

Northern Sydney Local Health District

Facilitator Handbook

A resource for facilitators of students within NSLHD



Our Vision: To develop the talent of each employee for the benefit of the individual, patients, community and the organisation



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Acknowledgement of country

Northern Sydney Local Health District would like to acknowledge the Cammeraygal people of the Guringai nations, the Wallemedegal peoples of the Dharug nations to the west the Darkinjung peoples of country to the north and the clans of the Eora nations whose country and borders surround us. We acknowledge and pay our respects to the ancestors and elders, both men and women of those nations, and to all Aboriginal people past, present and future. We acknowledge that past, current and future Aboriginal people from those nations are the traditional and continuing custodians of the country upon which we work and meet and that it is from their blood, courage, pride and dignity that we are able to continue to work and meet on this ancient and sacred country.



Welcome to Northern Sydney Local Health District

NSLHD encompasses six hospitals and a variety of community health centres. NSLHD extends from Sydney Harbour to Sydney's upper north shore.

The region includes:

- Mona Vale
- Hornsby & Ku-ring-gai
- Ryde
- Royal North Shore
- Macquarie Mental Health



NSLHD operates in accordance with the National Health and Hospital Agreement. Local decision making is led by a professional Health District Board and Local Health District (LHD) Chief Executive. NSLHD works closely with the Board to ensure our LHD delivers consistently high patient care, supported by input from clinicians and the community.

NSLHD offers clinical placements throughout the year. Clinical opportunities and patient caseload will vary for each clinical placement. However, in NSLHD we strive to provide high quality healthcare for all patients and excellence in clinical education for all students at all times.

Key facilities within NSLHD

- NSLHD is comprised of the following key hospitals: Royal North Shore Hospital (RNSH), Ryde Hospital, Macquarie Hospital, Manly Hospital, Mona Vale Hospital, and Hornsby Ku-ring-gai Hospital. Information about the size of each hospital and the services provided can be accessed [here](#)
- There are also numerous [Community Health Centres and Early Childhood Centres](#) across the District which are active sites for student placements
- The key telephone number for NSLHD is **9926 7111**. This is the RNSH switch board and can be used to place a call anywhere within the LHD.

Affiliated Health Organisations

Royal Rehabilitation Centre Sydney, Greenwich Hospital and Neringah Hospital are affiliated health organisations which fall within NSLHD geographical bounds. These affiliated health organisations manage their own clinical placement programs and should be contacted directly for information.

Equal Employment Opportunity (EEO) and Diversity

Northern Sydney Local Health District (NSLHD) is committed to the development of a culture that is supportive of employment equity and diversity principles.

This includes improved employment access and EEO participation for following groups:

- Women
- [Aboriginal People and Torres Strait Islanders](#)
- People whose first spoken language as a child was not English
- People with a [disability](#)



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Site amenities

| Amenities | RNSH | Ryde Hospital | Macquarie Hospital | Hornsby Ku-ring-gai | Mona Vale Hospital | CHC facilities |
|----------------------|------------------|------------------|--------------------|---------------------|--------------------|----------------|
| Public transport | ✓ Bus & Train | ✓ Bus & Train | ✓ Bus | ✓ Bus & Train | ✓ Bus | Check prior |
| Parking on street | ✓ P, T, ^ | ✓ F, T | ✓ F, T | ✓ F, T | ✓ F, T | Check prior |
| Parking off-street | ✓ P ^ | ✓ F | ✓ F | ✓ F | ✓ F | Check prior |
| Accommodation | | ✓ # | ✓ # | | | |
| Food and beverage | ✓ | ✓ | Vending machines | ✓ | ✓ | |
| ATM | ✓ | ✓ | | ✓ | ✓ | |
| Library and computer | ✓ | ✓ | ✓ | ✓ | ✓ | |

Key: P = paid F = free T = time restrictions may apply ^ = public transport strongly advised # = contact secretary to the Director/s of Nursing and Midwifery.

Information on public transport services can be found at [Transport Info](#).

Internet access (Eduroam)

Eduroam allows users from participating institutions to gain secure access to wireless network access using their standard username (email format)/password credentials as they do at their home institution for wireless access. Eduroam is based on a federated authentication model where your username and password are validated at your home institution (identity provider) and access to authorised network services are controlled by the visited institution (service provider).

Everyone who is studying through an Australian university can connect to the Eduroam wifi - students on placement and also staff members who are studying.

Eduroam is available at most of RNSH and various parts of Hornsby, Manly, Mona Vale, Macquarie, RNS and Ryde Hospitals as well.

Below are the details of how to connect depending on your institution:

- [Australian Catholic University](#)
- [Macquarie University](#)
- [University of New South Wales](#)
- [University of Sydney](#)
- [University of Tasmania](#)
- [University of Technology Sydney](#)

For other universities, check this page <https://www.eduroam.edu.au/eduroam-for-users/> or contact your university for help.



Facilitator information

The information below is aimed at clarifying the process for facilitation. For any questions relating to the requirements or scope of your role, please contact your employer.

Facilitator Verification

As a facilitator in a NSW Health facility, there are a number of requirements to be met before you are able to 'verified' to commence facilitation.

- Your employer will be able to assist you with details of what documentation is required to ensure you are 'fully verified' by NSW Health
- It is our expectation that facilitators are verified by NSLDH *prior* to commencement of the placement. Please contact the [NSLHD ClinConnect coordinator](#) prior to commencement to arrange verification if you are not already verified
- You will not be able to commence facilitation of the placement until you are fully verified.

Hours of work

- Your employer will advise you what hours you are required to work during your period of facilitation
- You are expected to remain contactable by telephone at all times when your allocated students are on campus (see pg.12 regarding use of phones in restricted areas)

Your students

- Please ensure that your employer provides you with a current list of students from the ClinConnect data base.

Commencement of each placement

- Please ensure that you:
 - Present at the correct location for the commencement of your facilitation period. Your employer will provide you with details of where to present
 - Bring photographic identification and evidence of your verification
 - Bring with you any documentation provided to you by your employer that relates to the placement (i.e. learning objectives, clinical experience book, unit summary etc)
- If you are sick or running late on your first day, please contact either the site Educational Consultant or the NSLHD ClinConnect Coordinator as soon as possible.

Checking of students on first day of placement (Acute Inpatient Facilities only)

On the first day of placement, students will need to have their student ID checked against the Placement Allocation Report (PAR) that has been generated from ClinConnect.

Your employer should send you a copy of the PAR a few days prior to the start of placement.

On the first day of placement, you will need to:

- Meet with students (as advised by your employer/ education provider)



- Escort each student to their allocated clinical unit as per the PAR
- Manager's/ CNE/ delegate from allocated clinical unit sights the student's identification card & signs the PAR as evidence of student commencement of placement
- Return the signed PAR to the CETD site office for data entry into ClinConnect by the end of Day 2 of the clinical placement

If this process is not followed, students will be marked as a "No Show" in ClinConnect.

Placement information

Changing student unit or shift allocations

- Students are to adhere to the unit and shift that is allocated to them in ClinConnect
- Any request to change shift or unit allocation must be approved by the Unit Manager, Educator, CETD Educational Consultant, Educational Provider, Facilitator and Student before any changes can be made
- To meet the needs of the service, it may be necessary for the facility to move student/s from one unit or shift to another
- NSLHD reserves the right to determine which unit or shift a student/s will be allocated to, regardless of the ClinConnect allocation.

Student debriefing

- Debriefing should always occur in a private area away from patients and or visitors (this includes cafés) as the debriefing often involves discussing confidential matters and as such should be privileged to the facilitator and students
- Meeting rooms may be available for use for debriefing sessions. Booking for these rooms are via the usual site processes and subject to availability
- In general the decision and length of time given to debriefing is guided by your employer's guidelines

Use of facility resources

- Facilitators can reasonably expect to use NSLHD resources, including meeting rooms, computers, libraries, fax machines and telephones, if such use is directly related to their paid employment as a facilitator
- Facilitators must identify themselves and seek permission from NSLHD staff before attempting to use any NSLHD resources.

Issues during placement

During a clinical placement a number of issues may present. The majority of these can be managed by a discussion with the student, NSLHD staff and the education provider.

Problems not resolved between student, facilitator and NSLHD staff

- In the event that issues cannot be resolved informally, the facilitator should notify the Unit Manager, Educator and CETD Educational Consultant, who will then contact the Education Provider as soon as possible to discuss the issues and to plan appropriate action



- Most education providers will have their own processes for dealing with underperforming students. As a facilitator, you should be familiar with your employer's processes. Please notify the CETD Educational Consultant on site of any student performance issues.

Withdrawal of placement by staff

- The NSLHD retains the right to remove any student or facilitator from its facilities at any time. Grounds for removal include:
 - Unacceptable risk to either the provision of satisfactory patient care or patient/staff/student safety
 - Breach of the Code of Conduct
- Where unforeseen circumstances beyond the control of NSLHD threaten major disruption to patient services or provision of any student placements it is at the organisation's discretion to defer, suspend, vary or cancel any agreed student placements
- The LHD decision is final and may be implemented immediately
- NSLHD agrees, as far as it is practicable, to notify the Educational Provider of its intention to defer, suspend, vary or terminate student placements.

Concerns or issues involving NSLHD staff

- If you have a concern or issue involving a NSLHD staff member during the course of your facilitation, please try and resolve the matter directly with that individual
- If you feel you are unable resolve the matter directly with the individual, or you have attempted to resolve the matter and your concern or issue still exists, please speak with the individual's manager
- If you feel that the matter remains unresolved please liaise with the site CETD Educational Consultant.

Conflict of interest

- In the case where an external facilitator is also an employee of NSLHD, it is important to remember that throughout the duration the facilitation, you are not considered an employee of NSLHD
- This can have implications because many tasks or privileges you would ordinarily undertake as an employee of NSLHD, do not apply to facilitators
- As per the NSW Health [Code of Conduct](#), employees of NSLHD are required to seek approval from management if they wish to undertake secondary employment as a facilitator. Failure to seek approval from management may constitute a breach of the **Code of Conduct** and could jeopardise employment with NSLHD.



Role of Facilitator and Educational staff at NSLHD

| | Facilitator | CETD Staff/ Educational Consultant | Nursing/ Midwifery Unit Manager and Clinical Nurse/ Midwifery Educator | Nursing/ Midwifery staff |
|---|-------------|--|---|-----------------------------|
| First day check and marking attendance | ✓ | ✓ | | |
| Orientation of students | ✓ | | ✓ | ✓ |
| Act as a role model to students | ✓ | | ✓ | ✓ |
| Ensure safety of patients, staff, visitors and students | ✓ | ✓ (indirectly) | ✓ | ✓ |
| Liaise with staff regarding student learning objectives and opportunities | ✓ | | ✓ | ✓ |
| Ensure students receive appropriate support and resources to meet their learning objectives | ✓ | | ✓ | ✓ |
| Undertake formal assessments in the clinical environment | ✓ | | ✓ | ✓ |
| Provide prompt and constructive feedback about student performance | ✓ | | ✓ | ✓ |
| Liaise between the educational provider and health provider | ✓ | ✓ | | |
| Changing student's shift or unit location | ✓ | | ✓ | |
| Reporting on and implementing remedies for underperforming students | ✓ | ✓ | ✓ | ✓ |
| Removing a students from clinical placement | ✓ | ✓ | ✓ | |

NSLHD Educational Consultant and Coordinator Contact details

| Site | Email | Phone |
|---|--|----------------------|
| Hornsby Hospital | NSLHD-HornsbyClinicalPlacement@health.nsw.gov.au | 8438 9059 |
| Macquarie Hospital/ Mental Health Drug & Alcohol | NSLHD-MHDAEducation@health.nsw.gov.au | 9887 5785 |
| Mona Vale Hospital | NSLHD-NorthernBeachesClinicalPlacement@health.nsw.gov.au | 9998 0391 |
| Royal North Shore Hospital | NSLHD-RNSNurseEducators@health.nsw.gov.au | 9926 4670/ 9926 4671 |
| Ryde Hospital | NSLHD-RydeCTDNurseEducators@health.nsw.gov.au | 9858 7315 |
| NSLHD ClinConnect Coordinator | NSLHD-ClinConnect@health.nsw.gov.au | 9926 4665 |



Dress requirements

Students are required to wear a uniform whilst on placement (with exception of some areas). For students and facilitators who are not required to wear a uniform, the following requirements are taken from *Uniform Policy and Dress Code – Clinical Staff Northern Sydney Local Health District (NLSHD) (PO2013_001)*:

Unacceptable clothing

- The following items are examples of unacceptable clothing:
 - Halter and low cut tops
 - Bare midriffs
 - Strapless tops
 - Singlet tops
 - Clothing bearing inappropriate slogans
 - Beach shorts
 - Thongs or “croc”
 - Conspicuous undergarments
 - Lower garments of inappropriate length (NB. skirts should be knee length)
 - Jeans
 - Shorts

Footwear

- Footwear must be safe, sensible, non-slip, clean, closed toe, and made of sturdy appropriate material to avoid injury in be in line with Health and Safety considerations.

Name Badge

- Your name badge (identification) must be worn at all times in the top right quadrant at chest height
- Those staff who work in high risk clinical areas (Emergency Departments and Mental Health wards) are permitted to have only their first name and initial of their surname displayed on their name badge.

Jewellery

- Wearing of rings in clinical areas must be limited to a plain band on the finger and all other hand, wrist or forearm jewellery must not be worn by healthcare professionals providing direct patient care. The exception to this is if the jewellery is required for patient care (e.g. watch) or medically essential (e.g. medical alert bracelet). These must be removable and able to be cleaned. Earrings should be restricted to a stud or small sleepers style only.

Nails

- Nail polish, artificial nails and nail art and technology must not be worn by healthcare professionals providing direct patient care
- Natural nail tips must be less than 0.6 centimetres (1/4 inch) long.

Clothing

- All clothing must be regularly laundered
- Outer garments (e.g. jackets, cardigans) must not be worn in clinical areas
- Ties and scarves should not hang loosely. Sleeves must be rolled up to above the elbow level.



Hair

- Hair (including facial hair) should be neat and clean, and worn in a manner that does not impede work duties or affect hand hygiene.

Emergency situations

NSLHD has Emergency Procedure management plans to follow should you be faced with an emergency situation. It is an expectation that all students and facilitators familiarise themselves with these emergency responses on commencement of clinical placement. Emergency Procedure flipcharts can be found near telephones in clinical areas.

- If you discover an emergency situation, you must notify staff of an **internal emergency**
- To notify the emergency response team of the emergency, you should phone the emergency number for your facility
- You must also notify a NSLHD staff member of the emergency as soon as possible

At all times during an emergency, you must follow the directions of NSLHD staff members.

The following outlines the appropriate number to dial:

| | Facility | Internal emergency number |
|-------------------------------------|------------------------------|---------------------------|
| CODE RED - Fire | | |
| CODE BLUE - Medical | Royal North Shore Hospital | 2222 |
| CODE PURPLE – Bomb Threat | Ryde Hospital | |
| CODE YELLOW - Internal | Macquarie Hospital | |
| CODE BLACK – Personal Threat | Manly Hospital | |
| CODE ORANGE - Evacuation | Mona Vale Hospital | |
| CODE BROWN - External | Hornsby Ku-ring-gai Hospital | |
| | Community settings | 000 |

Work Health and Safety (WHS)

NSLHD must use all means practicable to reduce the risk to employees and the public, including students. WHS is everyone's business and employees have a personal responsibility to keep their workplace safe.

- Employees, including students and facilitators have a duty to: ([Work Health and safety: Better Practice Procedures PD2018_013](#))
 - Take reasonable care for their own health and safety
 - Take reasonable care that their actions do not harm the health and safety of others
 - Follow any reasonable instruction that is given to ensure health and safety
 - Cooperate with any reasonable policy or procedure they have been made aware of
 - Report all incidents and unsafe conditions
- If you identify a hazard whilst facilitating please report it to a NSLHD staff member immediately. Do not wait for a hazard to cause an accident.



Security & Personal Safety

- Security services are available 24hrs a day at all main campuses within NSLHD and are available to meet the security needs of staff, patients, students, facilitators, contractors and visitors
- Security at satellite or off-site facilities is provided by NSW Police Force
- Security services can be contacted via your facility's switchboard. A NSLHD staff member will be able to assist you with this number
- If you are scheduled to facilitate after normal business hours, please check with your LHD contact

Workplace injury, needlestick injury and blood and body substance (BBS) exposure

- For needle stick injury and BBS exposure, you should follow the first aid procedures on your BBS card and seek immediate medical treatment, notify your manager and complete IIMs. At RNS you can obtain a BBS card from the security office

| | |
|--|--|
| <p style="text-align: center; background-color: black; color: white; padding: 5px;">IMMEDIATE FOLLOW-UP ACTION</p> <p>STEP 1. First Aid Needlestick/Laceration –allow to bleed freely. Wash with soap & water Skin – wash with soap & water Eye Splash – rinse well with water or saline Mouth Splash - spit out & rinse with water several times</p> <p>STEP 2. Report incident to supervisor. Complete IIMs on return to dept</p> <p>STEP 3. Contact - Workforce Staff Health on 94629430 7:30-3:30 Mon to Fri - Emergency department – After hours/Public Holidays - For additional information & support contact NSW Health Needlestick Hotline – 1800 804 823 24 hours</p> | <p style="text-align: center;">Royal North Shore Hospital Campus</p> <p style="text-align: center; background-color: black; color: white; padding: 5px;">BLOOD OR BODY SUBSTANCE EXPOSURE PROCEDURE</p> <ul style="list-style-type: none"> • Report all exposures to blood or body substances NO MATTER HOW TRIVIAL THEY SEEM! • CONFIDENTIAL Hepatitis B, Hepatitis C and HIV risk assessment, counselling, treatment & follow-up provided (as required) immediately upon you reporting the incident. <p style="text-align: center;">SEE REVERSE FOR IMMEDIATE FOLLOW-UP</p> |
|--|--|

- In the unlikely event that you are injured whilst facilitating, you should follow first aid and where appropriate, seek immediate medical treatment. You should also contact your employer as soon as practicable
- In the event of a notifiable incident, ie; death of a person, a serious injury or illness, or a dangerous incident, inform the local NSLHD WHS representative to ensure legislative reporting requirements are met
- In the event that a workplace injury occurs after hours (and public holidays), please contact your nearest emergency department. Please make sure you notify the LHD supervisor contact.

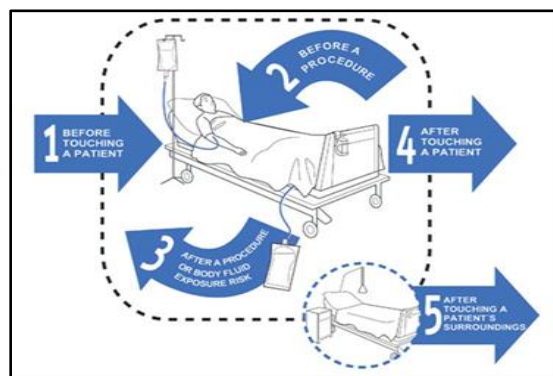
The following key contacts are available to assist you during business hours.

| Facility | Position | Phone |
|------------------------------|----------------|------------------------|
| Hornsby Ku-ring-gai Hospital | WHS Consultant | 9477 9875 |
| | WHS Manager | 0421 583 426 |
| Macquarie Hospital | WHS Consultant | 9887 5683 / 0422005569 |
| Mona Vale Hospital | WHS Consultant | 9998 0792 / 0422005568 |
| Royal North Shore Hospital | WHS Manager | 94629418 / 0421583426 |
| | WHS Consultant | 94629436 / 0411554654 |
| Ryde Hospital | WHS Consultant | 9858 7650 |



Infection Prevention and Control (IPAC) & Personal Protective Equipment (PPE)

- NSLHD provides PPE for all staff, students and facilitators. At all times during clinical placement, students and facilitators are to utilise the PPE available and follow the instructions of NSLHD staff on its appropriateness and use
- Hand hygiene must be performed by all healthcare workers (including students and facilitators) on the following occasions (see image), commonly referred to as the '5 Moments'.



- Soap and water or alcohol based hand rub are made readily available for your use
World Health Organization 2009. All rights reserved 3
- Facilitators and Students are required to adhere to the uniform and dress code in the interests of IPAC
- For further information please refer to [NSW Health Infection Prevention and Control Policy PD2017_01](#)

Smoke free workplace

- Smoking is not permitted anywhere on any campus within the NSLHD, unless in an exempted designated and signposted outdoor smoking area

Policies and Procedures

- All policies and procedures, including NSW Health policies, are stored on the Intranet
- Policies and procedures may be accessed electronically at any networked computer terminal
- Please ask a staff member for assistance if you are unsure how to locate policies or procedures

Code of conduct

- All students and facilitators in NSLHD will have signed a *Code of Conduct Agreement*, agreeing to abide by the NSW Health [NSW Health Code of Conduct 2015](#), this is evidenced in ClinConnect
- Should you breach the code of conduct at NSLHD, your facilitation will be terminated and your employer will be informed.

COLLABORATION

OPENNESS

RESPECT

EMPOWERMENT

CORE values

NSLHD adheres to the NSW Health core values of Collaboration, Openness, Respect and Empowerment. Our CORE Values & Behaviours Charter is a true celebration of the positive behaviours our staff identify with every day in the workplace.

It provides some practical examples, described by staff in different disciplines and workplaces, of how our interactions with each other can make life a little easier, work more enjoyable and



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ultimately achieve better outcomes for patients and consumers. For further information and to view the Values and Behaviours Charter [CORE Values & Behaviours Charter](#)

Incident notification (IIMS)

- All NSW Health facilities, including those in NSLHD, utilise the online *Incident Information Management System (IIMS)*
- IIMS is available on every computer and a NSLHD staff member can assist you in lodging an incident notification.

Privacy and confidentiality

- NSLHD takes patient/ staff privacy and confidentiality seriously. Students and facilitators are required to maintain privacy and confidentiality as set out in [NSW Health Privacy Management Plan](#) *Student health professionals...must comply with privacy law and all NSW Health policies. Students may have access to health records with the approval and under the direction of their supervisor if that access is sought in respect of their education program at the health facility.*

Access does not include photocopying or transcribing records containing personal health information, or taking such records off-site. Clients/patients may refuse to have a student participate in their treatment.

- Breaches to patient/staff privacy and/or confidentiality are taken very seriously at NSLHD. Your placement will be cancelled and your facilitator and educational provider will be informed.

Bullying and harassment

- Bullying and harassment or encouragement of bullying and harassment will not be tolerated within the NSLHD.
- NSLHD adheres to the [Prevention and Management of Workplace Bullying in NSW Health](#)
- And the NSLHD [Respect and Dignity in the Workplace PO2009_006](#)
- What to do if you believe you are being bullied or harassed
 - If you can, tell the other person that you find their behaviour bullying or harassing and that you want the behaviour to stop. Do not bully or harass them back
 - If this does not stop the behaviour, or you don't feel able to say anything to the person or people doing it, report the matter to your supervisor or clinical facilitator so that they can do something about it. The person you report the matter to will tell you who can provide you with support and/or counselling.

Mobile phone usage

- Mobile phones may be used in certain areas of our hospitals
- Use of mobile phones during face-to-face interactions or the delivery of care to patients/relatives/visitors is unacceptable
- Mobile phone use is discouraged in critical areas, such as *Intensive Care Units, Operating Theatres, Special Care Nurseries*, as they may cause interference with electrical equipment ([Mobile Phones and Wireless Communication Devices – Interference with Medical Equipment - Use of \(GL2005_045\)](#)).



Social media

- It is important for students and facilitators to be familiar with the requirements set out in the [Social Media Policy- NSLHD \(PO2010 007\)](#)



This policy covers staff, students, facilitators and contractors. Key principles are:

- Staff must not use social media to comment or post material that may be considered detrimental or inappropriate to NSW Health, NSLHD, individuals or staff of NSLHD
 - The Australian Medical Association and the Royal College of Nursing Australia do not recommend accepting 'friend requests' (or similar actions on other social media websites) from former or existing patients as this can breach professional boundaries
 - The NSW Health Code of Conduct and Privacy Act states that all staff keep confidential all personal information and records, and do not use or release official information without proper authority, such as discussing or providing information on social media that could identify patients or divulge patient information.
- If you are found to breach the Social Media Policy, your facilitator and educational provider will be informed and your placement may be cancelled.

Car usage

- NSLHD fleet vehicles are only available for use by employees of NSLHD. Students and facilitators are not permitted to drive NSLHD fleet vehicles; however students and facilitators may be a passenger in a NSLHD fleet vehicle that is being driven by a NSLHD staff member [Motor vehicles - Use of within NSW Health](#)

