



# STUDENT GUIDEBOOK

---

**LEEDS, GRENVILLE & LANARK DISTRICT HEALTH UNIT**  
**Updated July 2017**

## Welcome!

We hope that your learning experience with us is rewarding. This guidebook has been created to ease your transition into your public health placement.

<b>Page number</b>	<b>Content</b>
3	Health Unit Role
4	Health Unit Structure – Departments Descriptions and staff
5	Leeds, Grenville and Lanark Map
6	Hours of Operation Health Unit Office Addresses & Phone Numbers Where is my placement? Parking
7	What to Expect Your First Day Influenza immunization Preparing for your first day
8	Dress Code Student Placement Hours Flexible hours Breaks and Lunch
9	What to Expect During Your Placement Some Things to Keep in Mind Preceptor Absence Evaluations
10	Incident Reporting Illness/Calling in Sick Smoking Scented Products Computer Access Email Personal use of computer, electronic devices and cell phone use
11	Maintaining Confidentiality Resources for Learning Plans Resources During Down Time
12	Learner Experiencing Difficulties Procedural Diagram
13	ARCH Model for giving feedback
14 - 15	Learner Demonstrating Unsafe Behaviour Procedural Diagram
16	Appendix for Nursing Students

**Health Unit Role - <http://www.healthunit.org/aboutus/>**

Public Health programs are established by the Ontario government as directed by the [Health Protection and Promotion Act](#) (HPPA).

The [Ontario Public Health Standards](#) (OPHS) outline the programs and services that all Boards of Health {Health Units} are legally required to deliver.

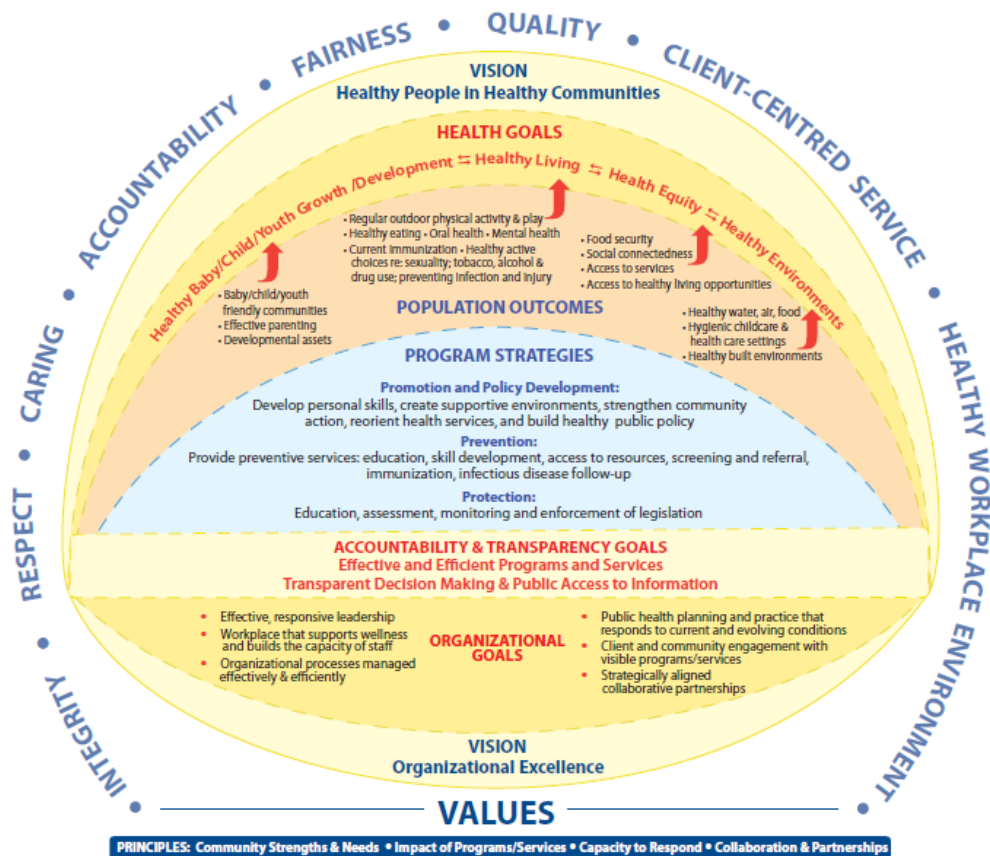
The OPHS includes 14 standards that are organized into 6 major program areas:

- Foundations
- Chronic Diseases and Injuries
- Family Health
- Infectious Diseases
- Environmental Health
- Emergency Preparedness

**Community Vision Statement:** Healthy people in healthy communities.

**Organizational Vision Statement:** Organizational Excellence.

**Mission Statement:** To promote and protect the health of people who live, learn, work and play in Leeds, Grenville and Lanark through public health leadership, services, communication and community collaboration.



## Health Unit Structure – [Department Descriptions](#) (internal link only)

### Healthy Living and Development

OPHS program areas:

- Chronic Diseases and Injuries
- Family Health

### Community Health Protection

OPHS program areas:

- Infectious Diseases
- Environmental Health
- Emergency Preparedness

### Quality, Corporate, and Information Services

OPHS program area

- Foundations

Assessment and surveillance activities for all OPHS program areas

- Human Resources
- Finance and purchasing

### Office of the Medical Officer of Health

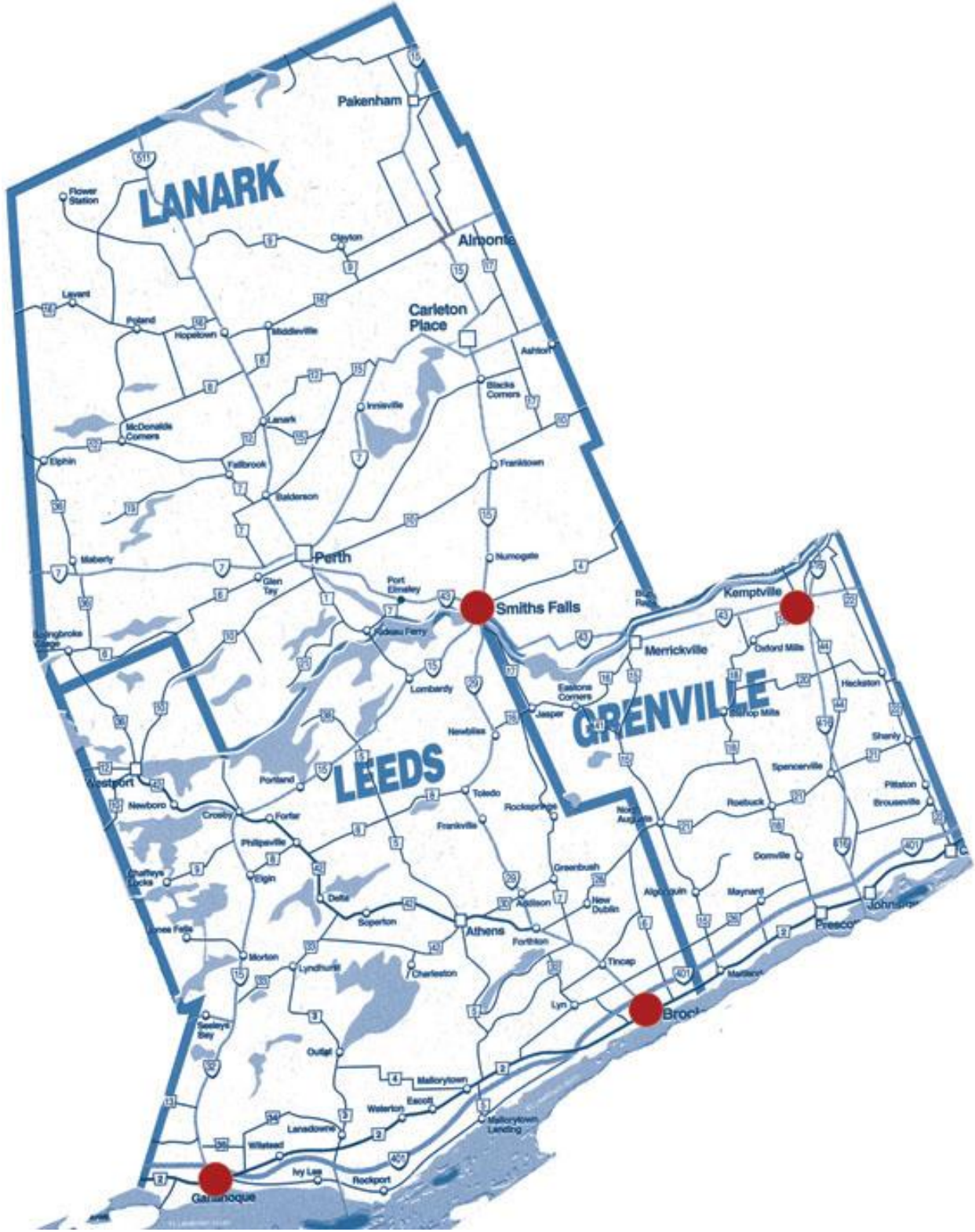
Program areas

- Administration

The Health Unit works in multidisciplinary teams implementing activities in the OPHS standards in the following positions:

- Medical Officer of Health (MOH)
- Executive Assistant, Office of the MOH
- Director
- Assistant to the Director
- Manager
- Accounts management
- Certified Dental Assistant
- Communications Coordinator
- Communications Disorder Assistant
- Computer Systems/Support Specialist
- Coordinator – variety of program areas
- Epidemiologist
- Health Promoter
- Human Resources Administrator
- Quality Standards Specialist
- Payroll Management
- Production Artist
- Production Assistant
- Program Assistant
- Public Health Inspector
- Public Health Nurse
- Public Health Nurse Coordinator – various programs and services
- Public Health Nutritionist
- Purchaser
- Receptionist
- Registered Dental Hygienist
- Speech Language Pathologist
- Tobacco Enforcement Officer
- Webmaster

Leeds, Grenville and Lanark Map



**Health Unit Hours of Operation:** 8:30 a.m. - 4:30 p.m., Monday to Friday  
Some Health Unit programs and services require an early start to the day or continue into the evening ex. School immunization clinics and prenatal classes.

### **Health Unit office and service site addresses and phone numbers:**

#### **Brockville Main Office:**

458 Laurier Blvd,  
Brockville, Ontario K6V 7A3  
Phone: 613-345-5685

#### **Smiths Falls**

25 Johnston Street,  
Smiths Falls, Ontario K7A 0A4  
Phone: 613-283-2740

#### **Kemptville**

2675 Concession Rd.  
Kemptville, Ontario K0G 1J0  
Phone: 613-258-5941

#### **Gananoque**

375 William Street South Suite #200  
Gananoque, Ontario  
K7G 1T2  
613-382-4231

#### **Perth**

1 Sherbrooke West, Suite 160  
(Old Perth Shoe Factory)  
Phone: 613-283-2740

#### **Almonte**

79 Spring Street  
Almonte General Hospital  
Phone: 613-256-1203

### **Where is my placement?**

Your placement will be dependent on your course objectives and preceptor availability. The Health Unit has offices in Brockville, Gananoque, Kemptville and Smiths Falls with additional service sites in Almonte and Perth.

Your preceptor will be based out of one of these offices, but they provide public health programs and services throughout the tri-county area. Whenever possible, you will do any work-related traveling with your preceptor or other staff. There may be times when you will need access to your own transportation.

### **Parking:**

All of our offices have designated parking lots and there is no fee.

**Smiths Falls Office:** You will require a parking pass or you may be fined by a bylaw enforcement officer. On your first day, please sign one out from the receptionist.

**Kemptville Office** is located at the Hospital. The receptionist will provide you with a temporary pass on a daily basis.

**The Perth Service Delivery Site** is limited to 5 parking spaces and parking passes are kept on site. Perth parking passes must be returned to the building before leaving the site.



## What to Expect Your First Day:

- Most students will start on their first day in our Brockville office as this allows for speedy completion of paper work and possibly a group orientation session.
- Please sign in at the front desk and let the receptionist know who you are and why you are here. You will receive a Visitor security swipe badge which allows you to enter the staff areas of the building. If Brockville is not your assigned office, the security swipe badge may need to be turned in when you leave the building.
- You will complete paperwork for your school and the Health Unit including signing a confidentiality agreement.
- Your preceptor will meet with you and go over the plan of activities for your placement.
- You may start work on your learning objectives with feedback from your preceptor.
- You may be given computer access depending on your course objectives and length of placement.

## Influenza immunization:

Students who are at the Health Unit during the 'regular' months of the flu season, November – May, are required to show proof of influenza immunization as per policy - [Employee Immunization and Mantoux Skin Testing](#). (internal link only)

## Preparing for your first day:

We would like your first day at the Health Unit to be an enjoyable one. In order for things to run smoothly, we ask that you bring the following items with you:

- Name tag
- Notepad
- Pen
- Proof of Immunization
- Criminal Record Check

You should already have the following on file with your school {if applicable}:

- CPR Certification

Your school should already have submitted the following information to the Health Unit in order to meet the requirements for WSIB coverage:

*When confirming Unpaid Work Placements with the Placement Employer the Training Agency must provide the following information prior to the Student Trainee's placement:*

- *Student Trainee full name;*
- *Local address and telephone number of the Student Trainee;*
- *Specific days when the Student Trainee will be at the Placement Employer's worksite; and,*
- *Student Trainee acceptance of the conditions of the Unpaid Work Placement.*

Source: Guidelines for Workplace Insurance for Postsecondary Students On Unpaid Work Placements, March 2013

## Dress Code

You are expected to wear attire appropriate for the job you will be doing and for the group with which you will be working i.e. home visits. This should also be in accordance with your school's dress code policy and must not be a barrier when undertaking any tasks.

Examples of inappropriate clothing include dirty, torn or frayed items and items containing logos or messages that are not in keeping with Health Unit beliefs or values. Remember that you are required to appear professional and are representing the Health Unit.

According to the Occupational Health and Safety Act number 28 (1) (b), you are required to wear the clothing, equipment, or protective devices deemed necessary to complete specific tasks.

## Student Placement Hours:

- Students are expected to keep track of their own hours required to meet their course requirements.
- Inform your preceptor and/or other team members of where you will be when not working together.
- Some activities occur outside of regular office hours, talk with your preceptor.

## Flexible Hours

- The Health Unit also allows for flexible work hours meaning if you are unable to take your breaks and/or work extra time one day, you can transfer (or flex) that time to another day. This may occur because of travel to and from activities and prescheduled clinics and groups that are outside regular office hours. This may be useful if you ever need to leave early or come in late.
- **You will negotiate your schedule with your preceptor and faculty advisor. If you have been given computer access, please use and 'share' your calendar to enhance communication.**

## Breaks and Lunch

- You are entitled to two 15 minute breaks, one in the morning and one in the afternoon. A one hour lunch break is also provided.
- Lunch and breaks don't always occur at a set time, but happen around duties/responsibilities. You do not have to stay at the Health Unit during this time. If you chose to stay at the HU, please ask your preceptor where you can store and eat your lunch. You may also use this time to check personal e-mails, voice messages and make personal calls, as long as a computer and phone are available for you to use.



## **What to Expect During Your Placement:**

This is an opportunity to observe and use theory and models in a community health setting. Your preceptor will be role modeling self regulation in their practice. You will be given opportunities to practice skills as deemed appropriate by your preceptor, depending on the setting, client need and their assessment of your level of knowledge and comfort.

Our practice is guided by policies, procedures, guidelines and medical directives. You need to take time to read these relevant documents as you approach new tasks and activities. These are all accessible on our internal web page called the Connecting Link, under the Forms/Manuals tab.

It is within the guidance and spirit of the Health Unit's vision, mission, and values that members of the Health Unit team conduct themselves. During your time here, it is expected that you will be respectful of clients, Health Unit employees, contract workers, volunteers, and fellow students. It is hoped that you will enjoy your time with us and will contribute to our collegial and professional work environment.

## **Some things to keep in mind while you here are:**

- If you do NOT feel comfortable and/or safe in performing a task that has been assigned to you, please say so. A discussion with your preceptor can help address your concerns so you can be successful in your placement activities.
- What you say is as important as the way you say it - be courteous and respectful regardless of the circumstances. When dealing with an issue, focus on the situation, problem, or behaviour, not on the person.

## **Preceptor Absence:**

Please discuss/make arrangements with your preceptor about what activities you can work on and who you can consult with if your preceptor is away. The staff work in teams and there are others available who can support your learning.

## **Evaluations:**

You are a novice and this placement is a learning experience, allowing you room to grow and expand your knowledge of public health. Do not be upset if you do not receive "Exceeds expectations" (or an equivalent ranking) on your midterm evaluation.

Evaluations usually take place with the student, the preceptor and the faculty advisor at midterm and the end of your placement.

### **Incident Reporting:**

Please report any unusual incidents/events involving clients, staff or yourself immediately to your preceptor or staff member. Examples of incidents/events include falls, injury, and loss of belongings.

### **Illness/Calling in Sick:**

If you feel that you are unable to attend clinical due to illness, please inform your preceptor as well as following any guidelines as outlined by your school. If you become ill with the norovirus, you are to refrain from coming to placement until you have been symptom-free for 48 hours.

In keeping with the Health Unit's infection control measures, if you have a communicable illness, you are expected to take appropriate precautions to prevent its transmission to other staff and/or clients by staying home when in the infectious state.

### **No Smoking:**

Smoking is not permitted on Health Unit property. This includes parked vehicles. Staff shall not smoke while with clients even if they are not on Health Unit property.

### **No Scented Products:**

The Health Unit strives to minimize the use of scented products in the workplace. Please use discretion and/or refrain from wearing or using scented products while at the Health Unit. If you have a reaction to a scent within your environment (i.e. cleaning products, office supplies), please advise your preceptor or manager.

### **Computer access:**

You may be given access to the computers and electronic resources at the Health Unit, depending on the length of your placement and course objectives. The need will be identified by your preceptor and arrangements will be made with IT to set up an account.

Many of our learning resources and helpful links can be found on our intranet pages, which are not accessible from outside the Health Unit.

Staff and clinic scheduling is often communicated in Microsoft Outlook. If you need access to these resources, you will be given an email account in Outlook.

### **Email**

It is expected that you will **only** use a Health Unit email account for communicating **within** the Health Unit.

Any emails that you need to send to anyone external of the Health Unit will be sent on your student email account or via a Health Unit staff person. This meets the future needs of our clients, as they only have email addresses for people who will be accessible beyond your placement dates

### **Personal use of computer, electronic devices and cell phone use:**

Please refrain from using computers, electronic devices and cell phones for personal use unless it is during a scheduled break. Please mute the ringers on any devices when you arrive each day.

## Maintaining Confidentiality:

**Social media with public domains, such as Facebook or Twitter are not to be used in addressing any clinical placement situations.**

This would be considered a **breach of confidentiality** and the Health Unit's privacy statement.

According to the CNO's Practice Standard: Confidentiality and Privacy—Personal Health Information,

“Clients do not have to be named for information to be considered personal health information. Information is “identifying” if a person can be recognized, or when it can be combined with other information to identify a person.”

(College of Nurses of Ontario (CNO). (2009). “Confidentiality and Privacy – Personal Health Information .” [Confidentiality and Privacy - PHI](#) accessed 25 November 2015).

## Resources for Learning Plans:

We have created a [Students section](#) on our intranet (Connecting Link) where we post resources that you may find helpful to create your learning plan or achieve your objectives. Examples of some of the tools you can find there include:

- Online Courses & Resources
- Internal Tools & Resources
- Legislation
- Public Health Related Literature & Interventions
- Statistics

The [Health Unit website](#) also has a wealth of resources for you to access.

- Topic specific sections with information for our clients
- [Reports and Newsletters](#)
- [Health Care Professionals](#)

Please feel free to discuss your plan and long-term goals with your faculty advisor and preceptor. He/She may be able to suggest skills that you can develop at the Health Unit that will help you reach your long-term goals.

Orientation resources for new staff are found in the [HR section](#) of the Connecting Link. You may be asked to complete some of these learning activities, prior to getting involved with any clients.

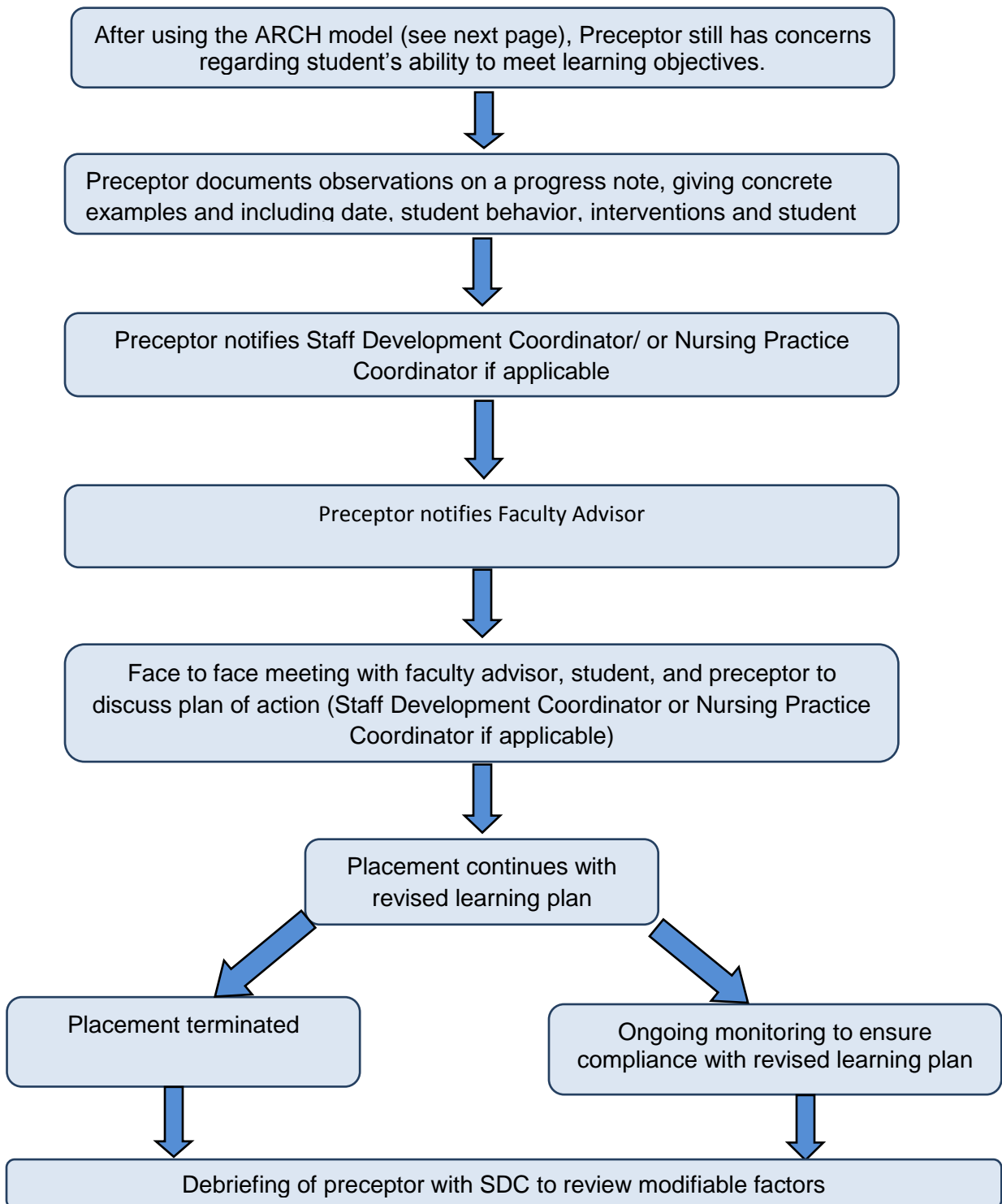
Students are also encouraged to visit the [Staff Development section](#) of our Connecting Link. It highlights learning resources and opportunities that apply to most positions at the Health Unit, as well as some that are quite discipline specific.

Keep in mind that there are many skills that you can develop at the Health Unit which can transfer to other areas of your future practice.

## Resources During Down Time:

When you have some extra time, please feel free to use the online learning resources offered by the Health Unit to expand your knowledge and understanding of Public Health.

## Learner Demonstrating Difficulties Procedural Diagram



### Student Placement Policy

**NOTE:** Faculty advisors have the responsibility for making “pass” or “fail” decisions. Preceptors are not responsible for determining if students pass or fail, only if they meet or do not meet objectives in learning plan.

- **Learner Demonstrating Difficulties** \*\*\*This may be demonstrated by non-professional behaviours or attitudes, confusion about learning objectives or assignments, different expectations relating to the preceptorship experience, interpersonal issues, incomplete or late work assignments, etc. and is not participating with revised learning contract. Complete additional student occurrence form to reflect student’s noncompliance.

## ARCH Model

**A-**

**Ask Student to Assess their Actions**

**R-**

**Reinforce ‘Positive’ Behaviour**

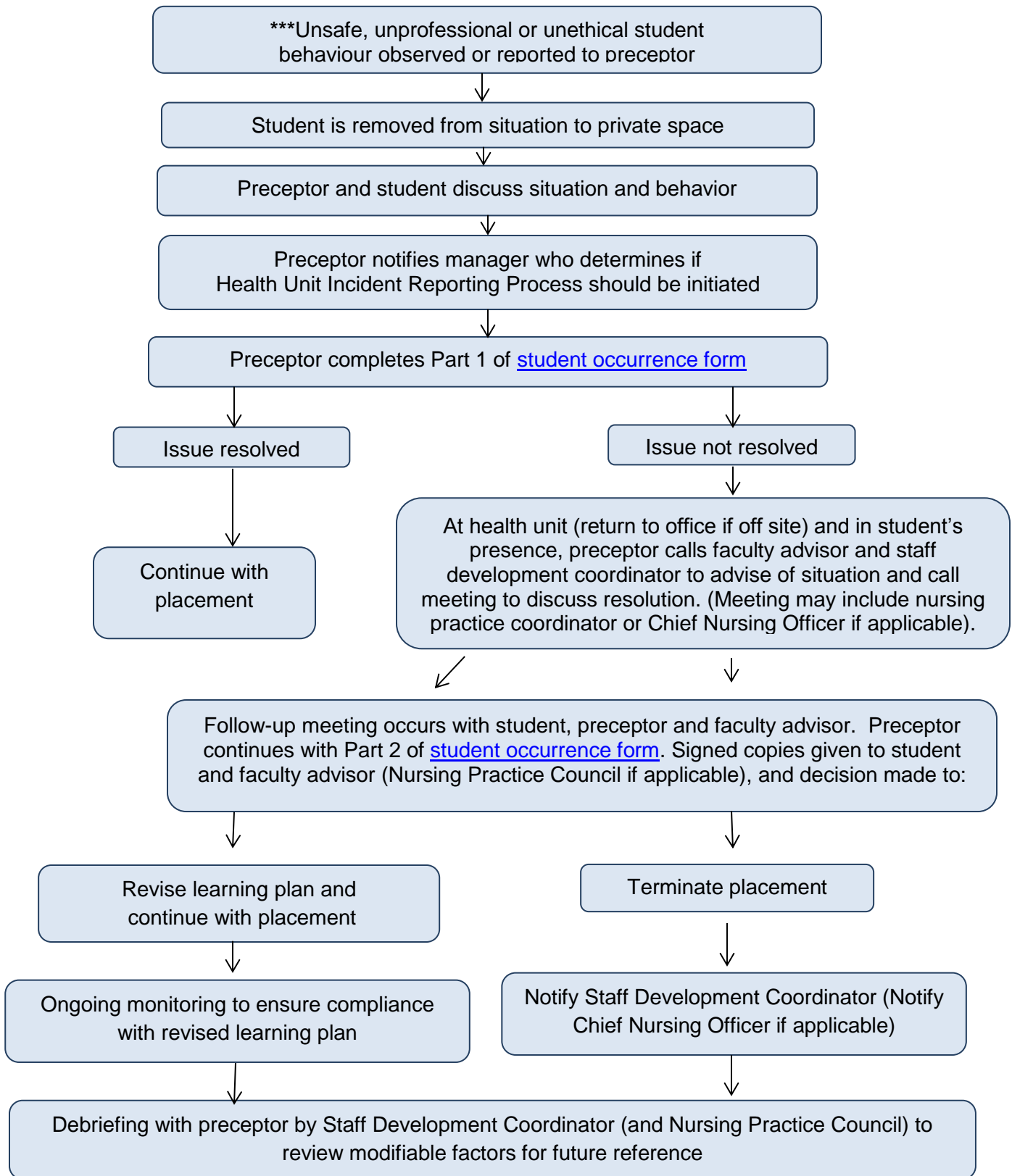
**C-**

**Correct ‘ineffective or harmful’ Behaviour**

**H-**

**Help Develop a Plan to Improve**

## Learner Demonstrating Unsafe Behaviour Procedural Diagram





\*\*\*Unsafe behaviour may include:

- Not complying with school policies & procedures or agency policies & procedures
- Not following health and safety requirements, or
- Any behaviour that exposes clients, students or staff to potential or actual harm

\*\*\*Unprofessional or Unethical – refer to HU Code of Conduct or Professional Code of Conduct

**NOTE:** Faculty advisors have the responsibility for making “pass” or “fail” decisions. Preceptors are not responsible for determining if students pass or fail, only if they meet, or do not meet, objectives in learning plan.

## Nursing Students please read the following:

To ensure client safety and to facilitate a learning environment while on placement at the HU, nursing students will be considered as a novice or advanced beginner nurse (RNAO Preceptor toolkit, Benner) despite previous training, education or work experience.

### Supervision

1. Nursing students will be paired with a preceptor in the same registration class i.e. RN students with RN's, RPN students with RPN's.
2. Any clinical skills performed by the student must be under the supervision of the same registration class or higher. If the supervising nurse is at a higher level of registration, they must be familiar with the scope of practice for a student preparing for that level of registration.
3. Nursing students may be supervised by nurses other than the assigned preceptor.

### Documentation

1. Nursing students are responsible for documenting the care they provide on HU forms, according to the [College of Nurses Documentation Standard](#).
2. Health Unit Staff will not co-sign documentation. (CNO)
3. Students must sign their name, school, designation and year after each entry.

For example:

Laurentian University Nursing Student 3 <sup>rd</sup> Year	LUNS3
Ottawa University Nursing Student 4 <sup>th</sup> Year	OUNS4
St. Lawrence College, Practical Nursing Student, 2 <sup>nd</sup> Year	SLCPNS2

### Clinical Skills Checklists

To ensure client safety and a consistent standardized approach to undertaking clinical skills at the Health Unit, nursing students are required to complete the associated skills checklist with their preceptor before being allowed to perform the skill.

1. Clinical skills checklists are found on the [Nursing page](#) of the Connecting Link (intranet)
2. Nursing Practice Coordinator must be informed of successful completion of activities on the checklist
3. Completed, signed checklists are forwarded to HR for inclusion in student file.

### Accountability

1. Nursing students will familiarize themselves with the [CNO Practice Guideline Supporting Learners](#), specifically the sections entitled Guidelines for the Learner and Accountability for Client Safety and Well-Being (page 5).
2. Nursing students will familiarize themselves with implementation of physician's orders in the Public Health setting by reviewing the [CNO Practice Guideline Directives](#)