

## PARKSIDE, INC

# STUDENT GUIDELINES

Welcome to Parkside!

We greatly appreciate your school choosing Parkside to be one of your clinical rotation sites as we believe our setting will provide you with great learning opportunities. It is our belief that we provide excellent care and customer service to our patients/families and that your experience here will be outstanding.

**Safety** is our first and foremost concern. Understand that many of our patients are here because of a general danger to self/others. There is variation in the level of danger they present, however, the greatest danger is ASSUMING there is not a risk involved in what you are doing. With our patients, you must learn to “expect the unexpected” as you never know what might happen. One minute a unit can be calm and everything appears to be under control and the next minute, it can change with one or several patients upset, yelling, or out of control. You must always remain alert to the potential dangers that may arise. In this setting, items such as pens, pencils, crayons, and sporks can easily become a hazard for patients or staff. These items can be used to harm oneself or to fashion as a weapon for use against another patient or staff. It is critical that you become familiar with the list of items considered contraband at Parkside. Before you simply hand over an object to a patient, you must check with staff to make sure it is something that a patient may have. Ask staff if you are unclear and please do not assume something is acceptable just because you would use it outside the hospital. Our patients can be very creative and inventive!

To assist you in your orientation to Parkside, we have developed the following guidelines in order to acquaint you with our expectations and rules. However, we realize not all questions will be answered in this manner so if you have any concerns or questions in the future, please feel free to ask one of the nurses or a supervisor.

- 1- **Parking** – We request all students park in the west parking lot. This is the lot on 13<sup>th</sup> and Trenton across from the hospital building.
- 2- **Name Badge** – Your school provides you with a badge that must be worn at all times when you are on the Parkside campus.
- 3- **Dress** – Business Casual is the dress code at Parkside. White coats are not necessary.
- 4- **Cell Phones** – These are not permitted either for staff or nursing students on the units. You may use these in offices or nursing stations but not on the patient units.
- 5- **Purses and valuables** – There are lockers available in the staff lounges – bring your own lock. Do not leave anything of value in view in your car as it is an invitation for someone to break into your vehicle.

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- 6- **Books and other belongings** – Since most of the space here at Parkside is multi-purpose and used by a variety of staff and students, there is no designated space in which you can leave books, notebooks, backpacks, etc. The staff lounge and conference rooms are available to you. However, please understand that these areas are not secure, and we cannot be responsible for any belongings you leave there.
- 7- **Entrances and exits onto units** – When you are entering or leaving a unit whether through an outside door or an elevator, you must be extremely careful and cautious. As staff come and go, patients may use that opportunity to AWOL from a unit. If someone is standing by a door or elevator, do not expect the door to be opened until that patient/visitor has been appropriately directed and/or managed by staff. Never let anyone in or out a door yourself. This decision must always rest with staff.
- 8- **Unit rules** – We expect you to follow all unit rules and never provide a patient with anything that is considered contraband. In fact, if you're asked by a patient for some article, you should always check with staff first to see if it is permissible. We expect patients to demonstrate the basic rules of etiquette and expect the same of you. This would include not putting your feet on a coffee table, not sitting on tables instead of a chair, etc.
- 9- **Food** – Drinks are only permitted when kept in the kitchen and/or break areas/ offices on the units for staff and students. This would include bottles of water and soda. No one is permitted to have them on the units other than patients and no food is permitted in patient rooms.
- 10- **Charts** – Staff always have priority for the use of charts. If you are interested in reviewing a chart, please ask the nurse to assist, we have a hybrid system of electronic and paper.
- 11- **Unusual events/incidents/emergency preparedness** – There may be a time when a patient becomes upset, and staff may need to intervene to help that person gain control of his/her feelings and behavior. This may be a time when you hear a Level being called for increased staff presence. If an incident like this happens while you are on the unit, please remove yourself from the situation and allow staff to handle it. It is best to leave the immediate area and put yourself in a safe place. You may also move to the nursing station until the incident has been resolved or you could use that time to speak to another patient who is not involved in the event so long as you are on another part of the unit within the view of staff.

In situations where a code is called, report to the nursing station for further instruction or if necessary, follow the direction of the staff present. Below are the possible codes that may be used during your time at Parkside.

**Facility Codes:** **Code Red- Fire** **Code Green- AWOL** (a patient is attempting to leave the facility)

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**Code Blue- Medical Emergency** **Code Orange- Bomb** **Code Yellow- Severe Weather**  
**Code Black- Tornado Warning** **Code Grey- Violence Threat** **Code Silver- Active Shooter**

- 12- Being alone with patients** – You should NEVER put yourself in a situation where you are alone in a room with a patient regardless of the sex of the patient. You could be placing yourself in a risky situation that might cause harm to yourself either by a patient taking physical advantage of you or by a patient making an allegation about something you said or did. Always stay in the sight of staff. Do not enter a patient’s room. All doors are to remain shut and locked, including patient rooms, quiet rooms, and unit bathrooms.
- 13- Meal breaks** – We now have a cafeteria here at Parkside, so bringing food along with you is not required. Prices are very reasonable if you choose to utilize the cafeteria. Mealtimes are as follows: Breakfast- 0630-0900, Lunch- 1100-1330, and Dinner 1600-1800. Vending machines are available for snacks/beverages outside of those timeframes as well.
- 14- Use of touch** – In other nursing settings, there is much support and value for the use of therapeutic touch, but in psychiatric nursing, it is different. Touch can mean many things to our patients and in many cases, it has a negative connotation. Many patients have experienced inappropriate touching in their lives to the point of abuse, whether it be physical or sexual abuse. Frontal hugging is not permitted. In those rare circumstances when a hug is an approved intervention, you may see staff give a patient a “side hug”. However, we recommend staff refrain from hugs at all and use verbal responses to share feelings rather than physically demonstrating those feelings. Generally, we recommend touching be limited to a physical restraint situation or when providing physical care to a patient or if helping a patient who may need assistance with walking or another task.
- 15- Boundaries** – Patients often view students as someone who is “safe” to share their feelings with because you are not a paid staff member. If you have questions, ask staff for clarification. At the same time, a patient may tell you something he/she is fearful of telling staff. It could be a rule he/she violated and is fearful of the consequences. Or it could be something more serious such as a suicidal threat. If a patient makes any kind of threat, whether it is suicidal in nature or harmful to another person, you must report this information to staff. Do NOT make promises to patients that you will not tell on him/her. Your answer should always be if you feel what he/she is saying will be harmful to the patient or others, you must pass that information along to staff.
- 16- Prayer** – We do not recommend engaging a patient in a discussion about his/her religious affiliation or beliefs or sharing your individual beliefs. This is an area that can be extremely

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sensitive for patients and can be easily misinterpreted. Please leave these discussions to professionals.

**17- Confidentiality** – Each of you has signed confidentiality statements indicating what you see, hear, or read while at Parkside is NOT to be discussed or shared with anyone else at any time. Maintaining confidentiality is critical to our success as a treatment facility and certainly in terms of maintaining trust with our patients. Please be aware if you are asking questions about a patient while working on a unit, be aware of who might be standing nearby and can hear what you are asking. Patient information is unique to each patient and none of us can share this information with other patients without permission and consent. If you see someone as a patient here who is a person you know such as a neighbor, friend, church, or club member you should notify your instructor immediately. We need to know this information; you may need an alternate assignment. If you have a prior relationship with a patient, your presence may interfere with that patient's treatment, and you may need to have an alternate assignment. In other words, it is an issue that must be discussed and resolved quickly. If you are holding a conference in the cafeteria or in a local restaurant, please be mindful not to use patient names or patient identifiers.

**18- Wellness-** For the health and safety of our patients and staff please do not attend clinicals if you are feeling unwell, febrile, or have a contagious virus or infection. If you are unsure (i.e. allergies) please wear a mask. It is also imperative that you use proper hand hygiene during your time at Parkside, this reduces the risk of spreading germs. Hand sanitizer is to be used between patient care. Soap and water are to be used when hands are visibly unclean, after eating, and after using the bathroom. If a patient is under quarantine, please do not enter that room, allow staff to care for that patient.

Again, we are glad you are here, and we look forward to getting to know you better in the days ahead. If we can be of help in any way, please be sure to let us know.