

General Orientation Handbook

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Introduction to Lakeridge Health

Welcome Lakeridge Health, we are excited to have you here as a learner! Below you will find some information about Lakeridge so you know a little more about the amazing team you will be joining for your placement.

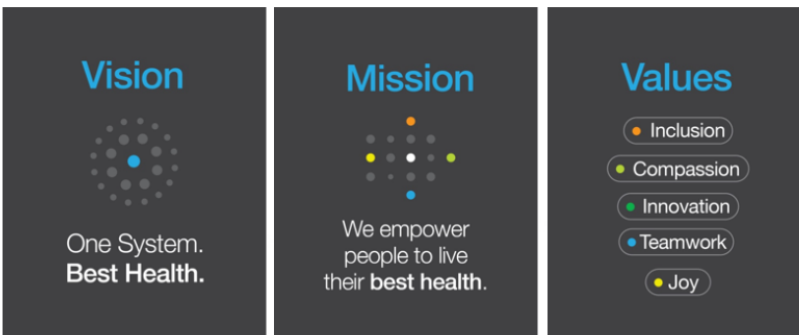
With five hospitals, four emergency departments, three critical care units, a long-term care home, a full range of medical and surgical specialties, more than 20 community health-care locations and a state-of-the-art surgical centre within the soon-to-open Jerry Coughlan Health & Wellness Centre, Lakeridge Health offers some of the broadest and most comprehensive acute care, ambulatory care, and long-term care services in Ontario.

Lakeridge Health is also home to several regional specialty centres and services, including the Central East Regional Cancer Program, R.S. McLaughlin Durham Regional Cancer Centre, The Shoulder Centre, and eye care and chronic kidney disease services. Additionally, we are proud to serve our community with a full suite of inpatient, ambulatory, and community-based mental health and addictions services, and provide safe, high-quality, compassionate care in our state-of-the-art long-term care home, Lakeridge Gardens.

Guided by our vision of *One System. Best Health* and supported by a dedicated team of more than 8,700 staff, physicians, and volunteers, Lakeridge Health is a proud member of the Durham Ontario Health Team (Durham OHT) and works in collaboration with the Durham OHT, as well as primary care, and community and government partners to foster a truly integrated, regional system of care. Together, we are focused on empowering people to live their best health and fostering an accessible, inclusive, and equitable environment for all.



Lakeridge Health Mission, Vision, and Values



Values and Value Statement

1. **Inclusion - We welcome and respect differences.**

Degree to which we welcome and respect differences by creating an equitable work environment - where the richness and uniqueness of individuals' ideas, backgrounds, and perspectives are valued and leveraged.

2. **Compassion- We treat everyone with care and kindness.**

Degree to which we are aware of the needs and perspective of others; display care, kindness and empathy through being person-centered in word and deed (with patients, families and colleagues).

3. **Innovation - We strive for excellence in everything we do.**

Degree to which we strive for excellence, seek out new ideas and embrace change in health system delivery.

4. **Teamwork - We help each other.**

Degree to which we work effectively together and build trust by collaborating respectfully, engaging constructively, building alliance and partnerships with each other, to achieve a common goal.

5. **Joy - We find meaning and purpose in what we do.**

Degree to which we create an environment where work is meaningful, purposeful, fulfilling and appreciated. We achieve this by promoting a fair, trustworthy, safe and healthy culture that encourages well-being and mutual respect.

Introduction to Student Placements

Statement of Principles Regarding Supervision of Students

Supervision of students includes the guidance, observation, and assessment of the professional activities of the student by the preceptor with respect to the scope of practice of the discipline and the educational objectives defined and agreed upon between the educational institution, student, and preceptor.

The Degree of Supervision Required

The degree of supervision is determined by the preceptor, the student, and their obligations, as follows:

The Preceptor

The preceptor is responsible for the ongoing evaluation of the student's competence and performance at regular intervals, in order to ensure feedback is provided to the student as part of the educational process, and to substantiate the basis for delegating levels of responsibility. This assessment must include direct observation of the student's professional and communicative skills. The Colleges of the respective Regulated health Professions emphasize certain aspects of supervision in the clinical/practical education system.

The Student

Students have a diverse background in experience, competence, and performance. They are not practicing healthcare workers nor are they regulated health professionals. Rather, they are pursuing their individual objectives in a graded and integrated fashion towards independence, providing healthcare services under the appropriate supervision of their assigned preceptors in a particular training program.

The goal of any student practicum/medical education program is to bring learners to the point where they can act independently in their area of demonstrated competence. This ability to function independently does not come suddenly at the end of the placement but as a progressive and selective process throughout the course of their placement. The degree of independence and the type of service provided independently correspond to the level of experience, training, and the progress of the learner.

Reciprocal and complementary obligations between the Preceptor and the Student

The student and preceptor have reciprocal and complementary obligations. The responsibility of the preceptor is to supervise the student in independent practice and decision making only to the extent that it is justified, in the opinion of the preceptor, by the demonstrated competence and experience of the student.

The student has an obligation to report to the preceptor sufficient information on the assignments at hand and the student's experience and training so that a reasonable preceptor can make a proper decision about appropriate delegation of authority. The preceptor will not require independent exercise of judgement from the student which is beyond the student's capacity.

Exchange of Information

Adequate supervision is dependent upon an ongoing exchange of information. The student, by accepting responsibility for each element of service from the preceptor, also inherently assumes the responsibility of keeping the preceptor informed of their assigned activities.

Behavioral Expectations of Students and Trainees

Students and Trainees will adhere to the standards of ethical behavior, as per standardized scope of practice of the applicable profession, or as outlined in the respective professional College of Regulated Health Professionals.

In addition, Students and Trainees who participate in research throughout their placement must act in compliance with all laws, policies, standards and guidelines governing human research, including but not limited to the Tri-Council Policy Statement, “Ethical Conduct for Research Involving Humans”.

In general, their professional activities will be characterized by honesty, integrity, conscientiousness and reliability. Behavior inconsistent with being a healthcare professional is viewed as a demonstration of lack of suitability to be a practicing healthcare professional.

The minimum expectation is that students and trainees comply fully with the Code of Conduct and/or the Privileged Staff Code of Conduct.

Assessment of behavioral and ethical performance will be related to the following educational objectives:

University and College Students

University Students are undergraduate, graduate, or postgraduate students enrolled in a Bachelor, Master, Doctoral, or certificate program of an accredited university and are engaged as a student, intern, resident or fellow in a required clinical or practical placement. College students are students enrolled in a diploma, post-diploma, or certificate program of colleges that are registered with the Ministry of Training, Colleges and Universities, or the Ministry of Health. The assignments to services as prescribed or elected shall be the responsibility of the university or college and Lakeridge Health. It is expected that the student will practice within the scope of practice as standardized by the applicable profession, or as outlined by the regulatory requirements of the respective professional College By-laws, Standards of Practice, Guidelines and Legislation governing their discipline. The student shall be under the supervision of a Lakeridge Health staff/physician, and final responsibility for assigned activities performed by University and College Students shall rest with such preceptor.

Services that may be permitted by University and College Students are dependent on the student’s skill level, experience, and level of training. The preceptor must take this into consideration when determining the degree of supervision required for clinical activities. All documentation should be

validated by the preceptor as per standardized practice of the applicable profession, or as per the regulatory requirements of the respective professional College legislation. Within the principles of graded responsibilities, a University or College Student may carry out clinical activities, either under direct or remote supervision, depending on the demonstrated level of competence.

General Responsibilities for Practicum Students

Assigned responsibilities will be given in accordance with the student’s education, experience and clinical or practical background.

A comprehensive and detailed list of scope of services that may be performed by specific types and training levels of students are outlined by the educational institution, profession, and/or Lakeridge Health program. This list reflects the standardized scope of practice of the applicable profession or the regulatory requirements of the respective professional College Bylaws, Standards of Practice, Guidelines and Legislation governing their discipline, and should be clearly articulated to all members of the program and to the student.

At the preceptor’s discretion, based on clinical and professional judgment, they may limit the student’s scope of services as necessary.

Nursing Student Practice Limitations

Below is a chart outlining the skills student nurses can complete under direct or indirect supervision of their preceptor and/or clinical instructor while learning at Lakeridge Health. In addition to those outlined below, the Regulated Health Professions Act outlines an exemption for students of regulated health professions to perform Controlled Acts within their respective discipline of study’s scope of practice. In other words, student nurses can complete controlled acts Registered Nurses or Registered Practical Nurses can perform under the direct or indirect supervision of an RN or RPN. Please note that within the hospital system orders are required for all controlled acts before they are performed on patients. Students must only perform controlled acts upon receipt of a valid and patient specific order from an authorized prescriber (physician or nurse practitioner) and therefore must not implement medical directives.

Care Need/Skills	Nursing Student
Basic Patient Care (e.g. ADL’s, feeding, etc.)	YES
Vital signs	YES
Chemotherapy	NO
Priming/setting up IV tubing	YES
Maintaining an IV (i.e. checks and assessment)	YES
Carry narcotics keys or perform narcotic counts	NO
Co-sign medications/TPN/IV solutions	NO
Witness a consent	NO

CVAD cap change, tubing change	YES – Under direct RN/RPN Supervision
CVAD dressing change	YES
Participate in a lengthy or ongoing process initiated	YES
Assist in procedures, help with positioning, non-pharmacological pain management	YES
Take telephone/verbal orders	NO
Take report/handover of a patient	YES – Under direct RN/RPN Supervision
Charting	YES – Sign off as a Student Nurse
Assist in patient transport/transfers	YES
Respite care guardians	YES
Assist with ward projects or programs	YES
Implement Medical Directives	NO
Participate in Code Blue Responses	YES
Administer a Shock by AED	NO

***Direct Supervision:** RN/RPN must be physically present

***Indirect supervision:** RN/RPN not physically present but monitors activities by having student or Clinical Extern report regularly or by periodically observing activities

Lakeridge Health Code of Conduct

Lakeridge Health is committed to supporting a culture that values respect, integrity, honesty, and fair dealing with each other, and to promoting a caring environment for patients and team members.

It is expected that interactions with fellow team members, patients, or any other individual shall be conducted with courtesy, honesty, respect and dignity. All LH team members are expected to refrain from conduct that may reasonably be considered offensive to others or disruptive to the workplace or patient care. Offensive conduct may be written, oral or behavioural. Lakeridge Health expects respectful polite behaviour from all parties. There is also an expectation for individuals to resolve minor disputes or lapses in decorum among themselves. However, when individuals are unable to resolve an issue, they can and should request assistance for resolution from their supervisor or Academic Affairs. More serious cases of disruptive behaviour may require recourse in accordance with the Workplace Harassment or Workplace Violence policies.

If you have further questions once you have started placement, please see [Lakeridge Health Code of Conduct](#) policy on the Wave (available via all hospital computers).

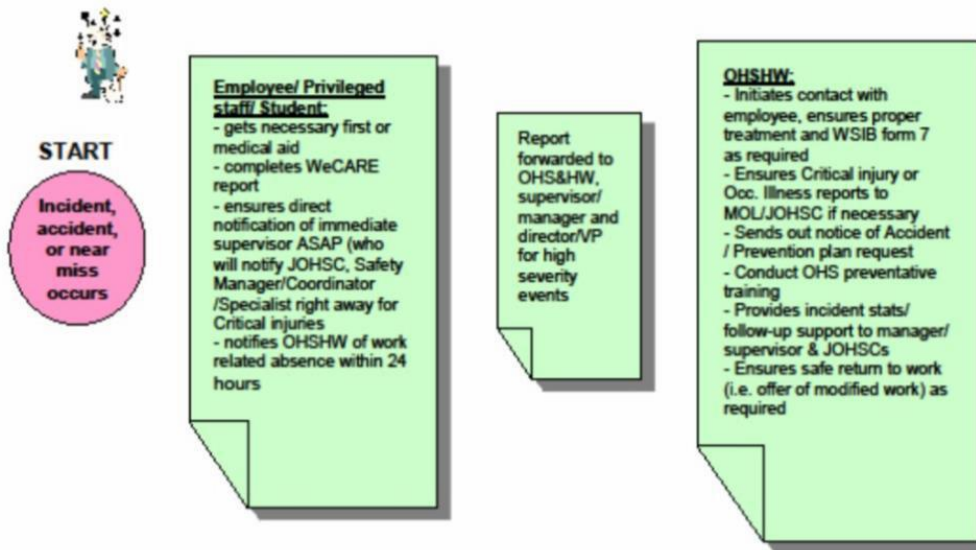
Risk and Incident Management

Risk management is the responsibility of everyone at Lakeridge Health. “Risk” is defined as exposure to an untoward event which may cause harm to patients, staff, or the organization. At Lakeridge Health, incidents of risk and error are managed through the WeCARE reporting system. The WeCARE system is an important tool to minimize exposure to risk and harm, identify opportunities to enhance current

processes and practice, and ensure the responsibility and accountability of all team members. Information about how to report a safety incident involving patients, visitors, or employees can be found at the link below. You can also contact Risk Management at risk@lh.ca or at ext. 33207.

LH Incident/Accident Investigation and Follow-up Flowchart

The term 'incident' refers to an undesired event that could have resulted in harm to people, damage to property, loss to process, or loss to the environment. Near miss is an occurrence that could have resulted in injury or other forms of loss had the circumstance been different. An 'accident' is an undesired event that can result in harm to people, damage to property, loss to process, and loss to environment.



[WeCARE - How to Complete an Incident Report](#) (available via all hospital computers and in HSPnet)

Infection Control

Hand washing is the single most important thing you can do to prevent the spread of infection. Please ensure you are familiar with the correct process to wash your hands and that you are doing so frequently. If not already completed, please access the mandatory prerequisite Public Health Ontario (PHO) Infection Prevention and Control Core Competencies Online Learning Courses using the link below. If you have any questions or concerns, please do not hesitate to contact Infection Control at ext. 33854.

Required IPAC Core Competencies Learning Courses:

- Chain of Transmission and Risk Assessment
- Health Care Provider Controls
- Control of the Environment
- Additional Precautions
- Administrative Controls
- Occupational Health & Safety

[Infection Prevention and Control – Online Learning | Public Health Ontario](#)

Occupational Health & Safety

Everyone at Lakeridge Health, including learners, needs to be vigilant of Occupational Health and Safety hazards. Some of the responsibilities expected of learners are to:

- Report any unsafe conditions directly to supervisors or through the WeCare reporting system (i.e., wet slippery floors, damaged stairways or walkways, defective equipment, careless handling of equipment, use and storage of combustible material near open flames, etc.)
- Always be alert to safety issues with wheelchairs, beds, and other equipment used by the patient
- Never operate electrical equipment with wet hands
- Never place any pressurized containers, needles or glass containers in regular garbage
- Use or wear required safety equipment as directed

You can reach Occupational Health, Wellness & Safety at ext. 33710.

Mandatory N95 Testing

Lakeridge Health requires all students placed at our facilities to schedule a N95 respirator fit-test at Lakeridge Health. Unfortunately, N95 tests completed at other organizations (including those arranged by the school) will not be accepted. Please use the following link to book an appointment (can select Ajax/Oshawa):

<https://outlook.office365.com/owa/calendar/N95FitTesting1@lh.ca/bookings/> (Chrome web browser works best).

If you have completed testing at Lakeridge Health within the last 2 years, another test is not required. Please email any questions to N95fittesting@lh.ca.

Masking and PPE Requirements

Due to the rise in Covid infection rates, medical grade masks are required in all areas of the hospital. Prior to attending the hospital, students and instructors must self screen to ensure they are not experiencing any symptoms of illness. Masks are available at all entrances - please sanitize your hands before taking a mask. The following guidelines must be adhered to by all students and instructors. Failure to do so may result in suspension or termination of your placement:

- All illness and exposures must be reported as outlined below.
- Breaks must be taken in designated areas. A minimum of 3 feet must be maintained when masks are removed.
- Eating and drinking is not permitted in meeting rooms.
- Students/Instructors observed not following the required safety practices may face disciplinary action, up to and including a suspension/termination of placement.
- Please review the following video for the proper donning and doffing of PPE: [Donning and Doffing of PPE](#).

Absence Due to Illness/Symptom Reporting

Lakeridge Health Occupational Health Department has developed the following online forms to report COVID-19 symptoms, a COVID-19 exposure, or a positive COVID-19 test result, and receive guidance from Occupational Health nurses.

Online forms to report COVID-19 symptoms, a COVID-19 exposure, or a positive COVID-19 test result

- [COVID-19 symptom reporting](#) – complete this form if you are experiencing any symptoms of COVID-19.
- [COVID-19 exposure reporting](#) – complete this form if you have been exposed and are **ASYMPTOMATIC**. If you are symptomatic, please complete the form above.
- [Positive COVID-19 test result via an at-home test](#) – complete this form to report that you have tested positive for COVID-19.

Please be sure to contact your preceptor directly so they are aware that you are unable to attend your shift.

Security

The role of Security is to provide a safe and secure environment at Lakeridge Health. Security personnel in full uniform are available 24 hours per day, seven days per week. If you require a security escort to your car or feel unsafe in any way, please do not hesitate to call the Security Office at ext. 4069.

Emergency Measures Codes

During a code, your role as a learner will depend on your level of knowledge and experience as defined by your preceptor at the beginning of your placement.

Lakeridge Health's Emergency Preparedness Manual provides the framework to enable LH team members to respond to various emergency situations such as fire, reception of multiple casualties, hazardous spills, etc. When necessary, a code will be announced via the overhead paging system. Team members are expected to respond to codes according to established departmental procedures.

All team members must be familiar with Emergency Codes to ensure patient and personal safety is not jeopardized. Before the start of your placement, it is important to familiarize yourself with the codes listed below.

Emergency Codes

Code RED	Fire
Code YELLOW	Missing Person
Code AMBER	Missing/Abducted Child
Code WHITE	Violent Person

Code BROWN	In-Facility Hazardous Spill
Code ORANGE	External Disaster
Code ORANGE CBRN	Chemical/Biological/Radiological/Nuclear Disaster
Code GREEN	Evacuation (Precautionary)
Code GREEN (STAT)	Evacuation (Crisis)
Code GREY	Infrastructure Loss/Failure
Code GREY BUTTON DOWN	External Air Exclusion
Code PURPLE	Hostage Taking
Code BLACK	Bomb Threat/Suspicious Object
Code SILVER	Armed Person/Weapons Related
Code PINK	Medical Emergency (Newborn > 1 month)
Code BLUE	Medical Emergency Adult
Code BLUE PAEDIATRIC	Medical Emergency up to 12 Years

Dress Code and Personal Hygiene Policy

In keeping with Lakeridge Health's patient-centred care and integrated safety models, it is an expectation that all staff including students, will dress in a manner that ensures that patients and staff are safe and that staff portray a professional image.

If you have further questions once you have started placement, please see Lakeridge Health's [Dress Code and Personal Hygiene Policy](#) on the Wave (available via all hospital computers).

Fragrances and Scents

In support of our commitment to a healthy workplace, Lakeridge Health is a fragrance-free facility. Scented products may contain chemicals that cause harm to people with asthma, allergies, migraines, and environmental illnesses. Please do not use scented perfumes, deodorants, aftershave lotions and other scented personal hygiene products during the course of your placement.

Smoking

Smoking is not permitted on hospital property.

Cell Phone Use

Cell phones may interfere with medical devices. Please obey signage posted and do not use your cell phone while at a patient's bedside or anywhere signage advises not to use it. Taking photos of patients or patient related documents is not permitted.

If you have further questions once you have started placement, please see Lakeridge Health's [Personal Health Information Privacy and Protection](#) on the Wave (available via all hospital computers).

Accessibility for Ontarians with Disabilities Act (AODA)

As a public sector organization committed to achieving a fully accessible Ontario, Lakeridge Health (LH) complies with the Accessibility for Ontarians with Disabilities Act (AODA) by having a policy in place related to accessible customer service, and by providing accessibility education to all team members (including physicians, contractors, students). If you have any accessibility concerns while in placement at Lakeridge Health, please speak with your preceptor and/or clinical instructor.

Student Support

EPIC training

Lakeridge Health is one of six partner hospital organizations in the Central East Hospital Cluster (CEHC) that have implemented a regional Clinical Information System (CIS) that is transforming how we deliver patient care across Central East Ontario. The regional CIS is built on the Epic Systems platform, one of the world's largest providers of electronic record management.

The new CIS enabled by Epic, allows us to have one comprehensive medical record for each patient across our partnership of seven organizations in the Central East Region. Every provider in our partnership has access to the same patient record – including medical history, test results, and medication records.

Prior to starting placement, students and instructors are required to remotely activate their LH IT accounts, complete the asynchronous Epic training modules, and successfully pass the End User Proficiency Assessment (EUPA). Once complete, users must contact epictraining@lh.ca for verification and removal of the training block. If the training team determines that the training has not been completed, the training block will not be removed and the student will not be permitted to start placement. Additional information can be found in the Epic Onboarding document available in HSPnet and attached to the onboarding email you have/will receive from Lakeridge Health.

MedSelect

Designated patient care areas throughout Lakeridge Health (LH) utilize the MedSelect Automated Dispensing Cabinets for distribution, management, and control of medications. MedSelect training and access is facilitated by Documentation Specialists at the schools. If you are unsure as to whether MedSelect training and access is required for your placement, or you have not been given instructions for how to complete this training, please speak to the Placement Coordinator at your school. Lakeridge Health does not provide MedSelect training directly to students and/or instructors.

LH Student ID Badges

All Nursing students completing a placement at Lakeridge Health must have their school-issued student badge visible. Preceptored students will be assigned a Lakeridge Health Temporary Student Nurse ID badge that will provide the necessary access, but it will not have a picture and cannot be used for MedSelect or parking. Preceptored students (non-group) for all sites must book an appointment with the Photo ID Office in Oshawa by contacting photoid@lh.ca to obtain their badge prior to their placement start date. The hours of operation are Monday-Friday, 9:00am-3:00pm. Missing/lost ID badges must be immediately reported to Photo ID using the photoid@lh.ca. At the end of the student's placement, the LH ID badge must be returned to Security Office wherever the student is placed. For Lakeridge Gardens, the badge can be left at the Security Office at LHAP. Please note that a \$20.00 fee will be charged to students that fail to return their badge at the end of their placement.

If you have any questions, please contact the Photo ID Office directly at PHOTOID@lh.ca or call 905-576-8711 x33335.

Food

All Lakeridge Health sites have Retail Food Service Operations with varying hours of operation. Please check the cafeterias for hours of operation at each site.

Library Services

The Health Sciences Library is available from 6:00am–10:30pm in the LHEARN Centre at Lakeridge Health Oshawa. The library is staffed Monday to Friday, 8:00am-4:00pm. The library provides access to computers, group study space, and individual study rooms. The library's services and resources can also be accessed remotely via the Wave. The library's collection includes books, journals, databases, and point-of-care tools.

To learn more about the library's services, please contact the Managing Librarian at ext. 33334.

Parking

- Oshawa: \$31.00 per month. Parking office is located on the first floor of the parking garage.
- Ajax-Pickering: \$44.50 per month. Parking office located at the west entrance of the Hospital.
- Lakeridge Gardens: \$44.50 per month. Parking office is located on P1 North side of the parking garage.
- Bowmanville/Port Perry/Whitby: \$30 per month. Parking Pass can be purchased at the pay stations.

For more information, please contact Parking at 905-261-6535.

Practicum Evaluation

Please take a few minutes to complete the [Student Practicum Program Evaluation Form](#). This anonymous survey helps us improve the Student Practicum Program.

Annual Preceptor Award

An annual Preceptor Award is presented to an outstanding Preceptor during our “Celebration of Teaching and Learning” event in June. If you wish to nominate your preceptor, please complete the [Preceptor Award Nomination Form](#).

Career Opportunities

Lakeridge Health actively recruits new graduates to join our healthcare team. If you are interested in learning more about career opportunities at any of our hospitals, please speak with your preceptor, or contact Human Resources at recruitment@lh.ca.