Student Orientation Guide
July 2012
## Table of Contents

Table of Contents ........................................................................................................... 1
Welcome to Baycrest ........................................................................................................ 4
About Baycrest ................................................................................................................ 5
General Directions and Information .............................................................................. 7
  Parking ............................................................................................................................ 8
  Getting around when you are at Baycrest ................................................................. 8
  Entrance Closing Times .............................................................................................. 8
Student Centre .................................................................................................................. 9
Jewish Life at Baycrest .................................................................................................. 10
Student Checklist .......................................................................................................... 11
  Orientation .................................................................................................................. 11
  Key Policy Overview Sign-Off Form .......................................................................... 12
Interprofessional Education (IPE) ................................................................................ 16
Standards of Professional Behaviour ........................................................................... 18
Code of Conduct ............................................................................................................ 19
  Discrimination ............................................................................................................ 19
  Harassment ................................................................................................................ 19
  Sexual Harassment .................................................................................................... 19
  Abuse .......................................................................................................................... 19
Policies and Procedures ............................................................................................... 20
  Dress Guidelines ....................................................................................................... 20
  Lockers ....................................................................................................................... 21
  Identification Badges: ............................................................................................... 21
  Network Access / Email ............................................................................................ 23
  FIPPA .......................................................................................................................... 26
  Electronic Documentation .......................................................................................... 28
  Meditech – Tips ......................................................................................................... 29
Infection Prevention & Control Guidelines ................................................................. 32
  Immunization ............................................................................................................. 33
  Reporting Illness ....................................................................................................... 34
  Mask Fit Testing ......................................................................................................... 34
Safety, and Risk Management .................................................................................... 34
  Rights and Responsibilities ....................................................................................... 34
  Accident / Incident Reporting ................................................................................... 35
Welcome to Baycrest

Baycrest: A destination of choice for our students and trainees

Baycrest is an internationally recognized academic health sciences centre focused on healthy aging and exemplary care of older adults through evidence-based care and education. As a fully affiliated teaching hospital with the University of Toronto, Baycrest is an acknowledged leader in the field of aging locally, nationally and internationally, with a highly regarded specialty in cognition and mental health and as such, Baycrest is able to offer students an invaluable learning experience.

OUR NEW MISSION for EDUCATION

We are committed to:

- An exceptional learning experience for students and trainees, staff, patients, families and community
- Knowledge translation and education scholarship
- Being a local, national and international resource dedicated to informing and transforming the journey of aging

Baycrest is highly committed to and engaged in its “Education Mission” and we are committed to providing a positive and supportive learning environment for all students. It is through acquiring and sharing new knowledge that we will be able to train the next generation of health care professionals to more fully understand the journey of aging and the care of our patients and families.

Baycrest’s unique culture ensures a rich learning environment for students and our staff is committed to excellence in care through our research-driven care and education in the field of aging.

Baycrest welcomes the involvement, participation and contribution of our students studying in all health professions, locally, nationally and internationally. Our academic partnerships with the University of Toronto and many other universities and colleges across Canada, the USA and internationally allows us to engage with undergraduate and graduate students from a wide array of professions.

This guide is designed to help you find the “basic information” that students need to orient to Baycrest.

Welcome to all students,

Dr. David Conn MB, FRCPC
VP Education
About Baycrest

Baycrest has a very unique and proud past. The organization opened its doors in 1918 as the Toronto Jewish Old Folks Home thanks to the vision of a group of dedicated and committed women who volunteered their time to care for the frail elderly in the Jewish community. Since those early days, the spirit of volunteerism, the dedication and expertise of staff, and the respect for the elderly have been the foundations of Baycrest. The Centre has grown from its modest downtown Toronto roots to an internationally recognized academic health sciences centre located on an 18-acre campus on Bathurst Street. Each day, Baycrest addresses the needs of more than 2,500 people, including frail elderly individuals as well as active seniors.

Our Research Centre for Aging and the Brain includes the acclaimed Rotman Research Institute, considered one of the top five brain institutes in the world and the Kunin-Lunenfeld Applied Research Unit (KLARU) which conducts research alongside our clinicians and applies the results directly to client care. Together the Rotman and KLARU are giving the world a whole new understanding -- and new hope -- about interventions and preventions which could transform aging.

Through our Centre for Education on Aging we are sharing our expertise and knowledge locally, nationally and internationally. Baycrest believes that it not only has the ability to use its knowledge to help people around the world deal with diseases of aging, such as Alzheimer's, stroke, depression -- but the responsibility. Whether it is through our international telehealth program, on-line programming, and conferences or through other mediums, we share our knowledge with professionals, other health care organizations and the public.

Baycrest's Mission

The mission of Baycrest is to enrich the quality of life of the elderly, guided always by the principles of Judaism

- In addition to providing a comprehensive range of specialized services for the elderly, we also support and educate families, conduct research into aging, teach students and professional trainees, and help educate those who care for the elderly.
- Baycrest plays a lead role in promoting the interests of the elderly, advocating for health and social service policy that values the elderly and recognizes their needs.
- Baycrest's concept of care embraces the health, wellbeing and dignity of the individual, and serves physical, emotional, social and spiritual needs. All care is designed to meet the unique requirements of the individual and the family, and is guided by the values and principles of Judaism.
- Baycrest supports staff in their effort to provide better care by providing an environment that encourages learning, innovation and personal development.
- Fundamental to Baycrest is a partnership between the community, staff, volunteers and the individuals and families we serve within the Greater Toronto area.
Housing

Baycrest offers two types of housing that help seniors remain independent: Reuben Cipin Healthy Living Community and the Terraces of Baycrest

Reuben Cipin Healthy Living Community

This condominium-style life lease residence of 120 suites is designed for active and independent seniors (65 years old plus). The life lease concept enables seniors to maintain a “right to occupy” their residence. At any time, the resident may sell their “right to occupy” at an appraised market value and keep the proceeds from the sale. The building has a 24-hour concierge, a 24-hour personal security emergency response button, senior-friendly design features, games room, lounges, party room, fitness facility, library and rooftop terrace.

Terraces of Baycrest

The Terraces of Baycrest provide seniors with the privacy of independent apartment living, along with supportive services. Apartments are newly renovated and include senior-friendly features such as walk-in showers with grab bars, and a lifeline telephone with monitored services. This 11-storey retirement residence is located on the Baycrest campus, giving residents access to Baycrest’s wide range of services, including the specialized geriatric programs of Baycrest Hospital.

Services provided in the building include:
- 24 hour on-site health centre (24 hour nurses, and doctors 5 days a week)
- social work, occupational therapy, pharmacy and nutritional guidance
- operates under Jewish tradition and is Kosher Under COR
- social, recreational, fitness and swimming programs
- membership in the Joseph E. and Minnie Wagman Centre
- weekly house keeping and linen services
- convenience store, library, greenhouse, alterations shop

Apotex Centre, Jewish Home for the Aged and The Louis and Leah Posluns Centre for Stroke and Cognition

The Apotex Centre, Jewish Home for the Aged and The Louis and Leah Posluns Centre for Stroke and Cognition, is a 472-bed, long-term care facility which provides a range of residential and specialized programs. The small, home-like settings on each floor provide flexible schedules for programs, meals and personal care, based on each resident’s needs and preferences. Care is provided within the context of orthodox Jewish traditions. The Louis and Leah Posluns Centre for Stroke and Cognition focuses on rehabilitation programs to help seniors with dementia caused by vascular disorders such as strokes.
General Directions and Information

How to Find Us:

Address
Baycrest
3560 Bathurst St.
Toronto, ON M6A 2E1

Telephone Number
416-785-500 ext. 2892

The Terraces of Baycrest and the Joseph E. and Minnie Wagman Centre are located on the west end of the Baycrest Campus at 55 Ameer Avenue.

By Car
Please refer to the map provided.

By Public Transit
Take the 7 – Bathurst Street North bus from the Bathurst subway station on the Bloor/Danforth line to Baycrest Avenue, five stops north of Lawrence Avenue.

Take the 7–A Bathurst Street North bus (rush hour service only) from St. Clair West Station or the Wilson subway station on the Spadina/University subway line to Baycrest Avenue.

Take the 109 – Ranee North bus from Lawrence West Station. This will take you through to Ranee Avenue and let you off on Wasdale Drive and Bathurst Street. Walk south to Baycrest Centre.
Parking

Baycrest's main parking lot is an automated park and pay system. The current flat fee for the day is $12.25.

Please note: There is a smaller parking lot in front of the Brain Health Centre - Kimel Family Building. Enter from Bathurst Street. Parking is metered and very limited.

The parking rates are as follows:

- Meter - short term
  $6.25 / hour
- Daily - main lot
  $12.25 / day

Getting around when you are at Baycrest

Free shuttle bus service is provided between Baycrest (Khedive entrance), Apotex Centre, Jewish Home for the Aged and Terraces of Baycrest/Joseph E. and Minnie Wagman Centre. Buses leave approximately every 35 minutes between 9 a.m. and 4:30 p.m. Board buses at the entrances at these buildings, where schedules are posted.

Entrance Closing Times

Closing times for the following entrances are as follows:

- Khedive and Bathurst St. - 12 midnight
- Posluns and Apotex - 9:00 p.m.
- Hospital Ambulance - 5:00 p.m.
- Apotex Ambulance - locked at all times

Internal phones are located at each of the main entrances. For information, call the main communications desk at the Khedive entrance, 416-785-2500, ext. 2130.
Our Student Centre is now available for all students and trainees to use while at Baycrest. The centre will be available 24/7. An access code will be needed to gain access to the space. Please contact the Student Coordinator at tekuase@baycrest.org for access to the centre.

The Centre features:

- A reception area
- Computer stations
- A lounge area with TV
- A seminar/lecture area
- Non-kosher lunch room
- Locker room

The Student Centre is located on the 1st floor of the Brain Health Complex Building by the elevator, room T106.
Jewish Life at Baycrest

We provide our clients with an environment which is sensitive to their religious observance, spirituality and cultural needs.

Educational Material

To help you understand Judaism, educational material including a guide book, videotapes, DVD’s and library books are available in the Baycrest Staff Library (2nd Floor, Baycrest Hospital). The educational material contains a glossary of commonly used Yiddish words and dates of Jewish Holidays.

Holocaust Survivors

Baycrest serves one of the largest residential populations of Holocaust Survivors in the world and has developed programs and services that recognize their unique experiences and needs. For more information about caring for aging Holocaust survivors, go to the Staff Library (2nd Floor) and review the book "Caring for Aging Holocaust Survivors."

Non-Sectarian Services At Baycrest

Many of our hospital programs are non-sectarian, and Baycrest offers many services such as holiday parties, Ecumenical Services and a Christian Chaplain to meet the spiritual needs of our non-Jewish clients.

A multi-faith meditation room is located on the first floor of Baycrest Hospital across from the Gift Shop.

Kosher Food

At Baycrest, food is prepared according to the Jewish dietary laws. "Kosher" comes from the Hebrew word mean "fit, proper, appropriate or permissible". The laws say that meat and dairy foods are not to be prepared or eaten together, animals must be slaughtered according to a specific ritual and certain foods such as pork or shellfish are not eaten.

Food from outside of Baycrest may not be brought into the Hospital Cafeteria, the Women's Auxiliary Cafe or client dining areas. External food may be eaten in the Employee lunch room or in the outside dining area located at the corner of Bathurst and Baycrest Avenue, and the Student Centre located on the first floor of the Brian Health Complex Building.

<table>
<thead>
<tr>
<th>Cafeteria Facilities &amp; Amenities</th>
<th>W.A Cafe</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Cafeteria hours are as follows:</td>
<td>We also have a Second Cup known as the</td>
</tr>
<tr>
<td>Monday - Friday - 8:00 - 6:30 p.m.</td>
<td>W.A. Cafe which is located on the ground</td>
</tr>
<tr>
<td>Breakfast 8:00 - 11:30 a.m.</td>
<td>floor in the Apotex Building, open</td>
</tr>
<tr>
<td>Lunch 11:30 - 1:30 p.m.</td>
<td>Monday to Thursday from 8:00 to 4:30 pm</td>
</tr>
<tr>
<td>Dinner 4:00 - 6:30 p.m.</td>
<td>and Friday until 3:30 pm. The cafe is closed</td>
</tr>
<tr>
<td>Saturday 11:30 - 6:30 p.m.</td>
<td>on Jewish Holy Days, Statutory Holidays and</td>
</tr>
<tr>
<td></td>
<td>Saturdays.</td>
</tr>
</tbody>
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Student Checklist

Affiliation Agreements

Students can begin their clinical experience at Baycrest only if their academic institution has an established affiliation agreement with us. Please check with your student placement office to ensure a valid agreement has been established.

Students or clinical instructors should contact the Department of Academic Education, Room 2N04 prior to a placement to make arrangements to:

a. Register online at http://baycresteducctr.vsysys.com/ and agree to the terms stated on the page - Baycrest policies and procedures.
b. Be issued a temporary Baycrest ID badge through Human Resources
c. Receive Meditech username & password, if applicable
d. Receive a Locker, if applicable

The following documents must be completed before you begin your placement at Baycrest:

- Signed affiliation agreement on file in Academic Education, Room 2N04
- Register via online registration page http://baycresteducctr.vsysys.com/
- Work/Education Placement Agreement Form (comes with student from educational institution)
- Criminal Reference Check/Vulnerable Person Screening: □ Yes, Date ________________
  □ No* (Student must complete & sign the Student Declaration for Police Reference Check)
- Mask Fit testing: □ Yes, Date ________________ (student expected to come with mask fit testing done).

These are the list of mask Baycrest carries. Please ensure that you are fitted with one of these masks.

<table>
<thead>
<tr>
<th>Regular</th>
<th>Small</th>
</tr>
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<tbody>
<tr>
<td>KC62126</td>
<td>KC62355</td>
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<tr>
<td>3M8210</td>
<td>3M8110S</td>
</tr>
</tbody>
</table>

- Current CPR certificate (required for nursing students & medical trainees, recommended for health disciplines): □ Yes, Date ________________

Orientation

All students will be provided with an orientation to Baycrest at the beginning of their placement. This will be arranged through their Baycrest contact for student placement.

Any student here for:
- < 3 months completes the Key Policy Overview & Sign-off sheet (attached)
- > 3 months attends hospital orientation
Core-Curriculum (mini-version) Sign-Off Form

For the purpose of safety, risk management and to maintain Baycrest’s Jewish culture, we require you to review this brochure with the various Baycrest policies and procedures.

Baycrest and its representatives are obligated to meet the requirements of the Occupational Health and Safety Act and Regulations for Health Care and Residential Facilities. Failure to do so may lead to the Ministry of Labour issuing individual and/or organizational fines and the closure of Baycrest until that time when the requirements have been fulfilled.

A) **Generic topics that are common to all organizations.**

We anticipate that you have obtained in-depth information about the following key topic. Please confirm this by signing this form. If you have not, your supervisor at Baycrest will provide the information to you.

i. Workplace Hazardous Information System (WHMIS)

B) **Baycrest- specific topics: these are either unique to Baycrest or have been customized to our organization.**

We require you to review the attached material on these topics and then sign below indicating you have completed this review.

ii. Client Privacy and Confidentiality

iii. Emergency Codes

iv. Infection Prevention and Control (IPAC) Education

v. Jewish Life at Baycrest

vi. Fire Safety

vii. Violence in the Workplace [as our policy on Violence in the Workplace is under review, we are presently adhering to our current policy on Abuse of Staff and Volunteers by Clients, Their Families, Private Practitioners, Personal Companions and Visitors]

I confirm that I am aware of my responsibilities related to the topics outlined above regarding working safely at Baycrest.

Name: ___________________________________ Telephone: (___)_________________

(Please Print)

Signature: ________________________________ Date: ________________________________
Welcome to Baycrest

This Key Policy Overview is meant to make you aware of Baycrest’s safety and risk management procedures and to understand our Jewish culture. It is required that all contractors, researchers, students, temporary staff, consultants, and consulting physicians read this pamphlet and sign the attached sheet within the specified time of your arrival at Baycrest.

SAFETY AT BAYCREST

You are expected to follow safe working procedures, use all safety devices and equipment provided, wear protective clothing as required, and keep yourself informed about fire safety and hazardous materials.

Infection Prevention and Control

All persons entering Baycrest are expected to use the hand-sanitizing dispensers located at various entrances whenever they enter the building, frequently throughout the day, and upon leaving the facility.

Occupational Health & Safety (OH&S)

Baycrest will endeavour to provide a safe, healthy work environment; all staff must be committed to reducing the risk of injury and workplace related illness.

Workplace Hazardous Materials

You may have to work with potentially hazardous, controlled products. Baycrest is responsible for keeping an inventory of all such products, properly labeling them and training staff to safely use and store them. It is your responsibility to seek out, understand and follow procedures related to handling potentially hazardous, controlled products materials.

Respiratory Etiquette

• Cough or sneeze into your sleeve or a tissue.
• Discard used tissues and perform hand hygiene with either soap and water or an alcohol-based hand rub.

Emergency Codes

**Code Black: Bomb Threat**

• Call the Communication Desk 5555. State “This is a Code Black” and the location of the package.

Bomb Threat by Phone

• Stay calm and ask the caller for information.
• Where the bomb is located.
• Who they are, gender, voice characteristics.
• Listen for background noise.

**Code Blue: Cardiac Arrest**

• Call the Communications Desk 5555.
• Notify the attendant to call a Code Blue and state the location.
• Stay with the person and ask a colleague to call for help and verify that the client is appropriate for resuscitation.

**Code Brown: Hazardous Spill**

• Evacuate and contain area by closing door.
• Call Communications Desk 5555. State “This is a Code Brown”. Give the specific location. If possible state name of material spilled.

**Code GREEN: Evacuation**

• Listen to all announcements and follow instructions.
• Assist in lifting and carrying persons according to evacuation type.
• Use approved lifts and carries.
• Close all doors behind you.

**Code GREY: Loss of Service**

• Call Communication Desk 5555.
• Report Code Grey, service and location.
• Assist persons/clients to safe location.
• If you hear “Code Grey – Condition Yellow be aware that Mag locks may be deactivated.

**Code ORANGE: External Disaster**

• Evacuate glass areas.
• Stay away from articles that may fall.
• Do not leave buildings.
• Assist in moving people to inner core of building.
• Stay close to the floor.

**Code PURPLE: Hostage/Abduction**

If you witness or are aware of a hostage/abduction. Call the Communication desk 5555 and provide the following information.

• Location of hostage take/abduction.
• Number of suspects and descriptions.
• Description of any weapons.
• Number of victims and their condition.

If you are a victim of a hostage taking/abduction. Lower the stress of the hostage taker/abductor:

• Establish eye contact.
• Speak when spoken to.
• Avoid making comments, suggestions, or voicing opinions.

**Code RED: Fire**

If you see a fire anywhere in the Centre:

- R Remove all endangered persons.
- E Ensure windows and doors are closed.
- A Activate alarm pull station.
- C Call Communications, 5555.
- T Try to fight the fire within your capabilities.
  (Do not use fire hose)
- Listen for announcements.
SAFETY AT BAYCREST

Code WHITE: Violent Incident
- Remove yourself from the situation if possible.
- Call ext. 5555 and state “This is a Code White”. Give the location and be specific in details.

Code YELLOW: Wandering or Missing Client
- Report if someone is missing.
- Help in the search.

Identification Badges
All employees must wear the Baycrest issued identification badge at all times.
Badge must be worn at front upper body level, with the picture and name visible to others.

Lost or Stolen Identification Badge
- Immediately report to your department supervisor.

Occupational Health & Safety (OH&S)
Contractors and other parties doing business with Baycrest are responsible for:
- Providing copies of registration of professional liability insurance and WSIB certificate
- Obtaining any necessary permits and inspections for all work done at Baycrest
- Complying with Baycrest’s guidelines for performing all work in a safe manner
- Taking an active role in protecting and promoting their health and safety and that of others
- refraining from activities that may jeopardize health and safety in any way
- Immediately reporting any physical hazards, accidents to the OH&S Department.
- You should not come to work if you are feeling ill, particularly if you have had a fever in the past 24 hours. If you are ill, you must alert your immediate supervisor and the OH&S Ext. 5300.

Violence in the Workplace
Types of Violence:
- Abuse of Clients by Staff or Volunteers
- Suspected Elder Abuse in The Community
- Abuse of a Client by Another Client, Family Member, Private Practitioner or Visitor
- Abuse of Staff and Volunteers by Clients, Their Families, Private Practitioners, Personal Companions and Visitors
- Abuse of Staff and Volunteers By Staff and Volunteers
- Harassment and Other Forms of Discrimination in the Workplace

What should you do?
- Report situations to your supervisor so appropriate corrective action can be taken.
- speech assistive devices, contact the Professional Practice Leader, Speech and Language Pathology at ext. 2375;

Client Privacy and Confidentiality
Baycrest respects the right of each individual to privacy and to the confidentiality of their information. Individuals are entitled to understand what and why information is requested, how it will be collected and used, and when and to whom it might be disclosed. The Health Records Department will handle all release of client information requests, and in most cases we must obtain consent from the client. You are responsible for maintaining the confidentiality of client information whether it is conveyed verbally, in writing, electronically, in photograph, on film or by other means.

“Baycrest Personal Information” means information disclosed by Baycrest to you about an identifiable individual and includes personal health information (“BPI”).

Do not use, disclose, remove or copy for removal from Baycrest any BPI except as required by law or permitted by Baycrest. You are responsible to protect BPI against loss, theft, unauthorized access, copying or modification. You must notify Baycrest at the first reasonable opportunity if BPI is stolen, lost or accessed by unauthorized persons. You are responsible to ensure that your employees and agents, if any, maintain the confidentiality and security of BPI.

Accessibility Standards for Customer Service
- Baycrest is committed to giving people with disabilities the opportunity to access its goods and services.
- Baycrest strives to respect the dignity and independence of people with disabilities.
- Disabilities may be visible or non-visible. One cannot always tell who has a disability.
- People with disabilities have the right to use their own personal assistive devices while accessing goods or services provided by Baycrest.
- A number of assistive devices are available at Baycrest for use by people with disabilities. For information and assistance with:
  - assistive listening devices or communication devices, contact the Audiology Dept. at ext. 2377;
  - courtesy wheelchairs at entrances, contact the Director, Environmental Services at ext. 2406; and
  - devices located in The Anne & Louis Pritzker Wellness Library, contact the library staff at ext. 3374.
- At no time will a person with a disability be prevented from having access to his or her support person.
- Service animals are to be afforded access to all places the public is invited on Baycrest’s premises when accompanying their human partners (with the exception of food preparation areas). A person with a disability is not to be separated from his or her service animal. Don’t touch or speak to service animals – they are working and have to pay attention at all times.
- General tips on providing service to people with disabilities:
  - If you’re not sure what to do, ask the person “May I help you?” People with disabilities know if they need help and how you can provide it.
  - Speak directly to the person with a disability, not to his or her support person or companion.
  - Make no assumptions about what type of disability or disabilities a person has.
SAFETY AT BAYCREST

Accessibility Standards for Customer Service
- Take the time to get to know the needs of the person with a disability and focus on meeting those needs.
- Don't touch assistive devices, including wheelchairs, without permission.
- For more information call Support Services, ext. 2046.

Hazardous (including Cytotoxic) Drugs
If administering medications or handling bodily fluids of patients, refer to the "Safe Handling of Hazardous (including Cytotoxic) Drugs" Policy and Procedures on the Baycrest Intranet. If any medications are labeled with "Hazardous Drugs," "Cytotoxic Agents" or the "Medications with Precautions in Use" sign is posted on the head of the patient's bed and/or washroom.

Scent Free Environment
All persons are requested to refrain from use of Scented Personal Products while at Baycrest.

Non-Smoking Policy
In accordance with the Province's laws, we provide a smoke-free environment.
- Smoking is not permitted in the Centre or within nine metres (30 feet) of any entrance.
- If you do smoke outside this perimeter, use the outdoor ashtrays provided.

WHAT EVERY EMPLOYEE SHOULD KNOW

Jewish Life at Baycrest
Practicing Judaism is an important aspect of many of our clients' needs. As a consultant or contractor, it is important to keep the following points in mind when you are on site.

Being Sensitive to Our Client Population
Baycrest has one of the largest groups of holocaust survivors in the world. Awareness and sensitivity can help reduce some of the painful effects of Holocaust related traumas.

Many normal day to day activities can trigger painful memories of the war years.
Please be especially mindful if the work you are doing entails:
- Harsh, strong or unpleasant smells, use of bright lights/flashlights, loud voices/sounds, sirens/alarm bells/whistles.

Working in a Kosher Environment
Baycrest maintains its facility under the strict guidance of Kosher Dietary Laws. There are several areas where you can purchase Kosher meals in Baycrest:
- Main Cafeteria, located on the ground floor of the Hospital.
- Women's Auxiliary Café, located next to the Winter Garden in the Apotex Centre.
- These eateries, some of the outside gardens, and all areas within the Centre are Kosher.
- Food, coffee or tea brought from home or outside the building may not be consumed or stored in these locations.
- Outside food or drinks must only be consumed in:
  - Employee Lunch Room (Located in the Posluns Building on the 2nd floor).
  - Spiro Family Garden outside Employee Lunch Room.
  - Your office.
  - Outside Garden located at the Bathurst St. Entrance.
- Store any foods from outside Baycrest in the Employee Lunch Room refrigerator. Only food purchased in the Cafeteria may be stored in unit refrigerators.
- Use disposable tableware to eat any food brought in or prepared from outside. Do not remove china, trays, or cutlery from the Cafeteria.
- Microwaves (not in the Employee Lunch Room) may only be used for Baycrest purchased foods.

Jewish Life at Baycrest
No Consult or Contract Work on Jewish Holidays
Please be sure to check the Baycrest calendar when planning to come in to carry out your work as certain days in the year are special Jewish Holidays during which only essential and emergency services are maintained.

ADDITIONAL INFORMATION

Online:
http://intranet/BaycrestWork/

Hard copy files:
Communications Desk (Located on the ground floor of the Hospital at the Khedive Avenue entrance)

CREATED BY:
Human Resources and Organizational Effectiveness Division
January 2011

For further information contact:
Organizational Effectiveness
(416) 785-2500, ext. 2365
Interprofessional Education (IPE)

STUDENT PLACEMENT

Students from many professions have the opportunity to participate in inter-professional education (IPE) clinical placement experiences. During their placement students may participate in one orientation/preparation tutorial session and can be placed as an interprofessional team member within clinical care teams at Baycrest. As students are begin their clinical placement, they continue to meet as an interprofessional group on a regular basis.

IPE Placement Goals
The goals for this inter-professional placement program include:
1. The opportunity for students from various health care disciplines to develop an increased understanding of the expertise that each discipline brings to the solution of health problems.
2. The provision of opportunities for students to learn and develop clinical expertise together.
3. The opportunity to develop an understanding of team dynamics, communication skills within the team, and conflict resolution within the context of a well-functioning team.

Orientation
Orientation is provided in the form of a tutorial prior to the clinical placement experience. Facilitators who lead the orientation session allow students to have the opportunity to get to know each other, explore common professional interests, knowledge, experiences, and individual learning styles and needs. They have the opportunity to develop an understanding of team roles and responsibilities, conflict resolution, and any specific information related to the clinical skills required in the particular clinical placement.

Clinical Placement Experiences and Tutorials
While on site, students will meet in facilitated tutorials throughout their clinical experience. Students will take leadership in exploring learning issues pertaining to their clinical experience, the health system, and the delivery of health care services within the team. In addition, students will have the opportunity to discuss issues related to inter-professional roles and collaborative practice. Shadowing experiences will be encouraged to supplement their clinical experiences.

Debriefing and Wrap-up
Following completion of their clinical experience, students meet for a final session to provide an evaluation, an opportunity for the synthesis of knowledge, and personal reflections.

Presentation
Students participating in the IPE tutorials are expected to participate in the preparation and a delivery of a group presentation. This group presentation is an opportunity for students to integrate learning from the literature and clinical IPE placement experiences. The student IPE presentation often replaces the presentation requirement set by each profession.
Learning Outcomes
(adapted from McMaster University Health Sciences North Inter-professional Education Pilot Project.)

1. Increased knowledge and understanding of the roles, contributions and expertise of various health professionals in the delivery of health care services to patients/clients, e.g. similarities, differences and potential areas of role overlap and conflict.
2. Increased understanding and respect for the values, beliefs and attitudes that differentiate the various health professions.
3. Increased knowledge and understanding of the importance of inter-professional collaboration in the delivery of health care, e.g. team building, team functioning, communication, conflict resolution.
4. Enhanced skills in building inter-professional relationships and maximizing team function.

Evaluation of Student Learning Outcomes
The Inter-professional Education Perception Scale will be administered prior to and upon completion of the clinical experience to determine what changes in attitudes, if any, occurred throughout the placement.

Adapted from Toronto Rehabilitation and University of Toronto office of IPE materials.

To find out more about this innovative and exciting learning opportunity, please contact Faith Boutcher, Director, Academic Education ext. 2114
Standards of Professional Behaviour

Students will adhere to the standards of ethical behaviour, as per scope of practice of the applicable profession, or as outlined in the respective regulatory Colleges or professional associations.

1) All students must introduce themselves as a student status or equivalent, and must obtain informed consent from the patient or appropriate Substitute Decision Maker before performing any clinical activity or procedure on the patient.

2) Assessment of behavioural and ethical performance will be related to the following educational objectives:

3) The student should display skill at communicating and interacting appropriately with patients, families, and coworkers. Qualities that the student should demonstrate include, but are not limited to the following:
   a) empathy and compassion for patients and their families;
   b) concern for the needs of the patients and their families to understand the nature of the illness and the goals and possible complications to investigations and treatment;
   c) concern for the psychosocial aspects of the patient’s illness;
   d) respect for, and ability to work harmoniously with physicians, allied healthcare professionals, and other staff;
   e) understanding of the appropriate requirements for involvement of patients and their families in research; and,
   f) awareness of the effects that differences in gender, cultural and social background may have on the maintenance of health and the progression and treatment of illness.

4) Behaviour unacceptable to the professional practice of healthcare include, but are not limited to the following:
   a) referring to oneself as, or holding oneself to be, more qualified than one is;
   b) performing any clinical activity or procedure without the informed consent of the patient, parent, or appropriate Substitute Decision Maker;
   c) theft of drugs;
   d) violation of the criminal code;
   e) failure to be available as scheduled;
   f) failure to respect patients’ rights;
   g) breach of confidentiality;
   h) failure to provide transfer of responsibility for patient care;
   i) failure to keep proper documentation in patient charts;
   j) sexual impropriety with a patient;
   k) being under the influence of alcohol or drugs while participating in patient care; and,
   l) any other conduct unbecoming of a practicing healthcare professional.

5) Breach of any of the above principles of behaviour may result in a report to the educational institution’s training program, or as required by statute, be reported to the relevant professional association. Any such breach may be cause for immediate dismissal from the placement at Baycrest
Code of Conduct

All persons at Baycrest, including students, are expected to fulfill their roles in a professional and ethical manner. They are expected to:

- hold the health, safety, welfare and dignity of patients as our first priority in the performance of our roles and responsibilities;
- demonstrate a sincere commitment to provide the highest quality care and service;
- demonstrate courtesy, tact, empathy and compassion in interactions with others;
- acknowledge and respect the inherent worth and individuality of each person and, therefore, do not engage in harassing or discriminatory behaviour;
- strive for excellence in our roles through regular assessment of personal strengths, limitations and effectiveness and by continued education and training;
- support and reward work performance and achievement of others; and,
- accept the responsibility for our actions.

It is the position of Baycrest that the environment will be as safe as possible and free of all forms of discrimination, harassment, and abuse.

**Discrimination** is the less favourable treatment of persons because of their race, ancestry, place of origin, colour, ethnic origin, age, citizenship, creed, record of offenses, marital status, family status, disability, gender, pregnancy, or sexual orientation.

**Harassment** is comments or conducts that humiliates, insults, intimidates or degrades another person. It is behaviour that is known or ought to be known, to be unwelcome, whether or not that effect was intended. It can occur in a variety of forms including inappropriate remarks, gestures, pictures or jokes.

**Sexual Harassment** is unwelcome conduct of a sexual nature. It includes sexual advances, requests for favour, or verbal or physical conduct that is unwelcome and cause insecurity, discomfort, offense or humiliation; have or appear to have a job-related condition or promise associated with it; and interfere with a person’s work performance or create an intimidating, hostile or offensive work environment.

**Abuse** can be in the form of physical (unnecessary action that results in bodily harm, discomfort or injury), psychological (actions that result in fear or diminish a person’s dignity or self-worth), sexual (unwelcome sexual activity), and/or verbal (comments that are embarrassing, offensive, threatening, or degrading to another person).
Policies and Procedures

Dress Guidelines

Baycrest students are expected to promote a professional image at all times while in the hospital. This includes maintaining a neat and clean appearance, as well as using professional discretion when considering appropriate clothes to wear at work.

The following guidelines have been set to assist students in making appropriate choices. Every student is responsible for ensuring adherence to these guidelines.

Baycrest expects that all students dress appropriately for the functions they are performing, also taking into consideration the cultural and care requirement needs of our clients. As inappropriate dress can be offensive, efforts should be made to convey a sense of respect for our clients and colleagues. In addition, clothing must adhere to Occupational Health and Safety and Public Health regulatory requirements.

Students are also required to wear their identification badges, front facing, at all times pursuant to Baycrest policy. As well, uniforms must be worn at all times where designated by the Hospital.

The following constitutes inappropriate dress:

- All items bearing inappropriate slogans and pictures.
- Exercise clothing (sweat suits, spandex leggings / shorts, etc.)
- Casual shorts and tank tops.
- Any clothing that is torn, faded, frayed or patched.

For safety and infection control purposes, the following guidelines must be adhered to:

- Students in direct patient care areas shall not have long nails, artificially lengthened nails or wear dangling jewelry such as earrings, necklaces or bracelets that can increase risk of incidents.
- All students must wear safe and appropriate footwear, which adheres to Occupational Health and Safety regulations of the Hospital. Footwear must have closed heel and toe, a non-slip sole and have a low heel height. Additional safety features may be required in specific working areas and employees will be required to comply with the unit/area specific policy.
- Hair short or tied back
- Nails should be short and trimmed, no nail polish
Lockers

Nursing students are assigned lockers. All other students may receive access to lockers on a first come/first served basis and are responsible for the contents of their lockers. No food should be stored overnight in lockers.

Extra lockers are also located in the Student Centre, room T106. These lockers will be reserved for students from other disciplines. The locker room is not meant for change space. If you require a locker with a change space please contact Laurie Britt at extension 2122. If not, please contact the Student Coordinator at tekuase@baycrest.org.

Students should only have necessary belongings in their lockers and must remove all personal belongings by their last day of placement. Please be aware that you must supply your own lock.

Please also be aware that on occasion you may be requested to share your locker with another student. Lockers are located in the basement of the hospital and in the Student Centre.

For your further information you can find the full policy on lockers and their specifics on the Intranet, you can refer to the link below which will bring you to the correct section.


If you need a locker, please contact Laurie Britt at extension 2122.

Identification Badges:

All students must wear I.D. badges while working at Baycrest. The photo identification badge allows immediate verification of the status of individuals within the Centre. Through the identification badge, clients are better able to determine that individuals entering their rooms, accessing their health records and providing care and services are authorized to do so. Other staff can similarly better make this determination.

a) Students who work at Baycrest for less than three months will be issued a Baycrest temporary non-photo badge. The badge is to be worn at front upper body level, with the picture and name visible to others.

b) Baycrest will assume no liability or responsibility for the use of the badge outside of the Centre's property, unless being worn as part of an individual's authorized work duty.

c) The badge is the property of the Baycrest and must be returned to Human Resources at the end of placement.

d) Lost or stolen badges must be immediately reported to one's supervisor. The supervisor will inform Security Services.

e) Should an I.D. badge be lost, damaged or stolen, the student will be charged a replacement fee for lost, damaged or stolen badges.

f) A $10 refundable fee is charged for temporary identification badges.

g) Photo identification badges are issued by Security Services when presented with the Photo Identification Requisition completed by Human Resources.
To Obtain a Temporary Identification Badge:

a) Obtain a signed letter from your supervisor stating that you qualify for a temporary identification badge.
b) Present the signed letter to the Cashier's Office in Finance on the 2nd Floor of the Hospital and pay the $10 refundable deposit.
c) Present the white and yellow copies of your receipt and a copy of the letter from the supervisor to Human Resources.
d) Human Resources will complete a Temporary Identification form.
e) Human Resources will attach both white and yellow copies of the receipt and the copy of the letter from the Supervisor to the completed Temporary Identification form and issue the temporary badge.
f) The paperwork will be filed in Human Resources. Certain departments have been authorized to maintain and control the issuing of temporary badges for use by students placed at Baycrest.
g) Security Services is responsible for establishing the authorization.
h) Procedures are department-specific; however, the department assumes full responsibility for the temporary badge and must inform Security Services promptly regarding any lost badges or abuse of badge privileges.

To Obtain a Photo Identification Badge:

a) Request a Photo Identification Badge from Human Resources.
b) Human Resources will verify and complete the appropriate requisition.
c) Sign the completed requisition and present to the Security Office located on the 1st floor of the Hospital, as per the day and time on the requisition form.
d) If you are not on Baycrest HRM System you must obtain a signed letter from your Immediate Supervisor stating that you qualify for a photo identification badge. This notification must include the Department name and Position title that will be shown on the identification badge.

To Return a Temporary Identification Badge:

Temporary badges are to be returned to the issuing department.
If Human Resources issued the badge:
a) Obtain the white copy of the receipt of deposit from Human Resources.
b) Present the white copy of the receipt of deposit to the Cashier's Office in Finance on the 2nd Floor of the Hospital to obtain initial deposit.

To Return a Photo Identification Badge:
c) Students are to return their Photo Identification Badge to their Baycrest Supervisor at the end of their last day of work.
d) The Supervisor will send the returned photo identification badge to Human Resources in a secure manner other than mail.
Network Access / Email

E-mail and the Internet are important communication tools for use within Baycrest as well as with external audiences and are subject to specific conditions. Internet and e-mail are Baycrest resources that are provided and maintained by Baycrest. Baycrest will ensure that the e-mail system is used securely and appropriately and that policy and practice reflects current requirements. Baycrest reserves the right to audit and monitor e-mail and internet usage and content, subject to specific conditions outlined in this policy.

Internal and External E-mail

1. E-mails between Baycrest Users and Research Users only travel internal to Baycrest and as such are secure. Confidential e-mails may be sent securely to these users.
2. E-mails between External Users travel through the Internet and as such are not secure. Confidential information should not be e-mailed to these users.
3. Confidential e-mails may be sent to users in the Global Address List as this list will only contain e-mails of Baycrest and Baycrest Research Users.
4. The e-mail system will append the following disclaimer to all external recipients:

   "Confidential: This communication and any attachment(s) may contain confidential or privileged information and is intended solely for the addressee(s) or the entity representing the recipient(s). If you have received this communication in error, you are hereby advised to destroy this document and any attachment(s), make no copies of same and inform the sender immediately of the error. Any unauthorized use or disclosure of this information is strictly prohibited."

5. Users will double check that the message is being sent to the correct recipient(s) and address before sending.
6. Users will utilize the appropriate style of writing to meet the recipient's needs. In addition as part of our efforts to accommodate different people's needs, messages should be 12 point font or larger and not be presented with graphics that hinder the ability to read the content.
7. Distribution List messages must be of significant importance and clearly relevant to all the users in the list.
8. Under no circumstances is anyone to select all of the Distribution Lists and individuals in the Global Address List to send a message.
9. The "All Staff" function is activated based on need and must be requested through Public Affairs. Contact Public Affairs to discuss the most appropriate medium for the message. "All Staff" is only to be used to:

   - Communicate corporate initiatives and facts of interest to the entire organization
   - Announce significant changes or additions to policy
   - Announce significant changes in staff, services or processes
Forwarding and Replying to E-mails

1. Use of 'Reply', 'Reply All' and 'Forward' of any e-mail is subject to the same internal and external procedures. The user must check the content of the e-mail to ensure it is appropriate to forward. Extra care should be taken when forwarding e-mail, and to limit the use of the 'Reply All' function.
2. The original content forwarded cannot be altered without the original author's approval. Content can only be modified with the knowledge and approval of the original author.
3. Users must not auto-forward their accounts to external accounts, without prior approval of the Director Privacy and Health Information, as the information will travel outside the secure network.

E-Mail between Baycrest Staff, Students and Clients or Clients' Representatives

1. Confidential e-mails to external users, including clients, clients' representatives, outside health care providers and other third party providers require extra safeguards.
2. If the email is required for a one-time, emergency health purpose between care providers the sender must follow-up by telephone to ensure the information reached the intended recipient and is being handled with appropriate care.
3. Students communicating with clients or their representatives through e-mail must:
   i. document the types of transactions and sensitivity of subject matter (e.g. mental health) that is being communicated over e-mail.
   ii. obtain client consent for e-mail communications from individual clients or their representative to communicate with them by e-mail. Consent can be obtained either in person or can be obtained through e-mail if the client or representative expresses consent in a return e-mail from the student that includes the following:

   Dear Client: I [student's name] am pleased to communicate with you through e-mail. However, you should know that e-mail messages are not encrypted on the Baycrest system, and, therefore, Baycrest cannot guarantee the security of e-mail messages that you send or that you receive from me at Baycrest. For this reason, e-mail should not be used to communicate sensitive information that you would discuss in person but would prefer not to discuss in e-mail.

   You should not use e-mail to communicate emergency or urgent health matters since e-mail messages can be delayed for technical reasons. By replying to this message, you acknowledge that you have read and agree with these terms. If you have questions about e-mail communication with Baycrest staff, please let me know.

4. Print and file all e-mail messages with replies in the client's health record Progress Notes.
5. Periodically remind clients and their representatives that e-mail messages are considered personal information and decisions about treatment or care may be based on the information received in the e-mail message(s).
6. Although you may maintain a mailing list of clients, do not send group mailings where the names of recipients are visible to each other. Use the blind copy feature in Outlook to avoid displaying recipients' addresses.
7. If in doubt of the best method to communicate client information, contact the Privacy Office at ext 3443 or ttucker@baycrest.org.
Personal Use of Internet and E-mail

1. Students may use the Baycrest internet or e-mail system for incidental or occasional personal use provided the following conditions are met:
   i. Use must not interfere with job responsibilities and should be minimal.
   ii. Use must not interfere with the operations of the Baycrest e-mail or Internet system.
   iii. Use is subject to all other rules associated with respect in work place, e.g., personal e-mail messages must not contain material that may create a hostile work environment.
   iv. Personal messages should be clearly distinguished from work related e-mails. Personal communication should not be sent from the Baycrest system if it could be viewed as being Baycrest endorsed (e.g., do not use your title when sending personal messages).
   v. Personal use may not occur at the Nursing stations or direct care locations.

2. Baycrest is committed to providing a positive work environment that promotes respect, cultural sensitivity and dignity of individuals. As such, web sites or e-mail must not be accessed, created or distributed using the Baycrest system if the:
   i. Messages or web sites contain offensive comments, for example about age, race, religion, creed, gender, sexual orientation, political beliefs, national origin, language or disability
   ii. Messages related to solicitation or are for commercial purposes and have not been sanctioned by Baycrest
   iii. Messages promote or criticize religious or political causes.
   iv. Message or web sites contain a chain message that encourages the receiver to forward the message on to others as this can negatively impact the system and disrupt the work environment.
   v. Message or web sites are used for illegal purposes.
   vi. Message or web sites are used for purposes not in support of Baycrest corporate purposes.

3. Access to web-based e-mails such as hotmail, yahoo and others will be blocked and web sites not in support of Baycrest purpose may be blocked.

4. From time to time, E-Health may conduct system utilization and monitoring audits to identify resources and system usages. Irregularities identified through the audits may include more detailed analysis of an individual's usage and the results may be shared with the Director of Human Resources.

5. At the request of the Director of Human Resources, a specific user's Internet and e-mail usage may be audited.

E-mail Practices to Support Confidentiality

Users must ensure that their mailboxes are secure and must take reasonable measures to guard against unauthorized access by utilizing passwords

- Do not share passwords
- Do not leave a computer unattended and accessible

Please apply these practices when working on site or via remote access
What is FIPPA?

"FIPPA" is the Freedom of Information and Protection of Privacy Act, and it will affect hospitals as of January 1, 2012.

FIPPA provides people with a right to access information that is under the control of institutions in the government and the broader public sector such as universities and hospitals.

There are four principles:

I. Information should be available to the public.
II. There should be exemptions to access of information and those exemptions should be limited and specific.
III. Decisions on the disclosure of information should be reviewed independently of the hospital that controls the information.
IV. The privacy of individuals and their personal information should be protected by the institution holding the information and those individuals should be able to access that personal information upon request.

What is a “record” under FIPPA?

A record is any record of information however recorded, whether in printed form, on film, by electronic means or otherwise.

- Examples include: minutes of meetings, handwritten notes in spiral notebooks, e-mails etc.
- Instructors and students working at Baycrest would be considered Baycrest agents and so records they create in the course of their duties may be subject to an access request.

Who can make a request under FIPPA ("FOI Request") and how?

Any person can make a request for access to records in the custody or control of the hospital since 2007.

- In addition, the right to access is not limited by citizenship or place of residence, e.g. an international student who has had a placement at Baycrest can request his or her record.
- A formal written request must be made in writing (not by phone) to the hospital where the person requesting the information believes the record exists. There are two types of formal requests – personal information or general business information. There is a cost of $5 for each request for personal information or general business information and this must accompany the written request.
How do you make a request for patient records?

FIPPA doesn’t cover patient records, as these types of records are covered by a different law, known as the Personal Health Information Protection Act, 2004 (PHIPA). PHIPA covers personal health information (PHI) in the patient record and elsewhere at Baycrest.

If you get a request for **personal health information**, direct it to the Health Records Department at ext. 2338.

**What should you do if you receive a FIPPA request?**

As an organization, Baycrest has only 30 days to respond to a Freedom of Information (FOI) request.

- If you get a request for **information under FIPPA**, direct it to the FOI co-ordinator at ext. 2320 immediately.

**How does this affect your personal information?**

Personal information and records about instructors and students collected or created by a hospital could be subject to an access request. Baycrest is legally obliged to protect personal information. Your personal information will not be released to anyone in response to an FOI request without your personal consent.

- Personal information is recorded information about a person and includes race, family status, employment history, education history, identifying numbers (such as student number, social insurance number), etc.

**How must you protect personal information?**

Remember the following principles when collecting personal information:

- You need consent to collect, use and share all personal information, either formally or informally (this includes sending information in email or posting pictures on the Internet).
- This consent can be either direct (written) or indirect (verbal).
- Collect the MINIMAL amount of personal information required to accomplish the task.
- Collect what you need to do the job at hand.
- You should only access personal information that is required to perform the duties of your placement and for the purposes
- Safeguard all personal information.
- Consider the implications of technology: Is it mobile, can and do you take it off hospital property, is it in an open public space?
- It is unlikely that you will need to take sensitive files out of Baycrest and Baycrest discourages this. If you need to, you must store them on an encrypted device. Encrypted data cannot be read without knowing a key or password.
Remember, Baycrest is legally obliged to protect personal information. Therefore, personal information will not be released to anyone without the consent of the person to whom it relates unless Baycrest is compelled by law to do so. **To do otherwise would lead to privacy breach and can potentially lead to a privacy complaint.**

- Privacy breaches occur when the hospital shares or discloses someone’s personal information inappropriately.

**Please notify your immediate supervisor and contact the Chief Privacy Officer at (416) 785-2500 ext. 3443, or by e-mail at:** ttucker@baycrest.org

### Electronic Documentation

Clinical documentation is captured in Meditech which is the Health Information system used here at Baycrest. Documentation includes most forms of documentation by a physician, nurse or allied health professional. It is information recorded in a professional capacity in relation to the provision of patient care. Each resident/patient continues to have a small paper chart in which documents such as reports sent from outside providers of care, ECG strips, MARS and manual documentation are kept.

Accounts are set up for students prior to their start date by Customer Support and Services. Once a student has received their Meditech training, they are given permission to create their own personal password which becomes their electronic signature. It can be accessed from any computer once you have been enrolled.

When clients entrust information to a health care professional or health care facility, it is essential that the confidentiality of that information be safeguarded and shared only as necessary to serve the interest of the client. Students at Baycrest will have access to clients’ electronic records and should only access the records of clients under his/her care.

ALL Students should:

- Never share passwords
- Change his/her password as per policy whenever a security risk is identified
- Log off when not using the computer or when leaving a computer terminal
- Take precautions to protect confidential information displayed on monitors
- Never access information for which he/she has no professional need
- Adhere to Baycrest policy relating to managing confidential information

Health Records regularly conducts MEDITECH access audits

There is HELP available 24/7 should there be any questions regarding Meditech documentation. Please call 4357 and choose option #3 for questions regarding documentation issues.
Meditech – Tips
Standard Formats for Entering Data

1. Patient Names:
   - Last name, first name or initial (no spaces) eg. Kirk,Captain or Kirk,C
   - Partial last name e.g. Kir
   - Partial last name, partial first name (no spaces) e.g. Kir,Cap
   - <Spacebar><Enter> (will recall the records of a patient that you have been working on, if you have not exited from that module.)

2. Dates:
   - DDMMYY (Standard format)-no need to input slash /
   - T+ (today—may be a default on some screens)
   - T+number (a future date eg. T+1 = tomorrow)
   - T-number (a past date—for service date only—eg.T-1 = yesterday)

3. Times:
   - HHMM (24 hour clock  eg.0700) Be sure to use ZERO's (not letter O)
   - N (Now)
   - B,L,or D (Breakfast, Lunch, or Dinner –for diet orders)

4. Order Priorities:
   - R (routine)
   - U (urgent—not used here at Baycrest)
   - S (stat—refers to how the lab prioritizes tests to be done, and ensures that results will print on the ward as soon as they are available. **Stat pick up by the porter must be arranged via pager**)

5. Directions (for orders & interventions)
   - Standard Latin abbreviations e.g. BID, TID, QHS
   - Standard hourly abbreviations e.g Q4H, Q8H, Q24H
   - Standard daily abbreviations e.g. Q2D, Q7D, Q14D, Q28D (monthly)
   - Days of the week e.g. MO, TU, WE, TH, FR, SA, SU (can also combine these e.g. MOWEFR no spaces!)
   - If no standard abbreviation available, enter free text by starting directions with a period e.g. .PRN .On Admission
Meditech - Summary of Function Keys/Toolbar Icons

1. <F4> + <F9> allows you to obtain a template for a Progress Note.
2. <F6> Takes the cursor back to the previous field.
3. <F7> Move cursor to beginning or top of list/screen
4. <F8> Move cursor to end or bottom of list/screen
5. <F9> Brings up a “Lookup” menu which provides you with a list of options to choose from in most fields.
6. <F10> Deletes or erases all items on the cursor line.
7. <F11> Allows you to exit from a “Lookup”, “Help”, or working screen, back to the previous screen. If you use <F11> before you use <F12>, your data will not be saved.
8. <F12> Files data that you have entered and saves it. If you exit a screen without using the <F12> key, your data/orders will be lost.
9. <Shift>+<F6> Joins two lines of text together
10. <Shift>+<F8> 3s up the Online Help Screen (if available)
11. <Shift>+<F12> Magic Key menu
12. <Shift>+<Rt Ctrl> Check off all items in a list
13. Right <Ctrl> key Places a check mark beside a menu item to choose it.
14. Tools: Click once for calculator/Click twice for calendar.
Punctuation Tips: (not yet available on all CDS's)

<table>
<thead>
<tr>
<th>Punctuation Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes/No</td>
<td>?</td>
</tr>
<tr>
<td>Group Response/Optional Response</td>
<td>&gt; F9</td>
</tr>
<tr>
<td>Optional Group Response</td>
<td>Mnemonic - + Description – Press &lt;F11&gt; to free text</td>
</tr>
<tr>
<td>Free Text Comment/Extended</td>
<td>:</td>
</tr>
<tr>
<td>All other queries</td>
<td>No punctuation</td>
</tr>
<tr>
<td>(Date, Time, Number, Quantity)</td>
<td></td>
</tr>
<tr>
<td>On Line Documentation</td>
<td>→ SHIFT F8</td>
</tr>
<tr>
<td>On Line Documentation &amp; Lookup</td>
<td>&gt; → F9 PLUS SHIFT F8</td>
</tr>
<tr>
<td>Extended Wrap</td>
<td>Include in query text (Press &lt;ESC&gt; to exit)</td>
</tr>
<tr>
<td>X Field</td>
<td>[ ] POINTMOUSE AND CLICK</td>
</tr>
</tbody>
</table>

Basic Meditech Tips

**F4** = “get” a Patient Care Note Template  
**F6** = Go back to previous field  
**F9** = Look up choices  
**F11** = Exit (work will not be saved!)  
**F12** = Select/OK or File/Save  
**<ESC>** = exit from extended comment fields  
**<Shift>+<F8>** = online documentation  
**<Shift>+<F12>** = Magic Key Menu  
**Right Control Key** = 4  
**←↑→↓** = navigate in PCI

**Names:** LAST,FIRST (no spaces!)  
**Dates:** ddmmyy or T+1  
**Times:** hhmm, N (now), or B,L,D (diets)

**<Enter>** to move to the next field, or clear an error message.

**Computer Problems?** Call 4357 (HELP)
Infection Prevention and Control

To prevent infection transmission between clients and protect their own health, students need to follow some basic infection control practices:

Wash your hands! Alcohol-based hand rub dispensers are available throughout Baycrest. The following 4 Moments of Hand Hygiene will help you remember when it is particularly important to wash your hands. If in doubt, wash your hands anyway!

Follow precaution signs. There are 3 precaution signs used at Baycrest – Contact, Droplet and Airborne. All instructions on the signs are visual and simple to follow.
In an event of an outbreak, follow instructions found in the control measures sheets that are posted at the entrances to the unit, at the nursing station and on the Intranet. Before entering an outbreak unit, students need to read the section of the outbreak control measures called STAFF RESTRICTIONS, and follow the instructions there.

**Immunization**

All students at Baycrest must submit proof of current immunization for:

1. Tetanus/ Diphtheria*
2. Measles, Mumps, Rubella/Rubeola (German and Red Measles)
3. Varicella (Chicken Pox)
4. Annual Influenza Vaccine*
5. Hepatitis B *

*Recommended

All students must be able to submit proof of:

1. Negative 2 step TB test in the last 12 months **OR**
2. Historical negative 2 step + negative 1 step TB test within last 12 months **OR**
3. Clear chest x-ray within last 6 months.

Proof may take the form of

1. Immunization Certificates
2. Antibody Titre results
3. Registration in a program where confirmation of 1 & 2 are available upon request

**PLEASE NOTE:**

A yearly flu shot is strongly recommended. Students who have not had a flu shot may be asked to leave a unit where they are placed should there be an outbreak and risk termination of their placement. They may be permitted to return after they have had a course of Tamiflu™ Prophylaxis, the costs and arrangement for which they will be responsible.
Reporting Illness

All students are reminded to inform Occupational Health when they are ill with a potentially communicable disease to reduce risk to our patients.

Mask Fit Testing

Students who will have direct patient contact during their placement are expected to have mask-fit testing completed through their academic institution prior to placement. Students should have their fit test cards on hand at all times. Students who have not had mask fit testing will risk interruption of their placement should an outbreak occur.

Safety, and Risk Management

Safety is everyone’s responsibility. Every staff member and student, regardless of the department in which they work, is responsible for patient safety. All employees and students are responsible for working safely, reporting hazards and unsafe conditions, and taking all reasonable measures to protect themselves at work.

Rights and Responsibilities

The Occupational Health and Safety Act describes the rights and duties of all those in the workplace, including the employee and the employer. It was designed to provide guidelines about how to work safely in the workplace.

You have a RIGHT to:
• A safe working environment
• Training to work safely
• Be informed of hazards
• Refuse unsafe work
• Ask questions about safety

You have a RESPONSIBILITY to:
• Be knowledgeable about Occupational Health & Safety Hazards
• Report any actual or potential health and safety hazards
• Wear appropriate personal protective equipment
• Follow the policies and procedures set in place

An incident is an unsafe event in the workplace that has resulted or could have resulted in harm to people or property if circumstances had been slightly different. The most common types of health & safety incidents that may occur in a hospital setting are:

• Slip and falls
• Moving and lifting injuries (i.e. strains and sprains)
• Being struck by or striking against objects

ALL work related accidents and/or incidents involving a nursing student must be reported immediately to your instructor and the Most Responsible Person (MRP) on the unit.
Accident / Incident Reporting

1. Seek first aid if necessary.
2. Notify your instructor and the supervisor on the unit
3. Complete an Incident Report with your instructor/advisor

Reporting Unsafe Conditions

Baycrest staff and students are expected to use all safety devices and equipment provided them, and to wear protective clothing as required. You are also expected to follow safe working procedures and to keep yourself informed about fire safety and hazardous materials through our annual training sessions.

Students are also asked to immediately report unsafe conditions – for example, spills or equipment that has been left lying around. If you see an unsafe condition, do what you can at that moment to prevent an accident. Then report the situation to your supervisor who will investigate and take any necessary actions. You should also speak to your supervisor if you are concerned that a certain job or procedure is dangerous.

Scent Free Environment

Baycrest recognizes that some clients, employees, residents, volunteers, students, and visitors, react to scented personal products. Baycrest strives to provide a healthy, comfortable, productive environment, and therefore, we will whenever possible, promote a scent-free environment.

All persons (clients, employees, residents, volunteers, students, and visitors, private companions, family members) are requested to refrain from use of Scented Personal Products while at Baycrest.

Definition:

Scented Personal Products refers to products more commonly including, but not limited to, shampoo, conditioner, hairspray/gel, cologne, after-shave, perfume, body lotion, and scented oil.

Advice for All:

Educate yourself about the need for a scent-reduced program. Become part of the solution and switch to scent-free products. Many non-scented alternatives are available. Wearing perfume, scented hairspray, cologne, scented deodorant, aftershave and other similar products may make you feel good, but many people especially those with asthma, allergies and environmental illness may be adversely affected by these products.
## Baycrest Contacts for Student Placement

<table>
<thead>
<tr>
<th>Profession</th>
<th>Last Name</th>
<th>First Name</th>
<th>Ext</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audiology</td>
<td>Reed</td>
<td>Marilyn</td>
<td>2929</td>
</tr>
<tr>
<td>Chiropody</td>
<td>Lum</td>
<td>Bryan</td>
<td>2611</td>
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<tr>
<td>Dental</td>
<td>Goldstein</td>
<td>Marc</td>
<td>2087</td>
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<tr>
<td>Family Medicine</td>
<td>Bounsong-Hughes</td>
<td>Phoun</td>
<td>2682</td>
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<tr>
<td>Food &amp; Nutritional Services</td>
<td>Amirhosseini</td>
<td>Khashayar</td>
<td>5308</td>
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<tr>
<td>Geriatric Medicine</td>
<td>Naglie</td>
<td>Gary</td>
<td>2073</td>
</tr>
<tr>
<td>Internal Medicine</td>
<td>Naglie</td>
<td>Gary</td>
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<tr>
<td>Lab</td>
<td>Bernat</td>
<td>Sharon</td>
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<tr>
<td>Medical Radiation Sciences (Diagnostic Imaging)</td>
<td>Thomas</td>
<td>Dawna</td>
<td>2419</td>
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<tr>
<td>Music Therapy</td>
<td>Clements</td>
<td>Amy</td>
<td>2304</td>
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<td>Neurology</td>
<td>Chow</td>
<td>Tiffany</td>
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<td>Nursing</td>
<td>Calabrese</td>
<td>Sue</td>
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<td>Occupational Therapy</td>
<td>Davidson</td>
<td>Sylvia</td>
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<td>Pastoral Care</td>
<td>Berlat</td>
<td>Norman</td>
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<tr>
<td>Pharmacy</td>
<td>Santora</td>
<td>Pauline</td>
<td>2215</td>
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<td>Physiotherapy</td>
<td>Benderoff</td>
<td>Myrna</td>
<td>3379</td>
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<tr>
<td>Psychiatry</td>
<td>Madan</td>
<td>Robert</td>
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<td>Psychology</td>
<td>Leach</td>
<td>Larry</td>
<td>2447</td>
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<tr>
<td>Research</td>
<td>Lazarus</td>
<td>Jean</td>
<td>2190</td>
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<tr>
<td>Social Work</td>
<td>Lisner-Kerbel</td>
<td>Heather</td>
<td>2550</td>
</tr>
<tr>
<td>Speech Language Pathology</td>
<td>Sokoloff</td>
<td>Lisa</td>
<td>2955</td>
</tr>
<tr>
<td>Therapeutic Recreation</td>
<td>Hirshfeld</td>
<td>Karen</td>
<td>2200</td>
</tr>
</tbody>
</table>
The Library Is Your Partner in Learning!

If you are a student on placement at Baycrest, we offer a specialised range of services to help you find, use and manage information effectively.

Access to a world of information
The Library has extensive print and online resources. Students also have access to the Baycrest Document Delivery Service through which you can request material not available at Baycrest.

We can help you access articles and show you how to track developments from key articles.

Generous borrowing conditions
Students on placement at Baycrest are entitled to borrow books, journals, and audiovisual materials from the Baycrest library collection

Has it been done already?
Talk to us early in your research so that you can be confident of finding all the significant relevant information. Discuss your research proposal with the Baycrest librarian for advice and assistance with a search strategy.

Save time, manage your references with EndNote
Learning how to use EndNote will save you time by making it easy for you to store, find and cite your references. Information about using EndNote at Baycrest is available from the librarian.

Baycrest Library Services
Fast, Efficient @ Your Service
Open Monday to Friday 8:00 to 16:30
Hospital, 2nd floor Room 2E06
Contact the Librarian
☎ 416.785.2500 ext. 2353  ♨ mmcdiarmid@baycrest.org
The Anne and Louis Pritzker Wellness Library Your Key to a Healthy Lifestyle

The goal of The Anne and Louis Pritzker Wellness Library is to provide easy access to current consumer health and wellness information.

Visitors are encouraged to use the information they collect to create a dialogue with their health care provider(s). In this way, they can become empowered to manage their own health.

- The library has books, fact sheets, pamphlets, DVDs/videos, CDs and audiotapes on a wide range of subjects including but not limited to:
  - Nutrition/Fitness
  - Stress management/Relaxation
  - Mindfulness/Meditation
  - Caregiving
  - Mental Health
  - Complementary & Alternative Therapies
  - Pain Management
  - Death and Dying
  - Information related to various diseases
  - Books for children to help them understand a parent or grandparent living with cancer, Parkinson’s, Alzheimer’s, Arthritis

- Library materials may be signed out for 2 – 3 weeks.

- Internet Access is also available. Bookmarked consumer health websites are provided and trained volunteers act as coaches. They are on hand to show library users how to access information.

- Health Information Sessions are held monthly. Speakers are Baycrest staff and researchers as well as staff and volunteers from community agencies.

- Volunteers DO NOT
  - Provide any specific medical advice
  - Interpret or recommend any specific treatment
  - Personally endorse any of the materials in the library nor any of the contents of a website
  - Conduct in depth searches for clients or staff

- We are located on the main floor of the Apotex building. Current hours are:
  - Monday to Thursday 10:00 to 3:00.
  - For more information on our services and programs:

☎ 416.785.2500 ext. 3374 ☭ lkamenitz@baycrest.org
End of Placement Checklist

On or by the final day of placement the student should:

☐ Meet with Education Coordinator/PPL following final evaluation

☐ Complete and return Student Clinical Evaluation to Education Coordinator/PPL

☐ Complete Work Load Measurement Statistics

☐ Return borrowed books/assessment binders

☐ Ensure appropriate transfer of patient information

☐ Return Baycrest I.D. tags to Human Resources

☐ Complete the Student Site Evaluation (last page) and return to Academic Education, Room 2N04

By the final day of placement the Education Coordinator/ PPL should:

☐ Complete the Final Evaluation, including a review of the results with the student

☐ Ensure that any Baycrest keys/pagers etc. are returned

☐ Meet with the student for final conference

☐ Copy final evaluation, retaining one copy (with student’s written permission) and sending original with Workplace Agreement to University/College

Note: Please remember to return your ID badge and complete your final evaluation. Your feedback is important to us
STUDENT SITE EVALUATION

Baycrest values feedback from students about their educational experience in our organization. Your feedback is important to us. It will help us evaluate and improve the educational experience of all students who come to Baycrest. This evaluation is independent of any school evaluation forms, will be used for internal purposes only and will not affect your placement. It will be reviewed only by the relevant parties (the Department of Academic Education, Education Coordinators) and will be treated as confidential. Once again, thank you for your valuable feedback!

<table>
<thead>
<tr>
<th>Profession/Discipline:</th>
<th>Academic Institution:</th>
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<tbody>
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<table>
<thead>
<tr>
<th>Student Placement Start Date (dd/mm/yyyy):</th>
<th>End Date (dd/mm/yyyy):</th>
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<tr>
<th>Year in Current Program:</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>&gt;5</th>
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<table>
<thead>
<tr>
<th>Student Status</th>
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<tbody>
<tr>
<td>Student (Group)</td>
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<tr>
<td>Clinical Fellow</td>
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<tr>
<th>Site:</th>
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<tbody>
<tr>
<td>Hospital:</td>
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<tr>
<td>3 East, ACT</td>
</tr>
<tr>
<td>4 West, Behavioral Neurology</td>
</tr>
<tr>
<td>6 East, CCC</td>
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<td>Pharmacy</td>
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<table>
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<tr>
<th>Apotex, Jewish Home for the Aged:</th>
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<tbody>
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<td>Apotex 2</td>
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<table>
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<tr>
<th>Community &amp; Ambulatory Services</th>
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<tbody>
<tr>
<td>Psychiatric Clinic</td>
</tr>
<tr>
<td>The Terraces</td>
</tr>
<tr>
<td>Brain &amp; Health Clinics</td>
</tr>
<tr>
<td>Ambulatory Services, RGP, Day Treatment &amp; Community Outreach Program</td>
</tr>
<tr>
<td>Adult Day Program, Seniors Counseling 7 Referral &amp; Senior Support Program</td>
</tr>
<tr>
<td>Rotman Research Institute</td>
</tr>
</tbody>
</table>

Please circle the response you feel is most appropriate.

1. I felt prepared to begin my placement after the orientation.
   - 1 Strongly Disagree
   - 2
   - 3
   - 4
   - 5 Strongly Agree

2. The student placement enhanced my understanding of the unique needs of the older adult.
   - 1 Strongly Disagree
   - 2
   - 3
   - 4
   - 5 Strongly Agree

3. I received appropriate assistance to address any questions or concerns I had about my placement.
   - 1 Strongly Disagree
   - 2
   - 3
   - 4
   - 5 Strongly Agree

4. I felt welcome and accepted as part of the team.
   - 1 Strongly Disagree
   - 2
   - 3
   - 4
   - 5 Strongly Agree
5. An introduction to the ethical and cultural values of Judaism enabled me to understand culturally sensitive practices.

   1  2  3  4  5
   Strongly Disagree  2  3  4  5 Strongly Agree

6. I was able to access the resources necessary to do the work that was expected of me (e.g. library, inter/intranet, clinical/business systems).

   1  2  3  4  5
   Strongly Disagree  2  3  4  5 Strongly Agree

7. I participated in activities when two or more professions learned with, from and about each other.

   1  2  3  4  5
   Strongly Disagree  2  3  4  5 Strongly Agree

8. I was given opportunities to apply the learned theory/knowledge from school to practical situations.

   1  2  3  4  5
   Strongly Disagree  2  3  4  5 Strongly Agree

9. I would recommend my preceptor(s) / supervisor(s) for future student placements.

   1  2  3  4  5
   Strongly Disagree  2  3  4  5 Strongly Agree

10. I would recommend a placement here to my fellow student.

    1  2  3  4  5
    Strongly Disagree  2  3  4  5 Strongly Agree

11. Considering all factors related to your student placement, how satisfied are you with your student placement experience at Baycrest?

    1  2  3  4  5
    Very Dissatisfied  2  3  4  5 Very Satisfied

12. Please comment on the resources that were available at Baycrest to support your learning?

__________________________________________
__________________________________________
__________________________________________

13. What did you like best about your student placement?

__________________________________________
__________________________________________
__________________________________________

14. What could have been done to improve your student placement experience?

__________________________________________

Thank you for your feedback!
Please return the completed questionnaire to
Department of Academic Education
Room 2N04, Hospital Building