program at AttendanceSupport@southlakeregional.org or at ext. 7425 (SICK).
- Call Occupational Health & Safety Department with your questions. **NOTE:** For fever, diarrhea and/or vomiting, you must be symptom-free for 24 hours prior to returning to your placement.

If you are injured:

- If medical attention is required: go to Emergency; notify your instructor to complete the forms for WSIB.

- Complete an Employee Incident Report through SafePoint within 24 hours of the occurrence and forward a copy of the report to the manager of the unit. Be sure to complete the demographics section and indicate your school and name of your preceptor in comment field.

If you are exposed (needle stick, communicable disease):

- Go to the Occupational Health & Safety Department/Emergency Department for treatment and direction for further follow-up.
- Notify your instructor.
- Complete an Employee Incident Report through SafePoint within 24 hours of the occurrence and forward a copy of the report to the manager of the unit. Be sure to complete the demographics section and indicate your school and name of your preceptor in comment field.

Intranet Orientation:

The hospital intranet is your one-stop location for much of the information you will need when working at Southlake, including access to [Policy and Procedure](#) and [Parenteral](#) manuals located on the hospital computers. To access the intranet, open an Internet Explorer browser and the Hospital Intranet page will automatically display. If the page does not open, type the word ‘Southlake’ in the address bar and press enter. This will open the page. It is important to note that the site can only be accessed when you are here at Southlake.

[Helpful Hints](#) – for information on intranet navigational tips.

The image shows a screenshot of the Southlake Regional Health Centre intranet homepage. The page features a header with the Southlake logo and navigation tabs. Below the header, there are several sections: 'Staff & physician directories', 'Policy & Procedure Manuals', 'HR information, EAP, Action 360, employee discounts, etc.', 'Information specific to your unit, department, program or services', 'Links to the most often visited pages', and 'Recent news items'. On the right side, there are sections for 'Terms of Reference and contact info for Committees and Councils', 'All pages and documents are fully searchable. Search can be restricted to just Policies and Procedures.', 'Access to Southlake's Online Learning System, financial assistance for education, research info, etc.', 'News items, classified ads', 'Information pertaining to the corporation, e.g. Strategic Plan, Budget info, future development, etc.', 'Consolidated online resources links, incl., eCPS, Lexicomp, - PowerPoint, letterhead, & memo templates.', and 'Event calendar and listing'.

Documents for Review

Within the first week of your placement you are required to review these documents linked on the hospital Intranet.

Document -mandatory review	Nursing	EMS/ Midwifery	Allied Health	Non- clinical
Standard of Care: Hand Hygiene	√	√	√	√
Policy and Procedure: Scent Reduction	√	√	√	√
Policy: Smoke-Free and Tobacco-Free Environment	√	√	√	√
Policy: Clinical Students - Guidelines for Working With	√	√	√	√
Procedure: Identification of Patients	√	√	√	√
Document -review the document for your assigned unit	Nursing	EMS/ Midwifery	Allied Health	Non- clinical
SOC: Surgical Program Routine Nursing Standards of Care	√			
SOC: Routine Nursing Standards of Care- Cardiovascular Surgery	√			
SOC: Routine Nursing Care Cardiology	√			
SOC: Routine Nursing Standards of Care, Acute Medicine	√			
Document -Suggested documents to review	Nursing	EMS/ Midwifery	Allied Health	Non- clinical
Procedure – Incident/Reportable Circumstance - Patients and Visitors	√	√	√	√
Procedure: Incident and Hazard Reporting	√	√	√	√
Procedure: Violence Prevention	√	√	√	√
Policy: Falls Risk Reduction Inpatients	√	√	√	
Policy: Falls Risk Reduction Outpatients	√	√	√	
Standard of Care: Skin: Management of Skin Breakdown (Skin and Wound Care Intranet Page)	√	√	√	
Standard of Care: Skin: Prevention of Skin Breakdown	√	√	√	
Best Possible Medication History (BPMH) and Medication Reconciliation	√	√	√	
Procedure: Specimen Collection- Identification of Patients	√	√	√	
Insulin-Subcutaneous Administration Via Prefilled Insulin Pen	√	√		

References

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