



THE UNIVERSITY OF BRITISH COLUMBIA

Office of Experiential Education
Faculty of Pharmaceutical Sciences



Entry-to-Practice PharmD Program

PRACTICUM POLICIES, PROCEDURES & GUIDELINES

Effective May 2018 - 2019

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Acknowledgement

UBC's Point Grey Campus is located on the traditional, ancestral, and unceded territory of the Musqueam people. The land it is situated on has always been a place of learning for the Musqueam people, who for millennia have passed on in their culture, history, and traditions from one generation to the next on this site.

The Office of Experiential Education would like to thank the many individuals who have generously permitted the adaptation of their materials in the revision of our learner handbooks and policies, with individual recognition to Ann Thompson, Andrea Cameron, Harriet Davies and Doreen Leong and the University of Toronto, Leslie Dan Faculty of Pharmacy.

These handbooks would not have been possible without the hard work of students Alice Wang and Deanna Lo and their assistance with the compilation of materials. We would also like to recognize Marguerite Yee, Amin Bardai, Rosemin Kassam and Angela Kim-Sing for their past contributions to our program.

Thank you to the following groups for their collaboration and sharing of ideas:

College of Pharmacists of British Columbia

British Columbia Pharmacy Association

Canadian Society of Hospital Pharmacists

Drug and Poison Information Centre

Association of Faculties of Pharmacy of Canada

Pharmacy Experiential Programs of Canada

Introduction

The mission of the Office of Experiential Education is to create and facilitate the structured learning opportunities necessary for students to develop the knowledge, skills and professional attributes required for direct-patient care roles and innovative pharmacy practice upon graduation. The Office of Experiential Education is responsible for the facilitation of over 1000 placements a year for our entry-to-practice pharmacy programs (B.Sc.(Pharm) and Pharm D) and the Canadian Pharmacy Practice Program (CP3) for our international pharmacy graduates. Working closely with our experiential education sites and partners, we aim to provide students with valuable hands-on experience within a variety of pharmacy practice settings under the supervision and guidance of qualified pharmacist practice educators.

Experiential education is an integral component of student learning. Students begin experiential education with the introductory pharmacy practice experience (IPPE) practicums in the early years of the program and continue to the advanced pharmacy practice experience (APPE) practicums in fourth year. These practicums are progressive and structured to provide students with the learning experiences necessary to develop and refine the student's communication and technical skills and the ability to apply the necessary knowledge and skills to provide evidence-based patient-centered care within the real world work environment. By the completion of their programs, we strive for our students to gain confidence in clinical decision making, be proficient in the delivery of direct patient care and be valued as a collaborative member of the health care team.

The Faculty is grateful to the many dedicated pharmacists that enthusiastically embrace our students at their practice sites each year. Our practice educators are the backbone of our experiential education program and their unwavering commitment and dedication is invaluable to the professional growth of our students. We thank each of our practice educators for their ongoing collaboration with the Faculty and the critical role they play in the clinical education of our students.

Kind regards,



Dr. Janice Yeung, BSc.(Pharm), ACPR, Pharm D
Director, Office of Experiential Education

SECTION 1 – GENERAL INFORMATION

1.1 Office of Experiential Education

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Student Transition (Outpatient),
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Course Number, Description

PHRM 171 Introductory Pharmacy Practice Experience (IPPE) – Outpatient I
PHRM 473 Selected Advanced Pharmacy Practice Experience (APPE) – Outpatient Direct Patient Care Settings

PHRM 270 Community Service Learning
PHRM 271 Introductory Pharmacy Practice Experience (IPPE) – Outpatient II

PHRM 371 Introductory Pharmacy Practice Experience (IPPE) – Outpatient III

PHRM 471 Advanced Pharmacy Practice Experience (APPE) – Outpatient

Ms. Aileen Mira
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PHRM 251 Institutional Practice Skills Course
PHRM 272 Introductory Pharmacy Practice Experience
(IPPE) – Inpatient
PHRM 473 Selected Advanced Pharmacy Practice
Experience (APPE) – Non-Direct Patient Care Settings

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PHRM 472 Advanced Pharmacy Practice Experience
(APPE) – Inpatient
PHRM 473 Selected Advanced Pharmacy Practice
Experience (APPE) – Inpatient Direct Patient Care
Settings

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IPE Activities are embedded or are scheduled on the
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Longitudinal Learning

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IPE Activities are embedded or are scheduled on the
Program Enhanced Activity Day (PEAD)
Longitudinal Learning

Faculty members provide support to practicum sites, practice educators, and students for any issues related to:

- Course syllabi
- Practicum-associated assignments and activities
- Student assessment and evaluation
- Student performance
- Student absences
- Personal injury or major illness of students on practicum
- Any confidential issues related to the practicum

Should students have any questions or issues requiring discussion with a faculty member, please contact the front desk to schedule an appointment. Appointments are available Monday to Thursday, 8.30am to 3pm, Fridays 8.30am to 12 noon.

Administrative Support Team

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The administrative staff provides support to practicum sites, practice educators and students for:

- General enquiries
- Practicum scheduling and placements
- Practice educator or student contact information
- E*Value access
- Tracking
- Mailings, forms etc.
- UBC Cards

Off-Hours Issues

If you have immediate safety concerns for yourself or others, please call 911.

Crisis and After-Hours Contacts

- Vancouver Crisis Line | 1 800 SUICIDE (784 2433)
- Vancouver General Hospital | 604 875 4111
- Campus Security | 604 822 2222
- Crisis Centre BC | <http://crisiscentre.bc.ca/>
- Victim Link | 1 800 563 0808 (services in 110 languages)
- Empower Me | 24/7 accessible counselling services for students with AMS health care
 - Call 1 (844) 741-6389 (toll-free) from anywhere in North America to be directly connected to the Empower Me Clinical Response Center
 - Log in to Empower Me (https://ear.powerflexweb.com/1545/login_SC.html) using "Studentcare" as the password or
 - Download additional Empower Me student assistance tools through the iAspiria mobile app (<http://aspiria.ca/students/?stu-link=map>) by entering "Studentcare" as the Login ID and selecting "Student" in the dropdown menu
- UBC Counselling Services | 604 822 3811
 - On campus support Monday to Friday, 8.30am-4.30pm
 - <https://students.ubc.ca/health-wellness/mental-health-support-counselling-services>

1.2 Educational Outcomes

The goal of the PharmD program is to graduate competent, caring pharmacists, ready to enter the rapidly evolving environment of pharmacy practice and to manage patient's medication therapy. The learning opportunities in the program are designed to help students meet the Educational Outcomes for First Professional Degree Programs in Pharmacy articulated by the Association of Faculties of Pharmacy of Canada (AFPC)¹ and the Competencies of Entry Level Pharmacists articulated by the National Association of Pharmacy Regulatory Authorities (NAPRA)².

The Educational Outcomes for First Professional Degree Programs in Pharmacy are structured around seven key pharmacist roles¹:

- 1) **Care Provider:** As Care Providers, pharmacy graduates provide patient-centered pharmacy care by using their knowledge, skills and professional judgement to facilitate management of a patient's medication and overall health needs across the care continuum. Care Provider is the core of the discipline of pharmacy.
- 2) **Communicator:** As Communicators, pharmacy graduates communicate effectively in lay and professional language, using a variety of strategies that take into account the situation, intended outcomes of the communication and diverse audiences.
- 3) **Collaborator:** As Collaborators, pharmacy graduates work collaboratively with patients and intra- and inter-professional teams to provide safe, effective, efficient health care, thus fulfilling the needs of the community and society at large.
- 4) **Leader-Manager:** As Leaders and Managers, pharmacy graduates engage with others to optimize the safety, effectiveness and efficiency of health care and contribute to a vision of a high-quality health care system.
- 5) **Health Advocate:** As Health Advocates, pharmacy graduates demonstrate care for individual patients, communities and populations by using pharmacy expertise to understand health needs and advance health and well-being of others.
- 6) **Scholar:** As Scholars, pharmacy graduates take responsibility for excellence by applying medication therapy expertise, learning continuously, creating new knowledge and disseminating knowledge when teaching others.
- 7) **Professional:** As Professionals, pharmacy graduates take responsibility and accountability for delivering pharmacy care to patients, communities and society through ethical practice and the high standards of behaviour that are expected of self-regulated professionals. The Professional role is the overarching ethos of the discipline of pharmacy.

Graduates should also recognize the four domains of the **Model of Practice for Canadian Pharmacists (MSOP)** developed by the National Association of Pharmacy Regulatory Authorities (NAPRA)². These domains encompass standards against which pharmacists' performance can be evaluated when the pharmacists are undertaking the activities imperative for safe and effective practice in their daily work.

The Four Domains of MSOP for Canadian Pharmacists are:

- 1) Expertise in medications and medication-use
- 2) Collaboration
- 3) Safety and Quality
- 4) Professionalism and Ethics

Students are also expected to review the **UBC E2P PharmD Program Learning Outcomes** as outlined on the E2P PharmD Program Hub on the learning management system Connect/Canvas.

For your reference:

¹AFPC Educational Outcomes for First Professional Degree Programs in Pharmacy in Canada 2017.

Available at: http://www.afpc.info/system/files/public/AFPC-Educational%20Outcomes%202017_final%20Jun2017.pdf

²NAPRA Professional Competencies for Canadian Pharmacists at Entry to Practice.

Available at: http://napra.ca/sites/default/files/2017-08/Comp_for_Cdn_PHARMACISTS_at_EntrytoPractice_March2014_b.pdf

1.3 Course Descriptions

Course #	Course Name	Course Description
PHRM 171	Introductory Pharmacy Practice Experience (IPPE) – Outpatient I	<ul style="list-style-type: none"> Occurs at the end of first year in the months of May, June and July 160 hrs (4 weeks) Direct patient care practicum in the outpatient pharmacy setting, with emphasis on introducing students to outpatient pharmacy workflow, the role of the pharmacist, and application of knowledge and skills at a novice performance level in low patient complexity settings
PHRM 270	Community Service Learning *Some components of these policy and procedures (eg. required course components, submission deadlines, assessment processes and grade assignments, etc.) may not apply to PHRM 270. Please refer to PHRM 270 Student Handbook for additional information.	<ul style="list-style-type: none"> Occurs during second year 20 hours in addition to required in-class time Providing service at a community placement site alongside site staff, partners and community members
PHRM 271	Introductory Pharmacy Practice Experience (IPPE) – Outpatient II	<ul style="list-style-type: none"> Occurs at the end of second year in the months of May, June and July 160 hrs (4 weeks) Direct patient care practicum in the outpatient pharmacy setting, with emphasis on knowledge, comprehension, and application of knowledge and skills at an advanced beginner performance level in low-moderate patient complexity settings
PHRM 272	Introductory Pharmacy Practice Experience (IPPE) – Inpatient	<ul style="list-style-type: none"> Occurs at the end of second year in the months of May, June and July 80 hrs (2 weeks) Introductory direct patient care practicum in the inpatient pharmacy setting that is a combination of observation and select direct patient care activities, with an emphasis on knowledge, comprehension, and application

		of skill at an advanced beginner performance level in low-moderate patient complexity settings
PHRM 371	Introductory Pharmacy Practice Experience (IPPE) – Outpatient III	<ul style="list-style-type: none"> Occurs at the end of third year in the months of May and June or June and July 320 hrs (8 weeks) Direct patient care practicum in the outpatient pharmacy setting, with emphasis on knowledge, comprehension, and application of knowledge and skills at an advanced beginner performance level in moderate patient complexity settings
PHRM 471	Advanced Pharmacy Practice Experience (APPE) – Outpatient	<ul style="list-style-type: none"> Occurs in the months of August to April of fourth year 320 hrs (8 weeks) Direct patient care practicum in the outpatient pharmacy setting, with emphasis on application of integrated problem solving skills, knowledge and comprehension to resolve a wide range of therapy problems at a competent performance level in moderate patient complexity settings
PHRM 472	Advanced Pharmacy Practice Experience (APPE) – Inpatient	<ul style="list-style-type: none"> Occurs in the months of August to April of fourth year 320 hrs (8 weeks) Direct patient care practicum in the inpatient pharmacy setting, with an emphasis on integration (analyze, synthesize and evaluate) of knowledge, comprehension, and application of skills at a competent performance level in moderate patient complexity settings
PHRM 473	Selected Advanced Pharmacy Practice Experience (APPE)	<ul style="list-style-type: none"> Occurs in the months of August to April of fourth year Two 160 hr (4 weeks) practicums <u>or</u> one 320 hr (8 weeks) practicum Practicums will occur in direct patient care

		<p>and/or non-direct patient care practice settings</p> <ul style="list-style-type: none"> • Direct patient care (DPC) practicums in inpatient and outpatient pharmacy settings emphasize integration (analyze, synthesize and evaluate) of knowledge, comprehension, and application of skills at a competent performance level in moderate patient complexity settings • Non-direct patient care (NDPC) practicums build on the knowledge, skills and behaviors learned in the introductory pharmacy practice experiences with general overarching objectives involving an emphasis on the Communicator, Collaborator, Leader-Manager, Scholar, and Professional AFPC role domains within the framework of the program's Cognitive Model. Because of the diversity of learning opportunities available, specific practicum objectives (in addition to the general overarching objectives) and outcomes will vary from practicum to practicum and will focus on developing different AFPC role domains
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Please review the full course syllabi for each course for further details. These can be found on the OEE Practice Educator Resource Centre at <https://modules.oee.pharmacy.ubc.ca/login/index.php>, or on the learning management system Canvas/Connect sites for the respective course.

SECTION 2 – PREPARING FOR YOUR PRACTICUM

2.1 Communication Policy

Information regarding practicum courses and placements are communicated by e-mail and E*Value. It is imperative that students ensure their e-mail addresses are correct and current in the UBC Student Service Centre and on their individual profiles within E*Value. In preparation for practicums, all students are expected to set up and use a UBC student e-mail account (e.g. name@alumni.ubc.ca).

For ALL practicum-related communication with practice educators, experiential education facilitators (EEFs), and practicum site coordinators, only UBC student e-mail addresses are to be used. All other e-mail addresses (Hotmail, Gmail, Shaw, etc) are NOT permitted for practicum-related communication.

Should students wish to contact the Office of Experiential Education (OEE) or their practice educator by e-mail, please observe the following:

- Include your first and last name and the course number in the subject heading
- Ensure you are professional, formal and polite in your communication
- Be concise and clear in your question/concern
- Ensure you have reviewed all available online resources to ensure your query is not already addressed within course materials. Course coordinators will not respond to queries for which the answer can be found on the course Connect/Canvas site, on the OEE website, or within the course syllabi.
- Should students have questions about their specific practicum, the practice educator, site name, and the student's contact information should be included within the body of the e-mail to expedite a reply.

Faculty and staff are available Monday to Friday from 8:30am to 4pm by email at phar.oee@ubc.ca or by phone at (604) 822 8077.

The Office of Experiential Education is located in the Faculty of Pharmaceutical Sciences, 2405 Wesbrook Mall, Vancouver, BC V6T 1Z3.

2.2 Access and Diversity

UBC Policy: <http://www.calendar.ubc.ca/vancouver/index.cfm?tree=3,34,0,0>

UBC is committed to providing access for students with disabilities while maintaining academic standards. Provision of academic accommodations is accomplished through collaboration between the course coordinator, the student, and an accessibility advisor from the Office of Access and Diversity.

If a student has a medical condition or disability that may impact his/her ability to perform on the practicum and/or impact his/her ability to provide safe and effective care to patients, the student must register with Access and Diversity at the beginning of the academic year in which the practicum is scheduled to occur to request an academic accommodation.

Medical clearance from a physician will be required before the student can proceed with the practicum. Sufficient notice of the medical condition is necessary for Access and Diversity to facilitate any required accommodations for the student. Failure of the student to meet with Access and Diversity in a timely manner or to provide the accessibility advisor with sufficient time to obtain medical clearance may delay the student's practicum.

Should a practicum already be scheduled and a need for academic accommodation is identified, it is the student's responsibility to immediately notify the Office of Access & Diversity and the OEE to minimize any delays in the student's placement.

Students should consider the following:

- Letters of accommodation received from the Office of Access and Diversity contain an expiration date and students must plan to connect with their A&D advisor to follow up on practicum accommodations each year
- Each practicum requires a specific letter, unless letter expresses coverage of more than one practicum (e.g. year 4)
- Should unforeseen issues related to the student's disability arise while the student is on practicum, the student should immediately connect with their A&D advisor and course coordinator to address the concern and determine next steps

For further information, please visit the UBC Access & Diversity website at <https://students.ubc.ca/about-student-services/access-diversity>

2.3 Practicum Eligibility

Promotion from one year to the next requires that the relevant program outcomes have been met and that all required courses of the year have been passed.

In order to be eligible for practicums:

- Students must be registered in the practicum course prior to the commencement of the practicum. Registration in the practicum courses must be completed by the required deadline
- As per Faculty policy (AP-3), students must complete all pre-practicum requirements by the specified deadlines
- PHRM 171, 271, 270, 272, 371 – students must pass all required pharmacy courses of their preceding and corresponding year
- PHRM 471, 472, 473 – students must pass all required pharmacy courses in years 1 to 3 and be promoted to year 4 of the program

Any expense (e.g. travel, accommodation) incurred as a result of any changes and/or delays to the practicum will be the responsibility of the student.

2.4 Placement Process

Practicums are scheduled at a variety of experiential education sites including, but not limited to, inpatient and outpatient pharmacy practice settings, governmental agencies and institutions, manufacturers in the pharmaceutical industry, academic institutions, and selected pharmacy organizations. Practicum sites are approved as affiliated teaching sites by the Faculty and are reviewed and coordinated by the OEE.

A computerized process is utilized to allocate students to their practicum sites. Students will be provided the opportunity to provide their preferred geographical regions, with the exception of PHRM 473. For PHRM 473, students will be offered the opportunity to rank their preferred areas of practice. The Faculty will endeavor to accommodate where possible, but the scheduling of practicums is dependent on both site and practice educator availability, therefore, **placement preferences cannot be guaranteed**. Students should expect to be placed at practicum sites anywhere throughout British Columbia and should include the travel and accommodation costs for all practicum experiences in estimating their total program-related expenses.

Once the placement process is completed, no changes to the practicum will be permitted. Practicum scheduling is **not subject to appeal**. If the student feels that they have an extenuating circumstance, any request to change the practicum must be made in writing and submitted directly to the OEE. Where applicable, it is the student's responsibility to provide any/all supporting documentation for the requested change.

The placement process is subject to change on a yearly basis depending on practice site availability offered and additional factors.

2.4.a Placement Changes

If a situation arises where a practicum is canceled or changed, the student will be notified by the OEE through E*Value to their alumni e-mail address. If a student becomes aware of any changes to their practicum, they must contact the OEE immediately.

2.4.b Conflict of Interest

Students are not permitted to request specific practice sites and/or practice educators for their practicums. Students are not permitted to solicit or contact practice sites and/or practice educators to request or arrange their own placements.

Students will not be placed at a practicum site where an actual, potential or perceived conflict of interest may exist to avoid potential bias during the assessment process and to ensure the student-practice educator relationship is upheld.

Placements are not permitted where a personal or financial relationship with the student exists:

- Personal relationships (e.g. spouse/common-law, family, relatives or friends)
- Financial relationships (e.g. a practice site where the student has received a wage in the past, is currently employed or has a contract or promise for future employment)

Disclosure of any actual, potential or perceived conflict of interest is the responsibility of the student.

Students should avoid conflicts of interest that may in any way influence their practicum, learning experience or assessment process. It shall be the student's responsibility to vigilantly guard against conflicts and to contact the OEE as soon as possible when a bias (actual, potential or perceived) is suspected or to seek further clarification from the OEE when unsure. A student may be removed from the practice site at any time during the practicum if a conflict of interest has been determined. Failure to disclose may result in the student having to repeat the practicum at an alternate site and may affect the student's progress in the program.

2.4.c Remuneration

Practice Education Guidelines for BC Remuneration/Reimbursement Policy GL #2-5 (May 2013) – http://hspcanada.net/docs/PEG/2_5_Remuneration_Reimbursement.pdf

Students shall **not** receive any remuneration for their practicum experiences. Students are responsible for all transportation, housing, food, and any other personal expenses associated with their practicums.

Students requiring financial assistance should contact their Enrolment Services Professional (ESP) – <https://students.ubc.ca/enrolment/finances>

2.4.d Contacting your Practice Educator

All students should contact their practice educator when advised to do so by OEE. Specific instructions on how and when to contact your practice educator are provided to students via the course learning management system. Only UBC student e-mail addresses are to be used. All other e-mail addresses (Hotmail, Gmail, Shaw, etc.) are NOT permitted for any practicum-related communication.

2.4.e Required Student Acknowledgements

Prior to the start of their practicums, students are responsible for reading, fully understanding, and signing (where applicable) the following documents posted on Connect/Canvas:

- The Practice Education Guidelines for BC Student Scope of Practice – http://hspcanada.net/docs/PEG/4_3_Student_Scope_Practice.pdf
- Student Pharmacist Statement of Expectation
- Conflict of Interest policy

2.5 Immunization

Practice Education Guidelines for BC Immunization Policy GL #1-3 (March 2013)

http://hspcanada.net/docs/PEG/1_3_Immunization.pdf

Appropriate immunization ensures the protection and safety of both the student and the patients with whom the student will be working. All students must be registered with UBC Student Health Services and immunized according to the **Post Acceptance Requirements** outlined in the UBC Calendar.

Please review the information at the following link:

<http://www.calendar.ubc.ca/vancouver/index.cfm?tree=12,213,956,1564>

Influenza

- In keeping with the BC Centre for Disease Control (BCCDC) guidelines, all students must be fully immunized against influenza. Health care workers have been implicated as the source of influenza in healthcare facilities. **All employed staff and students have an ethical responsibility to be immunized against influenza.** The influenza vaccine is offered free of charge to pharmacy students at UBC each fall.
- If a student has a medical contraindication to the influenza vaccine, it is the student's responsibility to immediately contact the OEE as the site and practice educator will need to be notified in advance of the practicum. Health authority policies require that the non-immunized student to wear a procedure/surgical mask at all times within patient-care areas during the designated required vaccination period.
- If there is an influenza outbreak during the inpatient practicum (e.g. institutional, residential, long-term care, ambulatory care clinic) and the student is not vaccinated and/or not fully immunized, the student will be asked to leave the site and not permitted to return until the outbreak is over. Depending on the length of the outbreak, this may jeopardize the student's completion of the practicum and consequently, academic promotion within their program.

Tuberculosis

- All students must complete a TB skin test (or chest X-Ray) at the time of admission to the Faculty of Pharmaceutical Sciences.

Students must comply with the institutional/corporate policy of the site to which they are assigned their placement. Individual institutions and practice sites may have immunization, testing or documentation requirements for student placements beyond those required by the Faculty. Information regarding these requirements will be provided to students when practicum site assignments are confirmed.

Completion of the above is a pre-practicum requirement. As per Faculty policy (AP-3), if a student fails to complete the above, they will not be eligible for their practicum.

2.6 College of Pharmacists of BC Registration and Requirements

All student pharmacists from the University of British Columbia are required to be registered with the College of Pharmacists of BC (CPBC) prior to the start of their first year in the pharmacy program. Please review the required documentation and associated fees on the College website at <http://www.bcpharmacists.org/pharmacy-student-ubc>

As a student pharmacist registrant of the CPBC:

- The CPBC will complete the criminal record check (CRC) upon student registration
- The student must identify him/herself in all communications with patients and other health care providers as a “Student Pharmacist”
- The student must wear an engraved name tag with the UBC logo, the student’s first name and the title “Student Pharmacist”
- The student must complete the **Confidentiality Undertaking** on the CPBC website and submit this to the practice educator on DAY 1 of the rotation – http://library.bcpharmacists.org/7_Forms/7-6_PharmaNet/9079-Confidentiality_Undertaking_Registrant.pdf
- All activities undertaken in the context of pharmacy, including community outreach, must be under the direct supervision of their practice educator and/or designated pharmacist(s) in good standing with the CPBC

Completion of the above is a pre-practicum requirement. As per Faculty policy (AP-3), if a student fails to complete the above, they will not be eligible for their practicum.

2.7 Privacy and Confidentiality

A cornerstone of healthcare delivery is the trust the public has in their healthcare providers. Students have an ethical and legal obligation to protect the privacy of their patients and to maintain patient confidentiality at all times. The patient's medical condition, treatments, and any/all other information regarding the patient are confidential and are not to be discussed with anyone outside the pharmacy or with any individuals that are not directly involved in the care of that patient. Students are responsible for conducting any patient-related discussions in private, confidential locations and ensuring only their practice educators or those involved in the care of the patient are present. Any discussions regarding a patient in a public area (e.g. cafeteria, elevator, etc.), where conversations may be overheard by others, is strictly prohibited.

Aside from prescriptions, there are many other purchases of a personal nature made in pharmacies and these command equal respect for the patient's right to a private transaction. No discussion of the patient's purchases should be made with anyone, other than the practice educator.

All patient, business records, pricing systems, professional policies, and any other pharmacy records revealed during the practicum period are confidential and must not be discussed by students outside the designated areas or without consent from the practice educator.

All patient information, including documentation of pharmacy activities, will comply with the Personal Information and Privacy Act (PIPA).

To ensure confidentiality, group discussions involving a specific patient will be conducted using only the patient's initials.

Students are not permitted to:

- Remove any documentation containing patient identifiers from the practicum site (e.g. patient work-ups with the patient's name, birthday, personal health number, contact information, etc.)
- Remove/relocate site specific patient medical records and/or references from their original location
- Post on the internet/social media, take pictures, text message, e-mail or in any other way communicate confidential patient information
- Make copies of and/or take copies of site specific patient documentation off site

All documentation submitted for the purpose of the practicum courses must be devoid of any patient identifiers (e.g. the patient's name, address, phone number and personal health number). Patient identification on documentation kept as personal student notes and/or submitted to E*Value, Connect/Canvas, or the OEE must be limited to the patient's initials, age and gender.

All health care professionals regulated under the [B.C. Health Professions Act \(HPA\)](#) have a professional, ethical and legal responsibility to report any unsafe practice or professional misconduct of any other regulated health practitioner.

Any overt unauthorized breach of patient confidentiality will be reported and is subject to disciplinary action by the CPBC.

If evidence of breach of patient confidentiality is uncovered during the academic year, the student will receive a failing grade for the practicum course and may also be dismissed from the Faculty. If evidence is uncovered after the student has graduated, the individual will be subject to disciplinary action by the CPBC.

2.8 Professionalism

Students are expected to review and understand the **UBC Faculty of Pharmaceutical Sciences Code of Conduct** and relevant Professionalism documents posted on E2P PharmD Program Information Hub on Connect/Canvas prior to the start of their practicums.

https://pharmsci.ubc.ca/sites/pharmsci.ubc.ca/files/Web_UBCPS%20Code%20of%20Conduct_0.pdf

As a health care professional in training, students are expected to behave and dress in a professional manner and to act in accordance with Faculty's Code of Conduct. If the student, at any time, fails to conduct him or herself as a professional and/or the student poses a risk to patient care, the student will be immediately removed from the practicum site by UBC.

Any professionalism infractions occurring prior, during, or after a practicum will automatically be reported to the Faculty Mentoring and Advising on Professionalism (MAP) group in accordance with Faculty policies posted on Connect/Canvas.

The Faculty has zero tolerance for unprofessional behaviour.

2.9 Liability Insurance

UBC provides general liability insurance coverage for students engaged in select University-sponsored activities such as practicums. Students are covered for their patient care activities during their practicums provided the student has acted within the scope of their responsibilities, knowledge and skills and are directly supervised by a pharmacist practice educator.

Students are expected to review and understand the information at <http://rms.ubc.ca/insurance/insurance-programs/general-liability-insurance/>

2.10 WorkSafeBC Coverage

Students are expected to review and understand the information at <http://rms.ubc.ca/health-safety/student-safety/practicumclinical-placement-student-safety/>

Effective July 2013, students participating in practicum components of an educational program are covered by WorkSafeBC. This means that a student will receive WorkSafeBC health care benefits if they are injured during their practicums in British Columbia. In turn, the University is obligated to ensure its compliance with the Workers Compensation Act, including the health and safety of its practicum students and the responsibility for orienting them to each practicum environment. This means that students must complete UBC's **Mandatory Training for all Workers** prior to their practicum. Students must also review all completed training modules prior to the start of each subsequent practicum.

Completion of the above is a pre-practicum requirement. As per Faculty policy (AP-3), if a student fails to complete the above, they will not be eligible for their practicum.

Once at the practice site, students must review with their practice educator and/or designated pharmacist(s) the **UBC Pharmacy Learner Health and Safety Orientation** for each practicum within 24 hours. Students must upload the completed form to Connect/Canvas within the first 72 hours or the student will be removed from the practicum site.

2.10.a Reporting Accidents and Incidents

If a student experiences a work-related injury or illness during their practicum, the student and practice educator should contact the course coordinator immediately (within 24 hours) as WorkSafeBC forms must be completed.

All work-related accidents or incidents should be reported online at <http://rms.ubc.ca/>. Please click on the box "Report Accidents or Incidents" to submit a report using the Central Accident Incident Reporting System (CAIRS).

2.11 Respectful Environment

In late 2008, UBC introduced the UBC Respectful Environment Statement for Students, Faculty and Staff. Revised in 2014, this comprehensive statement speaks to UBC's commitment to providing the best possible environment for working, learning and living, where respect, civility, diversity, opportunity and inclusion are valued. Students are expected to uphold these principles at the Faculty's affiliated practice sites.

Students are expected to review and understand the full statement at <http://www.hr.ubc.ca/respectful-environment/>

Bullying or harassment are not acceptable and will not be tolerated at UBC or at the Faculty's affiliated practice sites.

Students are expected to review and understand the information at <https://bullyingandharassment.ubc.ca>

2.11.a OEE Workplace Bullying and Harassment Policy Statement

Prior to the start of their practicums, students are expected to review and understand the resources and information available at www.worksafebc.com/bullying/

The word “worker” is used interchangeably with the word “student”.

Workplace conduct

Bullying and harassment is not acceptable or tolerated at the practice site. All students will be treated in a fair and respectful manner.

Bullying and harassment

- Includes any inappropriate conduct or comment by a person towards a student that the person knew or reasonably ought to have known would cause that student to be humiliated or intimidated, but
- Excludes any reasonable action taken by an employer or supervisor relating to the management and direction of students or the place of employment

Examples of conduct or comments that might constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, and spreading malicious rumours.

Workers must

- Not engage in the bullying and harassment of other workers
- Submit a report if bullying and harassment is observed or experienced
- Apply and comply with the employer’s policies and procedures on bullying and harassment

Application

This policy statement applies to all workers, including permanent, temporary, casual, contract, and student workers. It applies to interpersonal and electronic communications, such as email.

Annual review

This policy statement will be reviewed every year. All workers will be provided with a copy.

Date created 11 April 2014	Annual review date 1 February 2018
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2.11.b OEE Workplace Bullying and Harassment Reporting Procedures

How to report

Students at the practicum site can report incidents or complaints of workplace bullying and harassment verbally or in writing to the OEE. When submitting a written complaint, please use the **Office of Experiential Education – Workplace Bullying and Harassment Complaint Form**. When reporting verbally, the reporting contact, along with the complainant, will fill out the complaint form.

When to report

Incidents or complaints should be reported immediately after the incident is experienced or witnessed. This allows the incident to be promptly investigated and addressed.

Reporting contact

Report any incidents or complaints to the Pharmacy Manager/Supervisor at the practicum site and to Dr. Janice Yeung, Director, Office of Experiential Education (or designate) at janice.yeung@ubc.ca or (604) 827 4846.

Alternate reporting contact

If the Pharmacy Manager/Supervisor is the person engaging in bullying or harassing behaviour, report the issue directly to the Director, Office of Experiential Education.

What to include in a report

Provide as much information as possible in the report, such as the names of people involved, witnesses, where the events occurred, when they occurred, and what behaviour and/or words led to the complaint. Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted.

Annual review

These reporting procedures will be reviewed on an annual basis. All workers will be provided with a copy.

Date created 11 April 2014	Annual review date 1 February 2018
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2.11.c OEE Workplace Bullying and Harassment Complaint Form

Please review the resources and information available at www.worksafebc.com/bullying

Name and contact information of complainant:
Name of alleged bully or bullies:

Personal statement

Please describe in as much detail as possible the bullying and harassment incident(s), including:

- Names of the parties involved
- Names of witnesses to the incident(s)
- Location, date, and time of the incident(s)
- Specific details about the incident(s) (e.g. behaviour and/or words used)
- Any additional details that would help with an investigation

Attach any supporting documents, such as e-mails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted.

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Signature	Date
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2.12 Additional Health Authority Requirements

2.12.a Respiratory Protection

Practice Education Guidelines for BC Respiratory Infection Policy GL #1-4 (February 2013)

http://hspcanada.net/docs/PEG/1_4_Respiratory_Protection.pdf

All students are required to complete a FIT test or mask fitting to ensure they are protected should there be a respiratory-borne infectious disease outbreak. Mask fittings are valid for a duration of one year. Therefore, students fitted for masks prior to their PHRM 272 practicums will need to be re-fitted for their 4th year Health Authority practicum(s).

The OEE will arrange the FIT test with an external company and the student is responsible for payment of the mask fitting fee. A disposable mask is used in the fitting and the process itself takes about 10 minutes. Students are then given a card that identifies the specific mask they are to use in the event of a respiratory outbreak at their inpatient practicum site. Practicum sites will supply the masks should they be required by the student.

If a student is unable to comply with the FIT test for religious reasons only, the student is responsible for immediately contacting the OEE as the site and practice educator will need to be notified and alternate measures implemented for the specific student.

2.12.b Student Practice Education Core Orientation (SPECO)

Practice Education Guidelines for BC Orientation - Student GL #1-6 (February 2013)

http://hspcanada.net/docs/PEG/1_6_Orientation_Students.pdf

Students assigned to a Health Authority are responsible for ensuring they complete the required online orientation modules prior to the start of their practicum.

2.12.c New Employee Orientation (NEO)

Students assigned to select Health Authorities will also be required to complete the New Employee Orientation prior to the start of their practicum.

2.12.d Violence Prevention Modules

The Provincial Violence Prevention Curriculum (PVPC) has been adopted by ALL BC Health Authorities and must be completed by students prior to the start of their practicums.

<http://www.phsa.ca/Documents/Occupational-Health-Safety/WorkbookProvincialViolencePreventionModule1Overvie.pdf>

2.12.e Health Sciences Placement Network (HSPNet)

HSPNet is a Health Authority provincial database and a trusted source for student placement data and unique student identifiers.

- UBC is required by the Health Authority to provide the following information to HSPNet for each student: first and last name, specific start and end dates of the practicum(s), placement information and the student's UBC-issued e-mail address
- All student placements must be "accepted" by the Health Authority within HSPNet, before the student is permitted to start the practicum
- Entry to HSPNet validates the student and initiates the security process, network user and e-Chart access
- Through their UBC-issued email address only, students will be sent an activation code and a temporary password to access the health authority network and e-Charts. For the UBC-issued e-mail address, it is strongly recommended that the format for your e-mail address include your first name and last name (e.g. name@alumni.ubc.ca)

2.12.f Student ID

All students must carry their UBC ID and wear clearly visible identification at all times while on practicum.

Students are expected to review and understand the information at http://hspcanada.net/docs/PEG/2_2_Student_Faculty_Identification.pdf

SECTION 3 – DURING YOUR PRACTICUM

3.1 Required Orientation Documents

Students must review, with the practice educator and/or designated pharmacist, all site-specific orientation resources and the OEE 72-Hour Checklist, including forms referenced within this checklist. This must be completed within the first 72 hours of the practicum as part of their orientation to the practice site and practicum.

3.1.a UBC Pharmacy Student Health and Safety Orientation

As outlined under Section 2.10 WorkSafeBC Coverage students must review the Pharmacy Student Health and Safety Orientation (HSO) Form with their practice educator and/or designated pharmacist within the first 24 hours of your practicum. This completed form is a course requirement and must then be submitted onto Connect/Canvas within 72 hours of the start of the practicum.

3.2 Practice Educators

A licensed pharmacist practice educator (also referred to as a preceptor) and/or designated pharmacist is responsible for supervising the student's day-to-day activities. All student activities undertaken at the practicum site with respect to patient care and/or the provision of pharmacy services must be under the direct supervision of a pharmacist in good standing with the CPBC. In some select non-direct patient care practicums, the practice educator may be another licensed health care professional, a community partner, and/or a leader in the community.

Practice educators are motivated and committed individuals who volunteer their time to our students and the experiential education program. They are busy professionals with additional responsibilities to their patients, colleagues, staff, and practice or business. Their responsibility for the provision of patient care must take priority and the student should be willing to assist the pharmacy team whenever possible and be mindful of the demands they place on their practice educator's time.

3.3 Student Pharmacist Scope of Practice and Supervision

As a student pharmacist with the College of Pharmacists of BC, students may only provide pharmacy services while under the supervision of a full pharmacist. Both the practice educator and the student must work together to ensure this legislative requirement is met for the duration of the practicum. This process should be outlined and discussed at the beginning of the practicum.

Each student must also safely practice within the boundaries of their knowledge, skills and abilities. As outlined under **Section 2.4.e Required Student Acknowledgements**, each student is responsible for reviewing and understanding the **Practice Education Guidelines for BC Student Scope of Practice** http://hspcanada.net/docs/PEG/4_3_Student_Scope_Practice.pdf

Students must consult with their practice educator and/or designated pharmacist(s) prior to carrying out any patient care activities and/or discussing any recommendations with patients and/or other health care providers. Commensurate with their program year level, knowledge, and experience, students must adhere to the provisions of their scope of practice as a student pharmacist at all times.

3.4 Professional Appearance

As per Faculty policy (AP-4) on student attire and appearance, students are expected to present themselves in appropriate professional attire and maintain required safety standards at all times during their practicums. Practice sites will often have their own dress code or professional image policies to which students are also required to adhere.

At all times during their practicum, students must:

- Be appropriately groomed
- Tie back hair shoulder length or longer that is at risk of entanglement
- Maintain clean and trimmed facial hair
- Use minimal to moderate cosmetics (if applicable)
- Wear footwear completely enclosing the foot from heel to toe in direct patient care settings, as required by WorkSafeBC
- Maintain appropriate personal hygiene
- Wear a UBC-engraved name tag that clearly indicates the student's first name and "Student Pharmacist" title. This is a requirement of the College of Pharmacists of BC
- Wear a clean, SHORT white dispensing jacket unless otherwise directed by the practice educator. The dispensing jacket must be devoid of any corporate logo or other lettering, with the exception of your UBC label. In most patient care areas, the short white dispensing jacket is worn to help patients identify the student as a healthcare professional, and to help employees and other healthcare professionals identify them as a student in training

Clothing items that are NOT permitted to be worn by students on practicum:

- Overly revealing or provocative clothing (e.g. strapless, sheer, low-cut, cropped or excessively tight)
- Soiled, torn, frayed or badly wrinkled clothing
- Denim jeans of any color
- Leggings, jeggings, or spandex/stretch pants
- Hoodies
- Sportswear – T-shirts, sweat shirts or pants, tank tops, muscle shirts, shorts
- Clothing with designer logos (greater than 2.5 cm in diameter)
- No lettering of any kind on clothing (e.g. Hello Kitty, Juicy, etc.) or words, terms, or pictures that might be offensive to others
- Running shoes, UGGs, flip flops, open-toe sandals, excessively high heels
- Baseball caps, toques

Many facilities and institutions are designated as "scent/fragrance-free" environments. Do not wear scented products, including perfume, cologne, hair/body products, after-shave, etc. to your practicums.

3.5 Practicum Scheduling and Attendance

The practicum will begin and end on the OEE scheduled block dates. **Students must request permission from the OEE for ANY changes to the practicum start and end date.** Shift changes within the OEE scheduled block dates, initiated by the site/practice educator, do not need approval by the Faculty.

The daily scheduling of hours should be undertaken jointly by the practice educator and the student and should generally cover times that optimize the student's exposure to patient care activities and pertinent learning experiences relevant to the practicum course objectives. Practicum experiences are scheduled depending on the practice site, practicum type, and/or practice educator.

Students are not required to work on UBC observed holidays (i.e. statutory holidays). If a statutory holiday falls within the student's practicum period, they are not required to make up these hours. If the student is scheduled to work on a statutory holiday, the student is entitled to a day off in lieu.

In general, any missed practicum hours must be made up. If the site is unable to accommodate the hours to be made up by the student, the practice educator and student should immediately contact the OEE.

For all direct patient care practicums, the majority of the student's time at the site should be spent being actively involved in direct patient care activities and interacting with other health care team members. Students are expected to be at the site for a minimum eight hours/day, not including breaks. Students cannot count "extra hours" and/or are not permitted to work "extra hours" each day in order to take a day off or finish the practicum early. Should it be determined that patient safety or student health or safety is at risk as a result of excessive hours of work, limitations and other terms or conditions can be imposed (BC Standards Act, Section 39).

For all non-direct patient care practicums, the student's time spent on site and on particular activities, will be determined by the practice educator, practicum type and practice setting. Ideally, practice educators and students should be connecting at least once daily and when possible, students should be working alongside their practice educator at various time points throughout the practicum.

For all direct patient care and non-direct patient care practicums, students have a professional obligation to ensure all patient care responsibilities/clinical and/or project duties are completed before the end of their practicum day, even if it is after regular work hours. For all practicums, students should expect to devote a minimum of an additional ten hours per week at home to study, complete readings, prepare for coursework and activities, etc.

3.5.a Breaks

In British Columbia, coffee breaks are given at the discretion of the employer.

<http://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/faq>

Students are entitled to a 30-minute lunch break. At the start of the practicum, students should clarify when lunch breaks are to be taken with their practice educator. Students are responsible for ensuring they return to the practice site after their break at the expected time. Lateness or tardiness is not acceptable.

3.5.b Vacations

Students are not permitted to be on or take vacation time during the practicum period. There is no midterm break during the practicum months.

3.5.c Punctuality and Absences

Students are responsible for reviewing and understanding the Faculty policy (AP-3) on attendance, punctuality and academic concession.

- Attendance and completion of the hours-of-work described in the syllabus for each experiential course or activity is mandatory and will be documented
- Punctuality is mandatory and will be documented. Students must arrive on time at the practicum site at the start of each day, on return from breaks, and for any scheduled activities during the day for the duration of the practicum
- Students must remain at the practicum site during scheduled hours and must inform the practice educator of their whereabouts at all times. If the student is unaccounted for during the practicum, it is considered an unapproved absence
- The practice educator and the OEE must be notified of any absence
- All missed time due to absence or lateness must be made up. An exception may be made for absence due to medical necessity or bereavement
- Medical necessity refers to an unpredictable or serious illness experienced by the student. The student must immediately notify **both** the practice educator and the Office of Experiential Education. Absence due to medical necessity requires follow up with the Course Coordinator within 24 hours. The Course Coordinator, in consultation with Student Services, will assess if the student is well enough to continue and is safe to provide patient care, and to establish the expected return-to-work date. The Office of Student Services will be informed of absences and will advise if documentation is required
- The student may be granted bereavement leave from the practicum should there be a death in the student's immediate family (e.g. a spouse, parent, child, grandparent or sibling). The course coordinator must be immediately notified. Absence due to bereavement must not exceed 3

days. This time does not need to be made up provided the objectives of the practicum are being met. If the objectives of the practicum are not being met, the practice educator, the student, and the OEE shall work out a schedule for making up the missed time. The Office of Student Services will be informed of absences and will advise if documentation is required

- **Any student who misses 25% or more of a practicum, with or without legitimate documentation, will be required to repeat the practicum in its entirety**

In the case of absence due to illness, emergency, or another legitimate reason, the student must contact the practice educator and the OEE before the start of the practicum day or as soon as possible thereafter.

In the case of late arrival, the student must speak with the practice educator as soon as it becomes apparent that they will be late. If the student is unable to reach someone at the practice site, they should immediately notify the OEE.

Professional Development

A student receiving an award or in a leadership position may request time away from practicum to attend a professional conference. The student must formally make a request for this absence with the practice educator and course coordinator in advance of the practicum and the event itself. The student is required to make up the missed time and must be flexible to completing their practicum during a different month and/or at a different practice site.

If a student is attending a sponsored pharmacy event in the evening or on a weekend (e.g. pharmaceutical company-sponsored dinner), this is considered an extra-curricular activity, and is not considered as practicum time.

UBC Initiatives

From time to time, there may be UBC initiatives that will require student participation. The student must formally make a request for this absence with the practice educator and Course Coordinator in advance of the practicum and the event itself. The student is required to make up the missed time and must be flexible to completing their practicum during a different month and/or at a different practice site.

The practice educator cannot override the attendance policy.

3.5.d Concurrent Employment or Courses

Concurrent employment during the practicum is strongly discouraged. The practicum schedule and requirements shall take preference if the student's priority is successful completion of the practicum course. Employment conflicts will not be considered legitimate reasons for excusing a student from the practicum site or course expectations. Similarly, additional course work outside of the practicum will not be considered a legitimate reason for excusing a student from the practicum site or course expectations.

Participation in extracurricular activities such as sporting events, including those associated with the University, will not be considered legitimate reasons for excusing a student from the practicum site or course expectations.

3.5.e Snow Policy

UBC Policy #68: Disruption of Classes/Services by Snow

As the clinical functions of the community and institutional sites continue despite inclement weather, practicums are **not** cancelled during snow storms. Students participating in these activities are expected to be present if they can reach the practice site safely. Students who are unable to attend the practice site must immediately notify **both** the practice educator and the OEE of their absence. Students must directly speak with the practice educator to report any required follow up for pending patient care issues. The student is required to make up any missed time.

3.5.f Strike/Job Action

Please refer to the Practice Education Guidelines for BC – Strike/Job Action – http://hspcanada.net/docs/PEG/2_7_Strike_Job_action.pdf

3.6 Perceived Conflicts

If any troublesome situation arises between a student and any individual at the practice site during the practicum and the individuals involved are not able to resolve the situation on site, the student should contact their course coordinator for guidance. In such situations, the OEE has a responsibility to conduct any necessary inquiries to support the individuals involved.

3.7 Dismissal from Practicum Site

At any time during a practicum, a student may be dismissed from their practicum site at the discretion of the practice educator and/or Faculty for unprofessional behaviour, insurmountable knowledge and skill deficits identified by the practice educator and/or the OEE, or if the student poses any risk to patient safety and/or is negligent in the provision of patient-centered care.

When there are matters pertaining to patient or student safety during a practicum, the OEE has the obligation to investigate and review all reasonable concerns. This includes contacting the practice site and speaking with all relevant parties involved, including but not limited to the pharmacy manager, pharmacy staff, practice educator and student.

If a student has been asked to leave the practicum site by the practice educator or the Faculty, the student is not to return to the practice site and/or have any contact with patients, staff and/or their practice educator(s). All questions and queries should be directed to the OEE.

3.8 Academic Misconduct

Students are responsible for reviewing and understanding the UBC Policy – <http://www.calendar.ubc.ca/vancouver/index.cfm?tree=3,54,0,0>

All students are responsible for meeting the University's and the Faculty's requirements for student conduct.

Plagiarism and other forms of academic dishonesty are not tolerated and will be dealt with in accordance with UBC's policies.

3.9 Student Participation in Care of Patients with Communicable Diseases

Students are required to participate in the care of all patients assigned to them, including patients with communicable diseases, to a level commensurate with their level of training. Such participation is necessary for the student's learning as well as for satisfactory completion of academic requirements.

All students are expected to understand and adhere to infection control policies, including the principles of body substance precautions, when participating in the assessment and care of all patients, regardless of the patient's diagnosis.

3.10 WorkSafeBC Injuries

Blood or body fluid exposure is an event where blood or other potentially infectious body fluids comes in contact with the skin, mucous membranes, or subcutaneous tissue via percutaneous injury (e.g. needle stick). All students should be diligent in ensuring all preventative precautions are adhered to while on practicum. Students should review the appropriate handling of sharps with their practice educator at the onset of the practicum or during their site orientation. Students should contact the OEE should there be any additional concerns.

Should an injury occur at an affiliated practice site, the student must immediately notify the practice educator or pharmacy manager for treatment, first aid and advice. The student must also immediately report the incident to the Course Coordinator.

In general, for needle stick injuries:

- Immediately inform your practice educator or the pharmacy staff
- For skin, wash well with soap and water
- Allow injury or wound site to bleed freely, and then cover lightly (do not promote bleeding of percutaneous injuries by squeezing)
- Seek medical attention immediately. **Students must go to the Emergency Room at the nearest hospital within 2 hours of exposure. This is mandatory.**

Once at the Emergency Room, the student must inform the medical practitioner that his/her injuries (or required tests) are part of a workplace injury as WorkSafeBC coverage applies. The Emergency personnel should forward the student's assessment of care to their family physician or UBC Student Health Services to ensure results of blood tests are appropriately forwarded or followed up.

- The student must notify the OEE or Course Coordinator
- Both the student and the pharmacist supervising the student at the time of the incident must report the incident through the UBC Centralized Accident/Incident Reporting System (CAIRS) available at <https://www.cairs.ubc.ca/>
- The student must initiate a WorkSafeBC Claim by calling WorkSafeBC Teleclaim Contact Centre at 1-888-WORKERS (1-888-967 5377)

IN ALL CASES, required documentation must be submitted to UBC within 24 hours of the incident.

The following resources provide guidance on how to manage inadvertent blood or body fluid exposure:

WorksafeBC | Controlling Exposure: Protecting Workers from Infectious Disease
<https://www.worksafebc.com/en/resources/health-safety/books-guides/controlling-exposure-protecting-workers-from-infectious-disease?lang=en>

UBC Risk Management

<http://riskmanagement.sites.olt.ubc.ca/files/2016/06/UBCV-RMS-OHS-GDL-14-008-Handling-and-Disposal-of-Needles.pdf>

UBC Faculty of Medicine Students Blood and Body Fluid (BBF) Exposure

<http://med-fom-ugrad.sites.olt.ubc.ca/files/2016/11/20161110-FINAL-Procedure-MDUP-BBF-Exposure.pdf>

HealthLinkBC

<https://www.healthlinkbc.ca/health-topics/tw13033>

Canadian Centre for Occupational Health and Safety: Needle Stick Injuries

http://www.ccohs.ca/oshanswers/diseases/needlestick_injuries.html

3.11 Pharmacy Robbery

Both the student and the pharmacist supervising the student at the time of the incident must report the incident through the UBC Centralized Accident/Incident Reporting System (CAIRS) available at <https://www.cairs.ubc.ca/>

IN ALL CASES, required documentation must be submitted to UBC within 24 hours of the incident.

Students should immediately inform their Course Coordinator so that support can be provided.

<p>Please see WorkSafeBC – Preventing Violence, Robbery, and Theft: A Guide for Retail Owners, Managers, and Workers https://www.worksafebc.com/en/resources/health-safety/books-guides/preventing-violence-robbery-and-theft</p>	
<p>If someone tries to rob your store...</p>	<ul style="list-style-type: none"> • Play it safe • Don't be a hero • Cooperate; give up the money/drugs and don't resist • Even if you cannot see a weapon, assume that there is one • Stay calm and cautiously observe as much as possible about the robber • Don't stare as this may aggravate the robber • Don't lock the door to keep the robber from leaving. A person who feels trapped is more likely to panic and become violent • If you do not understand what the robber is telling you to do, ask for clarification • Avoid surprises • Keep your hands in sight and don't make any sudden moves • Inform the robber if you have to reach for something, if there is another employee in the store (for example, in the back room or cooler), or if something will make an unexpected noise • Keep it brief. The longer a robbery takes, the more nervous the robber becomes • Keep it smooth. Handle the entire situation as if it were a normal transaction • Activate the alarm only after the robber has left
<p>After the robber has left...</p>	<ul style="list-style-type: none"> • Don't chase or follow the robber • Lock the store • Call the police and follow their instructions

	<ul style="list-style-type: none">• Ask any witnesses to stay until the police arrive• Protect the crime scene. Do not allow anyone to touch anything that might be considered evidence, and do not resume business until the police are finished• Do not discuss details of the robbery with anyone until after the police have taken statements from everyone
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3.12 Off-Site Student Safety

Off-site locations are places that, as part of the practicum, are separate from the practice site-workplace setting and may include locations such as the patient's home.

Prior to conducting any home visits or off-site activities, students are responsible for reviewing and understanding information in the **Home and Community Health Worker Handbook** provided by WorkSafeBC at <https://www.worksafebc.com/en/resources/health-safety/books-guides/home-and-community-health-worker-handbook?lang=en>

In general, the following policies should apply when attending to patient care at an off-site location. Students on practicum:

- Are not permitted to conduct patient/client home visits or other off-site visits without their practice educator and/or designated pharmacist present. Students must follow the guidance of their practice educator and/or designated pharmacist while off-site and students may only provide pharmacy services while under the direct supervision of a full pharmacist, as per the College of Pharmacists of BC regulations
- Are only permitted to conduct patient/client home visits or other off-site visits during their assigned practicum hours and the assigned work time of their supervising practice educator
- Are to keep the personal information of their patients (e.g. home/cell phone numbers and addresses) confidential and secured at all times. This information is only to be used for patient care activities during the practicum. Do not place or bring confidential information to places where it could be potentially lost or stolen
- Must follow any practice site-specific policies related to home visits or off-site activities

Students are expected to review and understand the **Practice Education Guidelines of BC – Vehicle Ride Along/Use** regarding transportation to and from off-site locations.

http://hspanada.net/docs/PEG/2_6_Vehicle_Ride_Along-Use.pdf

As required by WorkSafeBC, appropriate safety footwear completely enclosing the foot from heel to toe is required at all times. If requested by the patient, appropriate slip resistant shoe covers can be worn over existing safety footwear or a separate pair of clean safety footwear for indoor use can be worn instead.

Students have the right to refuse unsafe work. Any student issues or concerns about safety should be brought to the attention of the practice educator or designated supervisor immediately, and also directly to the course coordinator.

Adapted with permission from University of Alberta Faculty of Pharmacy and Pharmaceutical Sciences – Policy on Student Safety, University of Alberta Department of Family Medicine – Policy on Resident Safety, and Fraser Health – Policy on Safety Footwear

3.13 Site Property and Security

During practicums, students may be required to wear site-specific identification badges that identifies the individual as a student at the site. These identification badges must be returned to the site on the last day of the practicum.

If the student has been given any access to the pharmacy department (e.g. magnetic swipe card or key), these items must also be returned to the site on the last day of the practicum.

It is the student's responsibility to ensure any and all issued identification/access items, borrowed resource materials, etc. that are the property of the site are returned on the last day of the practicum. Any property (e.g. textbooks, resource materials, etc.) not returned by the student will be deemed stolen. Failure to return any identification/access items (e.g. magnetic swipe card, security tag, keys) on the last day of the practicum will be deemed a breach of security.

Students who wish to work independently at the practice site after their scheduled shift, or outside of the practice site hours of operation, must seek prior permission from the Pharmacy Manager or Director of the Unit before doing so.

3.14 Medication Incidents and Errors

Consistent with their professional responsibility for patient safety principles and guidelines, students are expected to be familiar with the medication incident reporting process at the practice site.

Students will be forthcoming and transparent in taking responsibility for their actions and involvement in any potential or actual medication or patient safety incidents or near misses. Site-specific procedures for addressing and reporting errors must be discussed by the student and practice educator at the start of the practicum (i.e. within the first 72 hours).

3.15 Technology

Students are responsible for reviewing and understanding the Faculty policy (AP-5) on digital technologies and communications.

The capacity to record, store and transmit information in electronic format brings new responsibilities to those working in healthcare with respect to privacy of patient information. Significant educational benefits can be derived from this technology, but students must be aware of potential problems and liabilities associated with its use.

Material that identifies patients, institutions, health care providers, or colleagues and is intentionally or unintentionally placed in the public domain may constitute a breach of standards of professionalism and confidentiality.

Respect of patient information extends to the use of the Internet at any time – whether in a private or public forum. Use of the Internet includes posting on blogs and public media sites, mailing lists, video-sites, social media, instant messaging (IM), sites and e-mail. While on practicum, students are expected to refrain from activities such as e-mailing, instant/text messaging, and browsing/viewing content unrelated to the learning activity at hand during all working hours.

The site policies regarding the appropriate use of cell phones, computers, Internet, storage devices and the accessing of networking or social media sites must be discussed by the student and practice educator at the start of the practicum (i.e. within the first 72 hours).

3.16 Models of Supervision

There are a variety of models of supervision that may take place during a practicum experience. Each model has pros and cons that need to be considered. Practice educators are encouraged to explore additional models as they may offer benefit to both practice educators and students, depending on the clinical setting, days of work, patient caseload, physical space, staffing, the learning environment and opportunities. When choosing a model, the decision should be based on what best meets the needs of both the practice educator and the student. **Whichever model is employed, each student must be under the supervision of a qualified pharmacy practice educator or designated pharmacist.**

The below descriptions and definitions briefly explain the various models. To support practice educators in providing these models of supervision, the **Near Peer Model in Pharmacy Experiential Education: A Guidebook for Preceptors** and the **Peer Assisted Learning in Pharmacy Experiential Education: A Guidebook for Preceptors** handbooks, as well as recordings on different precepting models are available on the OEE Practice Educator Resource Centre <https://modules.oee.pharmacy.ubc.ca>.

- 1) **1:1 (Traditional Model):** A full-time, same-discipline practice educator oversees one student.
- 2) **1:2+ (Collaborative Model):** One practice educator oversees two or more students at one time. Learning activities should be carefully designed to foster collaboration among students (*Strohschein, Hagler, & May, 2002*). This model works best if students are at a similar level with similar needs (*Strohschein et al., 2002; Triggs Nemshick & Shepard, 1996*). The objective is for students to work collaboratively, not competitively (*Strohschein et al., 2002*).
- 3) **2:1+ (Shared Supervision Model):** Two practice educators oversee one or more student(s) at one time. Expectations for goals and processes in the placement should be clearly understood by both practice educators and students (*NHS Education for Scotland & AHP Practice-based Education Facilitators Programme, 2007*). Regular meetings are needed to facilitate communication, clearly delineate tasks, and allow for coordinated collaboration between educators for planning and assessment (*Barnett et al., 2010; Strohschein et al., 2002*). A primary practice educator from the two is responsible for setting expectations and evaluating the student. The primary practice educator will gather input from the other pharmacists involved in precepting the student in completing the summative evaluation.
- 4) **2:2 (Combined Collaborative & Shared Supervision Model):** Two practice educators oversee two students at one time. Students at similar levels and with similar needs should be paired (*Strohschein et al., 2002; Triggs Nemshick & Shepard, 1996*). It is best to use a student-centred approach to unify the various practice styles and perspectives of the different practice educators (*Strohschein et al., 2002*). Clear communication between the practice educators and students is crucial to ensure consistency and understanding of expectations (e.g. goals and processes) of the clinical placement (*Strohschein et al., 2002*). Designation of a primary practice educator is required to oversee this process (*Strohschein et al., 2002*).

The Models of Supervision document was compiled by **Stephanie Hsieh** B.Sc.Pharm 2014, as part of her work as a student research assistant in the Office of Experiential Education. We would like to acknowledge the Northern Ontario Dietetic Internship Program/ Rehabilitation Studies, Northern Ontario School of Medicine for allowing us to adapt their original work on Supervisory Models. We would also like to thank Dr. Michael Legal, for his support and collaboration on the Models of Supervision. References available on request.

3.17 Assessment Processes

All assessments are guided by the programmatic assessment model for the E2P PharmD Program under the leadership of the Director of Student Assessment. The course assignments and activities are based on the course objectives, AFPC educational outcomes, and are in accordance with the UBC E2P PharmD Program's Cognitive Model.

Feedback is a critical component of a student's growth and learning throughout their practicums. Practice educators are encouraged to provide verbal feedback and assessment of performance to the student on a daily basis.

A formal formative assessment using the online **Practice Educator Assessment of Student*** form is completed by the practice educator at the midpoint of the practicum. This assessment reflects the practice educator's observation and assessment of the student's performance based on the criterion, and the rubrics and expectations of the University. The practice educator and student are expected to meet at the midpoint to formally discuss the student's progress and review the completed formative assessment form.

A formal summative assessment is completed at the end of the practicum using the same online **Practice Educator Assessment of Student*** form. The practice educator should consider all sources of information to assess overall student performance throughout the course of the practicum including, but not limited to, completed presentations, care plans, education and counselling, collaboration with team members, etc. By the end of the practicum, the student's overall level of performance must be commensurate with their year level, as previously outlined. The practice educator and student are expected to meet on the last day of the practicum to formally discuss the student's progress and review the completed summative assessment form.

For two-week practicums such as PHRM 272, only one formal written summative assessment is completed at the end the practicum.

All assessment forms are to be completed online on E*Value and are electronically submitted directly to the OEE upon completion.

The primary practice educator and/or designate that is completing the assessment component of the course should have sufficient and multiple opportunities to interact with the student and observe their interactions to appropriately determine their level of performance in completing the course activities and learning objectives for the practicum. Depending on the practice environment and practicum itself, a student may regularly interact or be supervised by multiple pharmacists while onsite. In this case, there may be a designated pharmacist who will complete the formal midpoint and/or final assessment of the student and provide feedback after reviewing the course work and consulting with other pharmacists who have observed or interacted with the student as necessary.

*Note: The Practice Educator Assessment of Student form varies depending on the course. The table below outlines the OEE Practice Educator Assessment of Student Forms used in each course and the frequency of formal assessment:

Course	Assessment Form	Frequency/Type
PHRM 171 PHRM 271 PHRM 371 PHRM 471 PHRM 472 PHRM 473 (DPC)	Direct Patient Care (DPC) Practice Educator Assessment of Student	Midpoint Final
PHRM 272	PHRM 272 Practice Educator Assessment of Student	Final
PHRM 473 (NDPC)	Non-Direct Patient Care Practice Educator Assessment of Student	Midpoint Final
PHRM 473 (NDPC) LEAP	Non-Direct Patient Care: LEAP – Practice Educator Assessment of Student	Midpoint Final

Practice educators are strongly encouraged to review the **Assessment of Student Learning – A Guidebook for Practice Educators** for further information on the assessment processes for the practicum courses.

It is the responsibility of the student to immediately contact the course coordinator and alert them to any assessment scores below the expected level of performance at any point during the practicum to ensure appropriate support and guidance can be provided.

SECTION 4 – AFTER YOUR PRACTICUM

4.1 Course Submissions

In each practicum course, students will be required to demonstrate evidence of learning through online course submissions. All course activities must be completed under the supervision of the practice educator and/or designated pharmacist. Students must ensure that all required course activities and assignments, as described in the respective OEE Practicums Handbook, are completed and documented as indicated; all course activities are then to be verified on E*Value as being satisfactorily and safely completed by the practice educator and/or designated pharmacist.

For detailed information on these activities/assignments and respective course submission requirements, please refer to the applicable course information in the **OEE Practicums Handbook for Students and Practice Educators** and the specific course's syllabus.

It is the student's responsibility to review Connect and/or Canvas for course announcements and to monitor their e-mails for any policy/course updates.

Course submissions should only be completed in the manner described in the course handbooks and syllabi and through the software systems (e.g. Connect, Canvas, E*Value, etc.) specified for this. **Do not send course submissions to the OEE via email.**

All required submission components for each of the required course activities for each practicum course must be submitted online by the specified deadline for submission, **which is 11:59pm on the last OEE scheduled practicum block date (i.e. Friday at 11:59pm)**. Late submissions will not be accepted.

If students have any issues with regards to submissions, they must email the office prior to the submission deadline, using the alumni email account. Only submissions uploaded in the manner specified, by the required deadline, will be tracked and reviewed; otherwise, submission(s) will be noted as incomplete. Computer/technology related issues do occur and students should keep this in mind, planning their time accordingly and completing all submissions well in advance of the stated deadlines.

4.1.a Review of Course Submissions

You may request a review of your online course submissions up until the end of the calendar year in which the practicum was scheduled. Please make an appointment with the course coordinator. The primary purpose of such a review is to assist in your learning.

4.2 Grade Assignment

The University of British Columbia grants the degree and therefore assigns the final course grade. Although satisfactory academic performance is a prerequisite to advancement, it is not the sole criterion in the consideration of the suitability of a student for promotion or graduation. The Faculty reserves the right to require a student to withdraw from the Faculty if that student is considered to be unsuited to proceed with the study or practice of pharmacy.

UBC FOPS Academic Regulations:

<http://www.calendar.ubc.ca/vancouver/index.cfm?tree=12,213,397,392>

Once all required course submissions and assessments of student performance are received, the University will determine whether the expected performance on course outcomes was achieved by the student. The final grade for the practicum (i.e. pass/fail) will be determined by the Faculty's Student Progress Committee.

Students must be successful in both 1) the Practice Educator Assessment of Student and 2) all components of the course to receive a pass (P) grade. The assessment is non-compensatory. This means that the expected level of performance must be met for all criteria listed and as described in the **Practice Educator Assessment of Student*** to be successful in this course component.

A fail (F) grade will be recommended to the Student Progress Committee, if one or more of the following instances occur. The student:

- Does not complete required number of practicum hours
- Does not meet expected level of performance for any element on the **Practice Educator Assessment of Student***
- Does not consistently exhibit professional attributes and skills
- Does not submit required course submissions (evidence of learning) by the specified deadline
- Poses any risk to patient safety and is negligent in the provision of patient-centered care

*Note: The Practice Educator Assessment of Student form varies depending on course. The table in **Section 3.17 Assessment Processes** outlines the OEE Practice Educator Assessment of Student forms used in each course.

4.2.a Supplemental Assessments

As per Faculty policy (AP-13) on student progress, in general, no supplemental assessments will be granted for practicum courses. A failure in a practicum course normally requires the student to repeat the course at the next suitable opportunity in the following academic year.

4.2.b Access and Privacy

All students will be given full disclosure on why they were unsuccessful in the course. It is up to the student to decide what he/she will disclose to friends and family

Due to the Freedom of Information and Protection of Privacy regulations, Faculty are unable to discuss student matters with anyone who has not been provided with third party authorization by the student i.e. discussing student records or experiences with parents or guardians. The University has a legal obligation to keep all personal student information confidential.

Legislation that governs UBC's responsibilities can be found at <http://universitycounsel.ubc.ca/access-and-privacy/>