



Student Policy

It is the Centre's policy to provide high standards of education for students and graduates in various fields of study and to introduce them to the Community Health Centre Model of Care model integrating health and community programs.

Patient/Clients are informed by the when a student will be providing service and the patient/client always has the right to decline student involvement in their care.

Screening of potential students

All requests for student placements will be forwarded to the HR Generalist who will review the request with the appropriate manager in order to determine if there is capacity to supervise a student. Decisions to accept requests for student placements will be based on staff capacity to supervise, work space, and service delivery priorities.

All students require a negative police criminal reference check before they can be allowed to work with patients, clients or program participants.

Placement interview

The staff supervisor conducts an interview with the prospective student to determine his/her suitability for the placement.

The criteria that used to determine if a student is accepted may include:

- The degree of “fit” between student’s interest and learning objectives with Black Creek Community health Centre’s operational plan;
- The student’s willingness to work within the values and philosophy of Black Creek Community health Centre’s
- A Francophone student must possess a fair level of English as BCCHC’s administrative procedures and policies are in English

Responsibilities of the Parties:

Before accepting students on a regular basis for educational purposes, it is required that an agreement be established which outlines the respective responsibilities of the Centre and the educational institute. The agreement should contain the following provisions:

Responsibilities of the Educational Institution:

- Ensuring the quality of academic programs
- Approving the qualifications of students
- Ensuring that a police criminal reference check is completed
- Ensure adequate liability insurance coverage for students
- WSIB Forms completed

Responsibilities of Black Creek Community Health Centre:

- Ensure quality supervision and evaluation by appropriate staff member(s). Each student shall be under the direct supervision of a designated staff member, based on relevant educational, professional qualifications and experience.
- Ensure there is an agreement in Personnel File
- Provide a learning environment that is safe and free from discrimination and harassment.

- Student files are maintained and kept in the office of the HR Generalist. The file will include
 1. Student's resume
 2. Police reference check
 3. Contact information
 4. Signed policies and forms (including Confidentiality Statement, Rule of Conduct on Computer Use)
 5. Evidence of trainings required placement at BCCHC (e.g., Privacy, Health and Safety)
 5. Learning Contract
 6. Evaluations

Students may request copies of their files, make updates, or access their files upon request to their Supervisor.

Other Matters to be Agreed Upon

- Which body should ensure adequate liability insurance coverage for students (normally, the liability insurers for both the educational institution and Black Creek Community Health Centre provide coverage for students placed at Black Creek. Nature of work assignments and hours;
- How the placement relates to the student's educational objectives;
- Remuneration, if any, and by whom;
- Expenses, if any and who is responsible;
- Expectation for consultation during the placement and evaluation at the end and
- Responsibility for provision of facilities and/or equipment for use by students engaged in research activities.

Orientation

Each student shall be under the direct supervision of a designated staff member. The supervisor is responsible for orientating the student with respect to all activities relating to Black Creek in the clinic, in groups and in the community. If, at any point during the placement the supervisor cannot provide the orientation or supervision, s/he is responsible for designating an alternate staff person. Staff will use the Student Information Package, which includes the student orientation checklist, confidentiality

form, student record. Black Creek evaluation form and information about Black Creek Community Health Centre and the CHC model of care.

It is the supervisor's responsibility to familiarize the student with relevant procedures and policies of Black creek and to ensure that they are followed.

Additional trainings in the following areas will be required of all students, as part of their placement:

- Accessibility for Ontarians with Disabilities Act (AODA)
- Workplace Health and Safety
- Privacy Training
- Workplace Harassment and Violence

Evidence of trainings completed prior to placement are accepted.

Access to Electronic Medical Record (EMR)

Students who require access to the Electronic Medical Record (EMR) system in order to chart are set up with their own account. All student EMR documentation will require a review and counter-signature by a staff supervisor.

Student Confidentiality

All students must adhere to the confidentiality policies of the Centre.

Student supervision and evaluation

Responsibilities of the BCCHC Supervisor:

1. The supervisor is responsible for directing, training and, supervising the student with respect to all activities of the Centre.
2. The supervisor is responsible to ensure that the student receives an appropriate orientation to the Centre's staff, procedures and policies and that the student is oriented to the local community in a variety of ways.
3. It is the supervisor's responsibility to provide the student with the Centre's orientation manual and complete the attached checklist.
4. The supervisor is responsible to coordinate the student's activities and provide direct supervision on a regular basis. In addition, other staff from the Centre will be involved in working with students to provide a well-rounded learning experience for the student.
5. A written evaluation of the student's work should be completed on each student and submitted to the educational institution, with a copy kept in the student files in accordance with Institution's policies.

Responsibilities of the Student:

1. The student is responsible to review all assigned reading materials in order to become familiar with the Centre's policies and procedures.
2. The student is responsible to notify relevant staff if ill, late, and/or not coming to placement on a particular day.
3. The student is responsible for providing feedback to the primary supervisor if there are work related problems i.e., time conflicts, insufficient learning

- opportunities, difficulties in working with another staff person etc.
4. The student is responsible for the development of the learning contract in consultation with their supervisor.
 5. Students who apply directly to the Centre will be required to provide references. All other student placements recommended by the educational institution may not.
 6. All BCCHC files will remain in the Centre and not be removed for private practice.

Assessing Student's Competency: Supervision

The supervisor should preferably have the same training/background as the student, when that student is involved in direct care and treatment of clients. If this is not possible, an additional supervisor from the educational institution who does have the same training/background should be involved.

Students are assessed to ensure that they are competent to provide service prior to being permitted to see clients on their own. The Supervisor would generally first allow the student to observe staff providing service to clients, followed by the student providing service under supervision.

The Organization has a strong belief in and commitment to a participatory and team approach. Each employee, student and/or volunteer is valued for his/her contribution. They are encouraged to make suggestions on policies and procedures and be involved in planning wherever possible.

Student Conflict Resolution

In the event of conflicts between student & supervisor or other individuals at the Centre, every attempt is made to provide conflict mediation towards a resolution to the problem with the educational institution included in process.

If there is conflict between any employees, students and/or volunteers, they should first try to resolve the problem with the person directly by setting up a time to meet with them to review the issue and come to some resolution.

If the problem is not resolved the person will discuss the problem with his/her immediate supervisor. The supervisor will work with the employees, students, and/or volunteers involved in the conflict to try to come to some resolution.

If the problem is not resolved, the supervisor will discuss the problem with the Executive Director. The Executive Director will meet with the employees, students, or volunteers involved, facilitating a resolution to the problem.

The immediate supervisor is responsible to inform update the Educational Institution if the matter is not resolved.

Anti-Racism and Anti-Oppression

Students must adhere to BCCHC's Anti-Racism and Anti-Oppression Policy at all times.

Termination of Student Placements

Black Creek Community Health Centre reserves the right to terminate a student placement under the following circumstances:

- The Staff Supervisor is no longer able to fulfill that role and no other suitable replacement is available.
- The supervisor after consultation with his/her supervisor and Executive Director determines that he/she (the student) has engaged in unethical, unprofessional or illegal actions of a serious nature.
- The student is unable to fulfill the agreed upon duties of the placement within a reasonable amount of time, and only after sufficient training and orientation time has occurred and a meeting has been held with the student's Faculty Advisor.

Infectious Disease Outbreak

During an infectious disease outbreak, like SARS, the student will follow the policies and procedures for all staff of Black Creek Community Health Centre. If a student is working in another agency affected by the outbreak, he/she may be asked not to come to BCCHC until the outbreak is declared over the by the Public Health Department.

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