Teaching and Learning: The Next Generation

BAYCREST STUDENT/TRAINEE HANDBOOK
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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. Welcome to Baycrest Health Sciences!

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 since 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. 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.

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

Baycrest is an academic health sciences centre, dedicated to achieving the excellence in providing the best possible experience and care for the physical and mental well-being of people during their journey of aging. We are devoted to improving the quality of life of older adults everywhere through the integration and application of exceptional healthcare, wellness promotion, research, and educational activities. We draw inspiration from the unrivalled support of generations of families within our community and the ethical and cultural values of our Judaic heritage.

We are dedicated to:
• Achieving the highest quality and innovation in client-centered clinical and residential care and patient safety;
• Generating and applying clinical and scientific breakthroughs;
• Sharing our expertise nationally and globally, serving as a thought leader and resource for information to support the health and wellbeing of the older adult population;
• Providing a community of care and learning that encourages creativity and personal and professional growth for all of our staff, physicians, volunteers, and students; and,
• Effectively advocating for an accessible and comprehensive healthcare and community support system that responds to the diverse needs of older adults.

Baycrest Vision

Transform the experience of aging through leading innovations in brain health, wellness promotion, and approaches to care that enrich the lives of older adults.

Baycrest Values

Compassion comes from caring relationships that are promoted and nurtured through a culture of sensitivity, understanding, trust, and integrity.

Advocacy is essential in promoting change and socially responsible choices that are sensitive to the needs of older adults and is best achieved through a strong collective voice of clients, families, staff, volunteers, and community partners.

Respect comes with the understanding that each person is unique, with intrinsic dignity and worth.

Excellence is achieved when we reach beyond what was ever thought possible through inquiry, discovery, and lifelong learning. We apply this to all the work that we do to ensure the highest quality of care and an exceptional experience for the people we serve.
General Directions & Information

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

**Telephone Number**
416-785-500 ext. 2892

**How to Find Us:**

**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.

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.
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

Parking

Baycrest’s main parking lot is an automated park and pay system. The current flat fee for the day is $14.00 or $70/month.

Please note: Parking is metered and very limited. Students/trainees who purchase the monthly parking must make sure to make a copy of the parking permit so that it can be replaced when it start fading.

The parking rates are as follows:

- Meter - short term
  $7.00/ hour
- Daily - main lot
  $14.00 / day

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.
BAYCREST PROGRAMS

Baycrest Facility

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 housekeeping and linen services
- convenience store, library, greenhouse, alterations shop

Apotex Centre
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.

Hospital
Baycrest offers specialized inpatient care for the elderly population. Our hospital units include Complex Continuing Care for seniors with the most complex medical needs, short-term stay programs, and rehabilitation programs.
Baycrest offer a large number of services designed especially for people in their people in their 50s, 60s, 70s, 80s and beyond. Our services include a hospital, long-term care home, residential and community-based programs and outpatient medical clinics.

Below are the some of the different programs we have:

- **Residential and Aging at Home Programs**
  - Apotex Centre – Long term care
  - Terraces of Baycrest – Assisted living residences
  - Reuben Cipin Health Living Apartments

- **Aging at Home – Community Services**
  - A Good Place to Start
  - Adult Day Programs
  - Caregiver Support Groups
  - Chronic Disease Self-Management Programs
  - In-home and Outreach Services
  - Seniors Support Program
  - Wagman Community Centre for Independent Seniors
  - Wellness Library

- **Complex and Specialized Geriatric Care Programs**
  - Inpatient Care
    - Behavioral Neurology
    - Complex Continuing Care
    - Geriatric Assessment and Treatment Unit (GATU)
    - Inpatient Psychiatry
    - Palliative Care
    - Rehabilitation
  - Outpatient Care and Clinics
    - Audiology
    - Community Outreach Team
    - Day Treatment Centre
    - Medical Clinics (Ambulatory Care)
    - Swallowing and Nutritional Assessment

- **Rehabilitation Programs**
  - High Intensity Rehabilitation (Inpatient)
    - Slow Stream Rehabilitation (Inpatient)
    - Outpatient Rehabilitation
  - Stroke Clinic

- **Centre for Memory and Neurotherapeutics**
  - Behavioural Neurology Program (Inpatient)
  - Memory and Aging Program
  - Memory Clinic
  - Memory Intervention Program
  - Memory Link Program

- **Centre for Mental Health**
  - Inpatient Psychiatry
  - Geriatric Psychiatry Community Services
  - Psychiatry Day Hospital for Depression

- **Research & Innovation**
  - The Brain Health Centre Clinic
  - Centre for Integrative Brain Dynamics – The Virtual Brain
  - Toronto Trans-generational Brain and Body Centre
  - Kunin-Luninfeld Applied and Evaluative Research Unit
  - Innovation, Technology and Design Laboratory
  - Centre for Brain Fitness

- **Education at Baycrest**
  - Centre for Education and Knowledge Exchange in Aging
  - Centre for Learning, Research and Innovation in Long-Term Care
  - Student and Trainees
  - Visiting Professors
  - Insights Into Aging 101
  - Library
GETTING STARTED & SETTLING IN

Affiliation Agreements

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

Student/Trainee Registration

All students/trainees are required to register via online at http://baycresteducctr.vsyshost.com/ and agree to the terms stated on the page - Baycrest policies and procedures, prior to their placement start date.

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

- Register via online registration page http://baycresteducctr.vsyshost.com/
- Touch base with your preceptor prior to starting your placement
- Key Policy Overview pamphlet & Sign-off Form http://baycresteducctr.vsyshost.com/ or Student/Trainee Handbook
- Criminal Reference Check/Vulnerable Sector Screening: Yes, Date ________________
  No* (Student/Trainee must complete & sign the Student Declaration for Police Reference Check)
- Mask Fit testing: Yes, Date ________________ (Students/Trainees are 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>
<th>Mask fit test can be obtained at St. Michael Hospital, Corporate Health and Safety Services, 2nd floor Shuter Wing, 30 Bond St. Toronto, ON M5B 1W8 Telephone: (416) 864-6060 ext.6944 Fax: (416) 864-5405 Email: <a href="mailto:maskfitting@smh.toronto.on.ca">maskfitting@smh.toronto.on.ca</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>KC62126</td>
<td>KC62355</td>
<td></td>
</tr>
<tr>
<td>3M8210</td>
<td>3M8110S</td>
<td></td>
</tr>
<tr>
<td>Pleats and Rovs</td>
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</tbody>
</table>

- $5 deposit fee for locker and ID badge

Orientation

All Students/Trainees will be provided with an orientation to Baycrest at the beginning of their placement. This will be arranged through your Baycrest Supervisor.

Any Student/Trainee here for:
< 3 months completes the Core Curriculum (mini-version) & Sign-off sheet (attached)
> 3 months attends hospital orientation and completes the Core Curriculum (mini-version) & Sign-off sheet (attached)
**Identification Badges:**

All Students/Trainees 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 and staff are better able to determine that individuals entering their rooms, accessing their health records and providing care and services are authorized to do so.

a) Students/Trainees 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 and their school badge.

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 Academic Education at the end of placement.

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

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

To Obtain a Temporary Identification Badge:

a) Student/Trainee must be registered with Academic Education.

b) Attend orientation (Baycrest General Orientation)

c) Submit core-curriculum and immunization document

d) Student Coordinator will prepare a temporary identification badge.

e) 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) Student/Trainee must be registered with Academic Education.

b) Attend orientation

c) Submit core-curriculum and immunization document

d) Request a Photo Identification Badge from Human Resources.

e) Human Resources will verify and complete the appropriate requisition.

f) 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.

g) If you are not on Baycrest Human Resource Management 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 Academic Education.
To Return a Photo Identification Badge:

a.) Students/Trainees are to return their Photo Identification Badge to their Baycrest Supervisor at the end of their last day of work.

b.) The Supervisor will send the returned photo identification badge to Human Resources in a secure manner other than mail.

Lockers

Lockers are available to Students/Trainees upon request. Lockers are located in the basement of the hospital and in the Student Centre. Nursing students are assigned lockers in the basement, all other discipline are assigned lockers in the student centre.

Nursing students groups are assigned lockers if their clinical instructor submits a request for locker form. Post grad nursing student can only obtain lockers by completing a locker request form. All other discipline must request for lockers from the student placement coordinator. Access to lockers is on a first come/first served basis and is responsible for the contents of their locker.

No food should be stored overnight in the locker.

The student centre locker room is not meant for change space. Students/Trainees 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/Trainee.

If you require a locker with a change space please contact Carole Risk at extension 2195. If not, please contact the Student Coordinator at mboateng@baycrest.org.

For further information regarding policy on lockers at Baycrest, Please visit Baycrest Intranet.

Scrubs and Lab Coat

If your placement requires a hospital issue scrub suit and/or lab coat, please contact your placement coordinator for access.

Pagers

If you require a pager, please contact your placement coordinator. Medical trainees can access a pager from the medical secretary.
LEARNING OPPORTUNITIES AT BAYCREST

Baycrest values learning and we encourage you to take advantage of these opportunities to become more knowledgeable and upgrade your skills. We provide a range of workshops, seminars, conferences and interprofessional rounds.

These activities are publicized through the intranet. Below are more opportunities for students to participate:

- Department rounds (Best Practice Education rounds, Psychiatry rounds, Geriatric rounds, Interprofessional Rounds, etc.)
- Conferences
- Insight to Aging Course/Certification
- Visiting professor lecture series
- Telehealth events
- Wellness library events
- Workshops/seminars
- Inter-Professional Education Sessions
- Summer Internships
- Library Services: All Baycrest students can take advantage of the Staff Library, which carries a varying collection of books, journals, dvds and other materials on employee relations, health and social sciences, geriatrics and gerontology.

Library Services: 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
Open Monday to Friday 8:00 to 16:30
Hospital, 2nd floor Room 2E06
☎ 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. 2353   mmcdiarmid@baycrest.org
Interprofessional Education (IPE) Student/Trainee Placement

Students/Trainees from many professions have the opportunity to participate in inter-professional education (IPE) clinical placement experiences.

IPE Placement Goals

The goals for this inter-professional placement program include:

1. The opportunity for students/trainees 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/Trainees 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. Facilitators who lead the sessions allow Students/Trainees to have the opportunity to get to know each other, explore common professional interests, knowledge, experiences, and individual learning styles and needs. They develop an understanding of team roles and responsibilities, conflict resolution, and any information related to the clinical skills required in their clinical placement.

Clinical Placement Experiences and Tutorials

While on site, students/trainees will meet in facilitated tutorials throughout their clinical experience. Students/Trainees take leadership in exploring learning issues in their clinical team, the health system, and the delivery of health care services. In addition, Students/Trainees have the opportunity to discuss issues related to inter-professional roles and collaborative practice.

Debriefing and Wrap-up

Following completion of their clinical experience, Students/Trainees meet for a final session to provide an evaluation, an opportunity for the synthesis of knowledge, and personal reflections.

Presentation

Students/Trainees participating in the IPE seminars are expected to participate in the preparation and a delivery of a group presentation. This group presentation is an opportunity for Students/Trainees to integrate learning from the literature and clinical IPE placement experiences.

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,
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/Trainee 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 learning opportunity, please contact Faith Boutcher, Director, Academic Education ext. 2114
ORIENTATION AND REQUIRED LEARNING

In many cases, the complete policy is not provided in this handbook but is available through Baycrest intranet. This core-curriculum 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.

Key Policy Overview/Core-Curriculum

<table>
<thead>
<tr>
<th>SAFETY AT BAYCREST</th>
<th>SAFETY AT BAYCREST</th>
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<tbody>
<tr>
<td><strong>Code RED: Fire</strong></td>
<td><strong>Code ORANGE: External Disaster</strong></td>
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<tr>
<td>If you see a fire anywhere in the Centre:</td>
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<tr>
<td>R Remove all endangered persons.</td>
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<tr>
<td>E Ensure windows and doors are closed.</td>
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<tr>
<td>A Activate alarm pull station.</td>
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<tr>
<td>T Try to fight the fire within your capabilities.</td>
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<tr>
<td>(Do not use fire hose)</td>
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<tr>
<td>- Listen for announcements.</td>
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<tr>
<td><strong>Code BLUE: Cardiac Arrest</strong></td>
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<tr>
<td>- Call the Communications Desk 5555.</td>
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<tr>
<td>- Notify the attendant to call a Code Blue and state the location.</td>
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<tr>
<td>- Stay with the person and ask a colleague to call for help and verify that the client is appropriate for resuscitation.</td>
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<tr>
<td><strong>Code BROWN: Hazardous Spill</strong></td>
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<tr>
<td>- Evacuate and contain area by closing door.</td>
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<tr>
<td>- Call Communications Desk 5555. State “This is a Code Brown”. Give the specific location. If possible state name of material spilled.</td>
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<tr>
<td><strong>Code GREEN: Evacuation</strong></td>
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<tr>
<td>- Listen to all announcements and follow instructions.</td>
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<tr>
<td>- Assist in lifting and carrying persons according to evacuation.</td>
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<td>- Use approved lifts and carries.</td>
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<td>- Close all doors behind you.</td>
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<td><strong>Client Care</strong></td>
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<td>- Assist in moving all persons.</td>
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<td>- Send client chart with client.</td>
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<td>- Assist ambulance services with client identification, assessment, treatment and prioritization.</td>
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<tr>
<td>- Monitor and assure clients waiting for transfer.</td>
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<tr>
<td><strong>Code GREY: Loss of Service</strong></td>
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<tr>
<td>- Call Communication Desk 5555.</td>
<td></td>
</tr>
<tr>
<td>- Report Code Grey, service and location.</td>
<td></td>
</tr>
<tr>
<td>- Assist persons/clients to safe location.</td>
<td></td>
</tr>
<tr>
<td>- If you hear “Code Grey – Condition Yellow be aware that Mag locks may be deactivated.</td>
<td></td>
</tr>
</tbody>
</table>

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.

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 GREEN: Evacuation
- Listen to all announcements and follow instructions.
- Assist in lifting and carrying persons according to evacuation.
- Use approved lifts and carries.
- Close all doors behind you.

Client Care
- Assist in moving all persons.
- Send client chart with client.
- Assist ambulance services with client identification, assessment, treatment and prioritization.
- Monitor and assure clients waiting for transfer.

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.
Infection Prevention and Control

It is Baycrest policy to prevent the spread of infection within the health centre from patient to patient, staff to patient, and staff to staff by providing the system that emphasizes the use of barrier precautions when contact with body substances, as such, 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.

Nic95 mask fitting is required for any student/trainee who interacts with patients. All students, trainees and instructors coming to Baycrest must complete their immunizations and submit proof to Student Coordinator prior to start date. Influenza vaccination is highly recommended for all students and trainees and clinical instructors. Anyone who fails to get vaccinated will be required to wear Nic95 mask during the flu season at Baycrest.

Occupational Health & Safety (OH&S)

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

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.

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.

Students, trainees and instructors are responsible for:

- Providing copies of registration of professional liability insurance
- 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.
- Speak assistive devices, contact the Professional Practice Leader, Speech and Language Pathology at ext. 2375

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 Provinces 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.

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.

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.

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

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/alarms/bells/whistles.

CREATED BY:
Human Resources and Organizational Effectiveness Division and Academic Education
Revised August 2014
For further information contact:
Academic Education (416) 785-2500, ext. 2518
Core-Curriculum/Key policy (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: __________________________
Jewish Life at Baycrest

We provide our clients with an environment which is sensitive to their religious observance, spirituality and cultural needs. Many of the residents of the Apotex Centre, Jewish Home for the Aged (JHA) are survivors of the holocaust and caring for them requires a special understanding of the unique experiences and 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.

The Holocaust took place during the Nazi era from 1933 to 1945 when it was Nazi policy to deport, and in the later years of the Second World War, to exterminate the Jewish people.

Who is a Holocaust survivor?

Holocaust survivors are Jews who survived and outlived the Nazi regime. They include:

- Anyone who was hiding in occupied territory
- Anyone who survived a work or death camp
- Anyone forced to flee during the Holocaust
- Children sheltered by gentiles during the Holocaust

Specific circumstance has the potential to trigger painful or difficult memories for some survivors. It is important to understand the meaning and connection survivors make with their current experiences.

Examples of triggers for some Holocaust survivors:

- Shower, bathing, personal care
- Loud noises, sirens, shouting, fire alarms
- Uniforms, group activities, lining up
- Meal times, food portioning
- Medical tests, treatments, illnesses

It is important not to assume everyone’s experiences are the same. While the above examples can be triggers for one person, they might not be triggers for another. Remember to take the time to learn more about the individual survivor’s experiences and needs by checking in with them and their caregivers.

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."
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 Brain Health Complex Building.

No food or beverages should be consumed by staff, students, or volunteers in clinical care areas where “infectious materials, hazardous chemicals, or hazardous drugs are used, handled or stored”, this includes client bedrooms, hallways, the nursing station etc.

<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 W.A. Cafe which is located on the ground floor in the Apotex Building, open Monday to Thursday from 8:00 to 4:30 pm and Friday until 3:30 pm. The cafe is closed on Jewish Holy Days, Statutory Holidays and Saturdays.</td>
</tr>
<tr>
<td>Monday - Friday - 8:00 - 6:30 p.m.</td>
<td>Monday to Thursday from 8:00 to 4:30 pm and Friday until 3:30 pm.</td>
</tr>
<tr>
<td>Breakfast 8:00 - 11:30 a.m.</td>
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<tr>
<td>Lunch 11:30 - 1:30 p.m.</td>
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<tr>
<td>Dinner 4:00 - 6:30 p.m.</td>
<td></td>
</tr>
<tr>
<td>Saturday 11:30 - 6:30 p.m.</td>
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</tbody>
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Jewish Holidays

The Jewish calendar is based on both lunar and solar cycles. Therefore, the dates of the Jewish holidays shift from year to year. A Jewish Holy Day and Festival Schedule is available on the intranet.

Only Staff who provide essential services are expected to work on the High Holy Days: Rosh Hashanah (the Jewish New Year) and Yom Kippur (the Day of Atonement). Students, however, are considered as essential so are expected to work. On other Jewish holidays, including Sabbath (from sunset on Saturday), staff may carry out supervisor can discuss this with you if necessary.

Definitions of Key Terms:

**Low Visibility:** During low visibility days, non-direct care related functions are to be performed behind closed doors. Staffs are expected to report to work and function as normally as possible while limiting visibility within the organization.

This means, but is not limited to:

- No official/formal committee meetings
- No clinic appointments
- No meetings with members of the community or calls to members of the community on a “business as usual basis”
- No attendance at conferences and external meetings as a representative of Baycrest (ie. as a presenter for Baycrest).
HEALTH & SAFETY POLICIES
AND PROCEDURES

Code of Conduct
All persons at Baycrest, including students/trainees and Clinical Instructors, 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).
Standards of Professional Behaviour

Students/Trainees 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/Trainees must introduce themselves as a Student/Trainee 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:

   a) The Student/Trainee should display skill at communicating and interacting appropriately with patients, families and coworkers. Qualities that the Student/Trainee should demonstrate include, but are not limited to the following:

      i) empathy and compassion for patients and their families;
      ii) 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;
      iii) concern for the psychosocial aspects of the patient’s illness;
      iv) respect for, and ability to work harmoniously with physicians, allied healthcare professionals, and other staff;
      v) understanding of the appropriate requirements for involvement of patients and their families in research; and,
      vi) 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.

   b) Behaviour unacceptable to the professional practice of healthcare include, but are not limited to the following:

      i) referring to oneself as, or holding oneself to be, more qualified than one is;
      ii) performing any clinical activity or procedure without the informed consent of the patient, parent, or appropriate Substitute Decision Maker;
      iii) theft of drugs;
      iv) violation of the criminal code;
      v) failure to be available as scheduled;
      vi) failure to respect patients’ rights;
      vii) breach of confidentiality;
      viii) failure to provide transfer of responsibility for patient care;
      ix) failure to keep proper documentation in patient charts;
      x) sexual impropriety with a patient;
      xi) being under the influence of alcohol or drugs while participating in patient care; and,
      xii) any other conduct unbecoming of a practicing healthcare professional.

3) 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.
Dress Guidelines

Baycrest Students/Trainees 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/Trainees in making appropriate choices. Every Student/Trainee is responsible for ensuring adherence to these guidelines.

Baycrest expects that all Students/Trainees 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/Trainees 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/Trainees 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/Trainees 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

Safety, and Risk Management

Safety is everyone’s responsibility. Every staff member and Student/Trainee, regardless of the department in which they work, is responsible for patient safety. All employees and Students/Trainees 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/Trainees 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/Trainees 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.

**INJURY /INCIDENT REPORTING**

i. **The Student/Trainee** must report immediately any incident or hazardous situation to their immediate Supervisor (i.e. Baycrest staff, preceptor, clinical instructor).

ii. **The Supervisor** must ensure that the Student/Trainee receives immediate medical attention as necessary. If the supervisor is not present, they should be notified as well as the **contact for Student Placement** and the Academic Supervisor for the College/University.

iii. If injured, the Student/Trainee must report to Occupational health and safety for immediate medical attention. The Supervisor completes, in full, the safety event incident report via SERS on behalf of the Student/Trainee. The College/University completes WEPA form within 72 hours and follows their organizational process.

**Critical Injury:** All critical injuries must be treated immediately and reported to immediate Supervisor and the Academic Supervisor for the University/College (Refer to Occupational Health & Safety policy 11-1-80 re: critical injury)

**Needle stick Injury, Mucosal Splash or Bite:** All needle stick injuries, a mucosal splash or bite must be treated immediately and reported to immediate Supervisor and the Academic Supervisor for the University/College. (Refer to Occupational Health & Safety policy 11-3-40).
**Infection Prevention & Control Guidelines**

To prevent infection transmission between clients and protect their own health, Students/Trainees 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 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/Trainees need to read the section of the outbreak control measures called STAFF RESTRICTIONS, and follow the instructions there.

**Immunization**

All Students/Trainees at Baycrest must submit proof of current immunization for (*Recommended):

1. Tetanus/Diphtheria*
2. Measles, Mumps, Rubella/Rubeola (German and Red Measles)
3. Varicella (Chicken Pox)
4. Annual Influenza Vaccine*
5. Hepatitis B *
All Students/Trainees 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 if TB Test is positive.

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/Trainees who have not had a flu shot may be asked to wear N95 Mask Fit during influenza season on the unit where they are placed and anywhere patients are present and patient care is delivered. 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/Trainees 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/Trainees 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/Trainees should have their fit test cards on hand at all times. Students/Trainees who have not had mask fit testing will risk interruption of their placement should an outbreak occur. Mask fit test can be obtained at St. Michael Hospital, Corporate Health and Safety Services, 2nd floor Shuter Wing, 30 Bond St. Toronto, ON M5B 1W8, Telephone: (416) 864-6060 ext. 6944, Fax: (416) 864-5405
Email: maskfitting@smh.toronto.on.ca

**Scent Free Environment**
Baycrest recognizes that some clients, employees, residents, volunteers, Student/Trainees, 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, Student/Trainees, 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.
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 should double check that the message is being sent to the correct recipient(s) and address before sending.
6. Users should 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/Trainees 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/Trainees 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/Trainee that includes the following:

   Dear Client: [Student/Trainee’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

Personal Use of Internet and E-mail

1. Students/Trainees 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

**FIPPA**

**What is FIPPA?**

"FIPPA" is the Freedom of Information and Protection of Privacy Act. 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 information that is 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/Trainees 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/Trainee 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 coordinator at ext. 2320 immediately.

How does this affect your personal information?
Personal information and records about instructors and Students/Trainees 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/Trainee 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?
  o 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.
  o 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
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/Trainees prior to their start date by Customer Support and Services. Once a Student/Trainee 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/Trainees at Baycrest will have access to clients’ electronic records and should only access the records of clients under his/her care.

ALL Students/Trainees 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. MO W E FR 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> Brings 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>Yes/No</th>
<th>?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Response/Optional Response</td>
<td>&gt; F9</td>
</tr>
</tbody>
</table>
| Optional Group Response | Mnemonic - +
|   | Description – Press <F11> to free text |
| Free Text Comment/Extended | : |
| All other queries | No punctuation |
| (Date, Time, Number, Quantity) | |
| On Line Documentation | → SHIFT F8 |
| On Line Documentation & Lookup | > → F9 PLUS SHIFT F8 |
| Extended Wrap | Include in query text (Press <ESC> to exit) |

![Extended Wrap Diagram](image)

| X Field | [☐] POINTMOUSE AND CLICK |

### 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)
Our Student Centre is a non-kosher area available for all students/trainees to use while at Baycrest. The centre is open 24/7 and is equipped with security cameras. An access code is needed to use the space. Please contact the Student Placement Coordinator at studentplacement@baycrest.org for access to the centre.

The Centre features:

- A reception area
- Computer stations
- A lounge area with TV
- A seminar/lecture area (must book the area from the Student Placement Coordinator)
- Locker room (available for non-nursing students only)
- Kitchen

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

The code for the student centre changes every three months (please do not share code with anyone). Below are the rules for the student centre:
**Food and Drink**

- Food and drinks are allowed in the Student Centre, however, please clean up after yourself.
- Please put food wrappers and containers in the trash & recycling bins.
- No Food must be kept overnight in the fridge or cupboards
- Label all food with your name and date (Food /drinks without name or date will be disposed away).

**Computer**

- Student Centre computers are intended for academic use.
- No gaming is permitted.
- **Food is not allowed on computer stations.**
- Please do not leave your belongings unattended
- Headphone volume should not distract other Centre users
- Username is libguest, password will be provide upon registration

**Kitchen**

- Keep sink clean and tidy and wipe counter top after each use.
- Food and drinks are allowed in the kitchen area, however, please clean up after yourself.
- Please put food wrappers and containers in the trash & recycling bins.
- Please clean the microwave after each use.

**Student/Trainee Locker**

- At the beginning of each semester, lockers will be assigned to Students/Trainees from each discipline on a first come first serve basis for short term use only.
- Locker space is not meant for change space. Disciplines like nursing who will require a change area, please contact Carole Risk at ext. 2195 for lockers.
- All Students/Trainees are required to bring their own locks
- At the end of your placement, Students/Trainees are required to remove all belongings – you will be given two weeks to remove all belongings after that time the security will remove the lock for other Students/Trainees to use.
- Recycle bins are for ONLY recycle products (papers only)
<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>
</tr>
<tr>
<td>Dental</td>
<td>Goldstein</td>
<td>Marc</td>
<td>2087</td>
</tr>
<tr>
<td>Family Medicine</td>
<td>Bounsong-Hughes</td>
<td>Phoun</td>
<td>2682</td>
</tr>
<tr>
<td>Food &amp; Clinical Nutrition</td>
<td>Amirhosseini</td>
<td>Khashayar</td>
<td>5308</td>
</tr>
<tr>
<td>Chaplain (Rabbi)</td>
<td>Haber</td>
<td>Geoffery</td>
<td>3743</td>
</tr>
<tr>
<td>Geriatric Medicine</td>
<td>Yogaparan</td>
<td>Thiru</td>
<td>2132</td>
</tr>
<tr>
<td>Internal Medicine</td>
<td>Izukawa</td>
<td>Terumi</td>
<td>2073</td>
</tr>
<tr>
<td>Medical Radiation Sciences</td>
<td>Thomas</td>
<td>Dawna</td>
<td>2419</td>
</tr>
<tr>
<td>Music Therapy</td>
<td>Clements</td>
<td>Amy</td>
<td>2304</td>
</tr>
<tr>
<td>Neurology</td>
<td>Chow</td>
<td>Tiffany</td>
<td>3459</td>
</tr>
<tr>
<td>Nursing</td>
<td>Ho</td>
<td>Karen</td>
<td>6275</td>
</tr>
<tr>
<td>Occupational Therapy</td>
<td>Davidson</td>
<td>Sylvia</td>
<td>5275</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Giancroce</td>
<td>Pauline</td>
<td>2215</td>
</tr>
<tr>
<td>Physiotherapy</td>
<td>Benderoff</td>
<td>Myrna</td>
<td>3379</td>
</tr>
<tr>
<td>Psychiatry</td>
<td>Madan</td>
<td>Robert</td>
<td>2457</td>
</tr>
<tr>
<td>Psychology</td>
<td>Vandermorris</td>
<td>Susan</td>
<td>2686</td>
</tr>
<tr>
<td>Research</td>
<td>Aleong</td>
<td>Rosanne</td>
<td>2905</td>
</tr>
<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>

Academic Education Department, Hospital 2nd Floor Room 2N04  416.785.2500 ext. 2518  studentplacement@baycrest.org
END OF PLACEMENT CHECKLIST

On or by the final day of placement the Student/Trainee should:

☐ Complete the Student/Trainee Site Evaluation and return to Academic Education, Room 2N04
   https://www.surveymonkey.com/s/BaycrestStudentEvaluation

☐ Meet with Education Coordinator/PPL following final evaluation

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

☐ Return borrowed books/assessment binders

☐ Ensure appropriate transfer of patient information

☐ Return Baycrest I.D. tags to Academic Education

Note:  Please remember to return your ID badge and complete your final evaluation. Your feedback is important to us
Available Online: Baycrest values feedback from Students/Trainees 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/Trainees 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>业/学科:</th>
<th>高等教育机构:</th>
</tr>
</thead>
<tbody>
<tr>
<td>学生实习开始日期 (dd/mm/yyyy):</td>
<td>学生实习结束日期 (dd/mm/yyyy):</td>
</tr>
<tr>
<td>□ 学生 (组)</td>
<td>□ 临床硕士</td>
</tr>
<tr>
<td>□ 临床研究生</td>
<td>□ 硕士/博士</td>
</tr>
</tbody>
</table>

**Site:**

**Hospital:**
- □ 3 East, ACT
- □ 3 West, Rehab & GATU
- □ 4 East, Psychiatry
- □ 4 West, Behavioral Neurology
- □ 5 East, CCC
- □ 5 West, CCC
- □ 6 East, CCC
- □ 6 West, Palliative
- □ 7 West, CCC

**Aptex, Jewish Home for the Aged:**
- □ Aptex 2
- □ Aptex 3
- □ Aptex 4
- □ Aptex 5
- □ Aptex 6
- □ Aptex 7

**Community & Ambulatory Services**
- □ 精神卫生临床
- □ 精神科日间治疗
- □ 精神科服务
- □ The Terraces
- □ Wagman
- □ 2 Neptune
- □ 认知与行为健康项目
- □ 住院治疗，RGP，日间治疗与社区联络项目
- □ Brain Health Clinics
- □ Adult Day Program, Seniors Counseling & Referral & Senior Support Program
- □ Rotman Research Institute □ KARU
- □ 其他 ________________________

**Were you involved in an IPE placement?**
- Yes □
- No □

Please circle the response you feel is most appropriate.

1. I received appropriate assistance to address any questions or concerns I had about my placement

<table>
<thead>
<tr>
<th>Never</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>N/A</th>
</tr>
</thead>
</table>

2. I was able to access the resource necessary to do the work that was expected of me (e.g. Library, Inter/Intranet, Clinical Business Systems)

<table>
<thead>
<tr>
<th>Never</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>N/A</th>
</tr>
</thead>
</table>

3. I participated in activities where two or more professions learned about, from and with each other to enable effective collaboration and improve health outcomes (Interprofessional Education)

<table>
<thead>
<tr>
<th>Never</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>N/A</th>
</tr>
</thead>
</table>
4. I was given opportunity to apply the learned theory/Knowledge from school to practical situations

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<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Very Often</td>
</tr>
</tbody>
</table>

5. An introduction to the ethical and cultural values of Judaism enabled me to apply culturally sensitive practices during my placement.

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Strongly Agree</td>
</tr>
</tbody>
</table>

6. I felt welcome and accepted as a part of the team

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Strongly Agree</td>
</tr>
</tbody>
</table>

7. The student/trainee placement enhanced my understanding of the unique needs of the older adult.

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Strongly Agree</td>
</tr>
</tbody>
</table>

8. I felt prepared to begin my placement after the orientation

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Strongly Agree</td>
</tr>
</tbody>
</table>

9. I would recommend Baycrest as a site for Student/Trainee placement to other Student/Trainees.

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Strongly Agree</td>
</tr>
</tbody>
</table>

10. I would recommend my preceptor(s)/Supervisor(s) for future student/trainee placements

    | 1 | 2 | 3 | 4 | 5 | N/A |
    |---|---|---|---|---|-----|
    | Strongly Disagree | | | | | Strongly Agree |

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

    | 1 | 2 | 3 | 4 | 5 | N/A |
    |---|---|---|---|---|-----|
    | Very Dissatisfied | | | | | 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/Trainee placement?

__________________________________________________________________________

__________________________________________________________________________

14. What could have been done to improve your Student/Trainee placement experience?

__________________________________________________________________________

__________________________________________________________________________

15. What could be done to improve this Student/Trainee site evaluation?

__________________________________________________________________________

__________________________________________________________________________

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