



PedsAcademy®

Student & Faculty Orientation Handbook



NEMOURS
CHILDREN'S HEALTH



**UNIVERSITY OF
CENTRAL FLORIDA**



Well Beyond Medicine.

Up to 80% of the impacts on children's health take place outside medical settings. It's time to improve their world, not just ours.

At Nemours Children's Health, we believe in supporting each child's whole health — the social, economic, behavioral and environmental factors that also affect their lives. To do that, we're not just thinking differently, we're doing differently. Expanding on our clinical expertise, we're transforming children's health in four strategic areas:

1. Understanding our community
2. Creating children's health programs
3. Partnering with community organizations
4. Reforming health payments and other policies

Our Vision

Create the healthiest generation of children.

Our Mission

To provide leadership, institutions, and services to restore and improve the health of children through care and programs not readily available, with one high standard of quality and distinction, regardless of the recipient's financial status.

Welcome to the Team

Welcome to Nemours! You are now a part of a team that is wholly committed to doing everything within our power to help children reach their full potential in life. It takes every single person in this organization — including students and volunteers to fulfill our mission of restoring and improving the health of children. Thank you for sharing your talents and helping us fulfill the promise we make to our patients and families.



Nemours Children’s Health is one of the largest integrated pediatric health systems in the country. We’re the only children’s health system in the country with two freestanding children’s hospitals. Everything we do — our medical care, research, education, and prevention and advocacy efforts — is focused on kids.

Our goal is to help children, everywhere, grow into healthy adults. To do this, we think of health as more than just medicine. Good health involves education, food, housing, family stability, emotional well-being, equity, justice and more. That’s why we go outside of our walls to reach kids where they live, learn and play. We’re here, beyond medicine.

As you prepare for your journey at Nemours, review this Orientation Handbook to acquaint yourself with our culture, policies, and procedures.

On behalf of all of us at Nemours, welcome to the team.



Our Nemours Standards of Behavior

At Nemours, we value how we treat each other as much as we value how we treat our patients and families. By creating a culture of mutual respect and caring compassion, we are building the framework to help meet - and exceed - the expectations of outstanding care and service that families and children expect from us. During your internship experience, you are expected to display these Standards of Behavior.

#1 Be In the Moment.

- Remain fully engaged on your work or interaction.
- Remain open-minded, respond and adapt to change.

#2 Be Authentic and Humanistic

- Acknowledge and recognize the contributions of others in the work environment.
- Recognize and appreciate diversity.
- Demonstrate honesty and integrity with all people in all situations.
- Speak in a manner that maintains or enhances the self-esteem of others.

#3 Volunteer Discretionary Effort Constantly

- Display initiative in all work activities.
- Look for opportunities for improvement and make appropriate recommendations.
- Anticipate the needs of others, offer services before they are expected.

#4 Model High Performance

- Recognize that your individual behavior impacts those around you.
- Be collaborative and supportive by working in a cooperative manner.
- Demonstrate individual leadership, ingenuity and initiative.
- Remember that to our patients and families, YOU ARE Nemours.

#5 Respect and Leverage Separate Realities

- Be aware and respectful of the life situation of others and treat them with compassion, empathy and consideration.



#6 Be Curious vs. Judgmental

- Communicate with others in an open and appropriate manner.
- Ask questions to better understand the thoughts, beliefs and behaviors of others.
- Practice active listening skills to ensure understanding.
- Encourage analysis, inquiry, collaboration and innovation across disciplines.

#7 Look In the Mirror First - Be Accountable

- Remember the only person's behavior you can change is your own.
- Ask yourself, "What more can I do?" to influence those around me.
- Know, accept and understand the responsibilities of your job/role.
- Accept responsibility for continued self-improvement.

#8 Have Courageous Conversations

- Communicate with others in an open and appropriate manner.
- Address concerns or disagreements with the appropriate person in a timely manner – refrain from "triangulation."

#9 Provide Timely, Clear and Specific Performance Expectations and Feedback

- When necessary, provide redirecting feedback to peers, direct reports and supervisors in an authentic and humanistic way.
- Have a conversation regarding the expectation and establish SMART goals.

#10 Teach, Coach, and Mentor

- Serve as a role model for high performance to those around you.
- Strive to learn through educational and experiential opportunities and share your knowledge with others.



PedsAcademy Intern Responsibilities

Each PedsAcademy intern should understand the importance of maintaining standards of behavior as well as consistently practicing professional responsibility. Interns should use the following as a guide throughout their PedsAcademy internship:

- Understand that daily attendance and punctuality is mandatory.
- Consistently demonstrate professional conduct in actions and attire.
- Adhere to all Nemours policies and procedures.
- Maintain confidentiality of information received about patients and families.
- Be fair, impartial, and consistent in working with patients and their families.
- Be aware of and meet all deadlines for assignments that are required.
- Include modifications and adaptations that provide for individual differences among children.
- Accept feedback provided by the supervising teacher and university clinical coordinator.
- Welcome constructive suggestions by the supervising teacher and the university clinical coordinator and incorporate them in subsequent planning and teaching.



Nemours Policies and Procedures

Parking

All NCH staff and visiting Associates shall park only in the designated staff parking areas. These parking spaces are located in the parking garage on levels three and four including the ramp leading from level two to level three, and both surface lots, located in the back of the hospital near the Loading Dock. Associates are not allowed to park in patient parking on levels one and two or in the valet section (ramp leading from level one to the ground level).

Identification Badges

Associates, students, contractors, volunteers, or other individuals acting as a member or representative of the Nemours workforce are required to wear an official Nemours Identification Badge that is visible at all times while on Nemours property.

- Facilities and / or Security will process and issue identification badges for all student interns.
- Identification badges may be attached to clothing or worn on a lanyard. In all cases, the badge should be above the individual's waist and preferably at chest level for easy visibility.
- Each intern is responsible for maintaining possession and control of his / her identification badge at all times.
- A badge may not be transferred, lent or otherwise provided to another individual
- If an intern's identification badge is lost, destroyed, or otherwise damaged, that individual must notify Facilities and / or Security immediately. The intern may be charged for the expense of creating a replacement badge to the extent consistent with applicable law.
- All Interns are required to return their identification badge to the Supervising Teacher at the end of their internship.

Nemours Network Login

Each Student Intern will be assigned a unique login account (i.e., user ID and password) to access and / or use the Nemours Information Systems. Your Network Login will be used to use Nemours computers, print educational materials/resources, make copies, etc.

Using another individual's login account, with or without their knowledge, is prohibited. Revealing or sharing a login account password with another, or allowing a login account to be used by another, is prohibited.

There is no right to privacy when using Nemours Information Systems. Whether personal or business, all Information created, sent, received, or stored on Nemours Information Systems is the property of Nemours and is subject to monitoring, without notice.

Dress Code

Student Interns are required to wear pants of a khaki color with a collared black polo shirt. Closed-toed shoes are required. Casual sport shoes such as sneakers are permitted. Jewelry that presents a safety hazard is not permitted. Tattoos that may be offensive by any reasonable standard must not be visible.

Emergency Codes

Student Interns are expected to have an understanding of the Emergency Codes system, including the Code meanings and how to respond to a Code called hospital-wide and /or in their area. Please review the Emergency Codes Quick Reference Guide on the following pages.

**Nemours Children's Hospital
Emergency Codes - Quick Reference Guide**

Code	Meaning	Immediate Action
Code Red	Smoke and/or fire on hospital premises.	<p>Practice RACE</p> <ul style="list-style-type: none"> • R – Rescue persons in immediate danger • A – Alarm/Alert by pulling closest fire alarm and dialing 57-5555 • C – Contain fire by closing doors • E – Extinguish fire if safe to use a fire extinguisher or evacuate area <p>Practice PASS to use a fire extinguisher</p> <ul style="list-style-type: none"> • P – Pull pin on fire extinguisher • A – Aim at base of the fire • S – Squeeze the handle • S – Sweep from side to side until fire is out or extinguisher is empty <p>Facility-Wide Response</p> <ul style="list-style-type: none"> • The fire department is instantly notified when the fire alarm system is activated • Begin evacuation of all patients
Code Black	Bomb Threat	<p>Response to Bomb Threat .</p> <ul style="list-style-type: none"> • Remain calm – keep caller on the line as long as possible • Listen carefully – be polite and show interest • If possible, write a note or motion to an associate to call Security

		<ul style="list-style-type: none"> • Note the number and/ or letters on your phone display • Ask the following questions: <ul style="list-style-type: none"> ○ When will the bomb explode? ○ Where is the bomb? ○ What kind of bomb is it? ○ Why are they doing this? • Note caller details: <ul style="list-style-type: none"> ○ Male/Female/Age ○ Accent/ Speech Impediments ○ Background sounds, unusual phrases/language, etc. o Write exact words of threat • Contact your Manager: • DO NOT use two-way radios or cell phones to transmit: radio signals may detonate a bomb • DO NOT discuss threat with patients, visitors, or families • DO NOT touch or go near suspicious packages, objects, etc . • DO NOT start or repeat rumors . • Report suspicious items to TLC at 57-5555 . • Do not evacuate unless ordered to do so
<p>Security Alert</p>	<p>Violent or Aggressive Person(s) (Non-Patient)</p>	<p>Security Alert is used for summoning Security and other personnel to assist with a hostile, violent, or abusive patient, family member, visitor, Associate, or intruder</p> <ul style="list-style-type: none"> • Call TLC at 57-5555 .

		<ul style="list-style-type: none"> • Identify who you are • Identify where you are (floor, clinic/department and room#)
Active Shooter	Active Shooter	<ul style="list-style-type: none"> • Secure and protect yourself and others <ul style="list-style-type: none"> ○ Remain calm and quite ○ Call 57-5555 if possible ○ Close and lock all doors/ Close blinds/curtains and stay away from windows ○ Turn off lights and audio equipment • DO NOT: Activate the fire alarm, Bargain or make any promises, Engage in any rescue attempts • Refer to Emergency Reference Guide for additional guidance
<p>Code Green Mass Casualty/Disaster</p> <ul style="list-style-type: none"> • Code Green will be announced • Security personnel will be posted at exterior of building – main entrance to ensure one way in and out • Communication to staff will be initiated by Administration and continue until “All Clear” is announced by Administration 		
Code Green Delta Level 1	An influx of 25 or more patients to the Emergency Department.	<ul style="list-style-type: none"> • Code Delta is announced & Incident Command System is activated. • Unless designated to report to Labor Pool or ED, associates should complete current duties and await further instructions. • Refer to Code Delta tab in Emergency Reference Guide for additional information
Code Green Delta Level 2	An influx of 24 or less patients to the Emergency Department.	<ul style="list-style-type: none"> • Same immediate associate response as Code Delta 1. • Refer to the Surge Plan in Emergency Operations Plan for guidance.

		<ul style="list-style-type: none"> Refer to Code Delta tab in Emergency Reference Guide for additional information
Code Green Delta Level 3	Infrastructure/operations failure impacting delivery of safe patient care i.e. loss of power, electricity, water, telephones, computers)	<ul style="list-style-type: none"> Code Delta 3 is announced & Incident Command System is activated. Associates should complete current duties & await instructions Refer to Code Delta tab in Emergency Reference Guide for additional information
Code Pink	Missing, Eloped, or Abducted Child)	<p>If you witness or are notified of a child missing, then call TLC at 57-5555.</p> <ul style="list-style-type: none"> Identify who you are Identify where you are Describe the child or abductor Request a Code Pink · Notify your immediate supervisor
Code Brown	Severe Weather	<ul style="list-style-type: none"> Notification will be announced overhead when severe weather is expected to affect the Orlando area. <ul style="list-style-type: none"> When a decision is made to implement the Severe Weather Plan or the facility is informed of an imminent weather: <ul style="list-style-type: none"> PFS sends notification to patient care team to begin preparations to secure/move patients page “Code Brown” (2) times every five (15) minutes until further directed An “all-page” overhead and radio announcement shall be sent indicating “Code Brown.” §

		<ul style="list-style-type: none">▪ Close all shades, drapes, vertical blinds, doors▪ Patients should be positioned in the safest possible place in accordance with their condition and unit▪ Ambulatory patients and patients in wheelchairs should be moved to interior locations as determined by unit leadership.▪ Non-ambulatory patients:<ul style="list-style-type: none">• Place in flat position, as tolerated• Cover with blankets• Turn bed so headboard is between patient and any window §▪ Terminate all non-emergency treatment.▪ All associates shall stay in their assigned areas unless directed otherwise by their supervisors/leaders.▪ Visitors shall be instructed to stay with patients.▪ If deemed necessary by leadership or patient flow supervisor, all
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		<p>patients and associates shall be relocated to the inner hallways or away from windows until the Code Brown All Clear” is given.</p>
<p>Facility Alert - Spill Response</p>	<p>Potentially hazardous spill</p>	<ul style="list-style-type: none"> • Prevent exposure to others by closing off/isolating area. Leave the immediate chemical spill/ biological exposure/radiation area. Notify TLC at 57-5555 . • Minor spill can be cleaned up by NCH personnel with appropriate training and Personal Protective Equipment (PPE) • Major spill cleanup exceeds capability of NCH personnel; TLC will notify 911 for community assistance • Facility Alert – Spill Response will be announced identifying the area • Lockdown and/or evacuation will be announced if necessary . • Remain calm at all times

In the Event of a **MEDICAL EMERGENCY:**

- Dial **57-5555** from any phone within the hospital.
- Identify who you are
- Identify where you are (floor, clinic/department and room #)

Hand Hygiene

Hand hygiene is recognized as the foundation of effective infection prevention and control practice. It is the expectation that all Student Interns will perform hand hygiene with ABHR (alcohol-based hand rub) or soap/water before and after every patient interaction and prior to entering the cafeteria.

Nails

Any individual to include Associates, students, volunteers, contracted employees and community members of the hospital Medical Staff whose responsibilities include direct patient care or contact with the patient's immediate environment may only have natural fingernails; no artificial fingernails, extenders, fingernail wraps, or other fingernail applications/decorations/silks/gels/tips shall be worn.

Natural fingernails will not extend over the tip of the finger and must be clean and healthy for those individuals who provide direct patient care. (Natural nail length will be kept no longer than $\frac{1}{4}$ inch long from the tip of the finger.)

For those individuals who provide direct patient care fingernail polish, if worn, will be intact and non-chipped.

Isolation (Transmission-Based) Precautions

Patients requiring Transmission-Based Precautions have a hospital and Infection Prevention and Control-approved sign displayed at their door which is placed by Nursing. Precautions signage will remain in place until either isolation is discontinued or the patient is discharged.

Three categories of Transmission-Based Precautions include:

a. **Contact Precautions:** Used for patients known or suspected to have organisms or illnesses easily transmitted by direct patient contact or contact with items in the patient's environment. (Diseases or conditions requiring Contact Precautions include, but are not limited to, RSV, Rotavirus, Methicillin Resistant Staphylococcus aureus (MRSA), Vancomycin Resistant Enterococcus (VRE), active C. difficile infection, Enterovirus (aseptic meningitis), and Lice or Scabies infection during the specified treatment period.) Any Patient that presents with etiology of unknown diarrhea will be placed on Contact Enteric Precautions. They are to remain in precautions

until discharge, until ruled out contagious via testing or resolution of symptoms for 48 hours occurs.

- i. A gown and gloves are required to enter the room.
- ii. Signage indicating “Contact Precautions” will be placed at the patient’s door, and Isolation Precautions will be entered into the hospital computer system.
- iii. The patient’s door may remain open.
- iv. Perform hand hygiene: Handwashing (soap and water) is required for specific organisms such as *C. difficile*, diarrhea (enteric precautions).
- v. Wear a gown and gloves upon entering the patient’s room to protect from direct contact with organisms from the patient, equipment, or other environmental surfaces in the room.
- vi. Remove gown and gloves in a manner that your clothing and skin will not come into contact with the outside of the gown or gloves. (Remove the gown first, by grasping the front of the gown and pulling it off so that the gown is “inside out”, and is rolled with the outer surface on the inside for disposal; then gloves are removed before leaving the patient’s room.
- vii. Perform hand hygiene immediately prior to leaving the patient’s room. Do not touch environmental surfaces after washing. Use a paper towel if necessary to open door and discard at exit of room.
- viii. Gowns will not be re-used or stored for subsequent entries to the patient room – a fresh gown will be used for each entry.

b. Droplet Precautions: Used for patients known or suspected to be infected with microorganisms transmitted by droplets that can be generated by the patient during coughing, sneezing, talking, or the performance of procedures. (Diseases or conditions requiring Droplet Precautions include, but are not limited to, Pertussis, Influenza, *Neisseria meningitidis*, and Adenovirus.)

- i. Signage indicating “Droplet Precautions” will be placed at the patient’s door and Isolation Precautions will be entered into the hospital computer system.
- ii. Perform hand hygiene.
- iii. Wear a regular mask upon room entry.
- iv. Wear gloves when having contact with the patient’s secretions, items contaminated with the patient’s secretions or environmental surfaces. Gowns are not required unless other precautions are in effect such as Contact Precautions.
- v. When leaving a patient’s room, remove gloves first in a manner that your clothing and skin will not come into contact with the outside of the gloves, then the mask.
- vi. Perform hand hygiene before leaving the patient’s room. Do not touch environmental surfaces after hand hygiene.

c. Airborne Precautions: Used for patients known or suspected to be infected with microorganisms transmitted by airborne droplet nuclei that remain suspected in the air and can be dispersed widely by air currents within a room or over a long distance. (Diseases or conditions requiring Airborne Precautions include, but are not limited to, Tuberculosis, Severe Acute Respiratory Syndrome (SARS), Varicella (Chickenpox – which requires Contact and Airborne Precautions), Measles, and Smallpox.) *Only staff who have been fit tested and trained to use a NIOSH-approved respirator and who are essential to patient care should enter the room of a patient in Airborne Precautions.*

Cleaning and Disinfection of Materials

Objects such as books, crayons or pencils, or cloth type items are deemed non-reusable and must be given to the children to keep and shall not be re-circulated.

Non-porous materials (e.g., tablets, blocks, manipulatives, magnetic whiteboards, laminated materials, etc.) must be wiped down thoroughly with hospital-approved disinfectant wipes after each use.

Always put on a pair of clean gloves when using the hospital-approved disinfectant wipes to clean materials. Materials should be allowed to air dry fully before returning to circulation.

Confidentiality of Information

We Take Privacy Seriously!

It is the policy of Nemours to ensure that all Associates and Non-Associates ensure and maintain confidentiality and integrity of medical information captured and stored. Protected Health Information or PHI is individually identifiable health information that is, or has been, electronically maintained or transmitted, is stored on paper, has been communicated orally, or has been transmitted or maintained in any other form or medium. Any PHI regarding patients will remain at Nemours Children's Hospital and its associated clinics. All students will abide by the following confidentiality guidelines:

All students will abide by the following patient confidentiality guidelines:

- You may not print or remove, from the clinical location, any part of the patient record.
- You may NOT take any pictures of patients unless you have obtained a signed photo release form.
- DO NOT post photos of patients and/or families on any social media site!
- You may not discuss patient information in a public area of the hospital (i.e., the cafeteria, elevators, common areas, the hallway, etc.).
- Paper documents with patient information (e.g., patient assignment slips, patient encounter logs) that are no longer needed should be discarded in the confidential shred box.

Abuse Reporting

All Nemours Associates and staff have a responsibility to report suspected child abuse, including but not limited to physical, sexual and medical abuse, neglect, abandonment, or exploitation to the Department of Children and Families (DCF) as required by Florida law. Sections 39.01, 39.201, Fla. Stat.

Stat. 39.201: Any person who knows, or has reasonable cause to suspect, that a person is abused, abandoned, or neglected by a parent, legal custodian, caregiver, or other person responsible for the child's welfare, or that a child is in need of supervision or care and has no parent, legal custodian, or responsible adult relative immediately known and available to provide supervision and care shall report such knowledge or suspicion to the central abuse hotline of the Department of Children and Family Services.

As mandated reporters, Nemours associates and staff who identify concerns or allegations for abuse, abandonment, neglect, sexual abuse, or exploitation for children and vulnerable adults need to report these concerns to the DCF Hotline via telephone (1-800-962-2873)/ (1-800-96-ABUSE), fax (800-914-0004), or online.

The social work team is always available for assistance, consultation and support.



Orientation Handbook Acknowledgement

I have read, understand, and agree to abide by the following Nemours policies, procedures, and guidelines:

- ✓ Standards of Behavior
- ✓ Parking
- ✓ Identification Badges
- ✓ Network Login
- ✓ Dress Code
- ✓ Emergency Management Codes
- ✓ Hand Hygiene
- ✓ Isolation Precautions
- ✓ Cleaning and Disinfection of Materials
- ✓ Confidentiality of Information
- ✓ Abuse Reporting

Failure to adhere to these Nemours policies, procedures, and guidelines may result in removal from the PedsAcademy Internship program.

Student or Faculty Signature

Today's Date

Student or Faculty Printed Name

College/University

Semester/Year