FREQUENTLY ASKED QUESTIONS
FAQs

GENERAL INFORMATION

1. When I call or email the Clinical Education Office, what information do you need about me? It is important for students to identify themselves by stating their full name, their program (e.g. BScN, NP-Adult) and their year level. It helps staff to look up your specific information and respond appropriately.

2. How do I get my documents translated into English? The onus is on the student to have certified translated documents. You can do a web search for various certified translation services in Toronto (or other cities).

3. Where can I get technical support for my Synergy account? Students can contact the Synergy helpdesk http://www.synergy-employment.com/utnursing if they have issues with the web portal.

4. I am missing one of my requirements for my student preparedness permit, do I book an appointment to meet the deadline? The result of a file review with one missing requirement will result in a “Fail” status. Should students require a few days extension, they must contact the Assistant Dean Academic to request an extension. Requests will be handled on a case-by-case basis. In some cases, a student will be requested to proceed with an initial appointment knowing that they have failed so that the review demonstrates all other requirements have been met. A subsequent appointment will need to be booked and paid for to satisfy all the requirements and to receive a “Pass” on the permit check.

5. What if I have a requirement that expires mid-year? It is in your best interest to have all your requirements last throughout the entire duration of the academic year until June 30. Please note if health/immunization requirements lapse mid-year, it is your responsibility to ensure you keep your documents current and update them with Synergy. In order for you to do this you will be required to book and pay for a subsequent Synergy appointment prior to the document’s expiration date. If you have more than one document expiring, we suggest you update them together in one appointment to avoid further additional charges. Expired documents will impact your clinical experience.

6. What if my student preparedness permit expires after my last day of clinical placement at the end of first year? Students who have their Year 1 student preparedness permits expire after their last day of clinical placements can update/re-certify their requirements after June 30 to ensure they do not have their Year 2 student preparedness permits expire before the end of their spring practicum for second year. Otherwise students will incur additional costs of having to update their sympathy profile an additional time during the academic year.

7. I was on a leave of absence, why do I need to meet the same student preparedness requirements as new first-year students? Any student who previously started our program and is returning from a leave of absence will need to update his/her information e.g. immunization, police record check, CPR.
8. I was a BScN student at UofT and now am entering the MN program at UofT. Do I need to resubmit my documents for my student preparedness permit? Yes, new MN students need to submit all the Year 1 requirements for graduate students. We do not waive requirements for students who previously studied at UofT for their BScN degree.

VULNERABLE SECTOR SCREENING

1. If I live in Toronto, do I need to come on campus to pick up a Toronto Police Record request form? That is correct. The Toronto Police Service form can only be distributed to students in person by a designated representative of an educational institution. Toronto Police Service requires that academic programs distribute their form only to students who have valid photo ID with a Toronto address and are officially offered admission to the program. Toronto Police Service will not allow us to mail these forms out to students since we are responsible for viewing the photo ID and ensuring the form is only given to individuals we verify are indeed students in our program.

2. Will I need another police record check in the middle of the year? Every agency can determine their own requirements for placements. In some cases, an organization will want a police record check as recent as 6 months or 3 months prior to the start of placement. We standardize the requirement to have a police record check valid until the end of June based on the requirements with most of our teaching hospital partners. This tends to satisfy most agencies but not necessarily all of them.

3. I am out of town this summer and I received my results for a vulnerable sector screening police record check end of November last year. Will this be accepted? We would not accept your police record check valid until November. It is in your best interest to request an expedited service for Toronto Police Record check when you return end of July to meet our August 15 deadline.

4. Where can I get a letter on U of T letterhead stating that I require a vulnerable sector screening for program requirements? Students can contact our two Student Placement Coordinators, Sharon Lee (clinicalplacements.documents@utoronto.ca) and Kong Ng (nursingstudentpracticum@utoronto.ca).

BCLS

1. Do I need CPR Level C + AED certification or CPR HCP for my student preparedness permit? The CPR requirement for the entry into our nursing program is just Basic BCLS Level C. Some agencies only offer Basic Level C but some offer with a combination of BCLS C with AED (automated external defibrillator) or HCP (Health Care Provider). If you can find an agency that offers Basic Level C, please go ahead and register with them or else Basic Level C with either AED or HCP is fine. We do not require to First Aid. Either course CPR C + AED certification or CPR HCP certification would satisfy our requirement.

2. My BLS expires on June 12 so will I have to recertify before then to avoid taking the whole course over again? You should have valid certification that lasts for two years. We would advise you that it is in your best interest to arrange to re-do your certification so that you are covered for the full duration of your program i.e. after June 30. This will avoid having to book and pay for another appointment with Synergy prior to the end of June in the middle of your clinical placement. This can be very disruptive to your studies.
MASK-FITTING
1. I am a Year 1 NP students and I am not able to have my mask-fitting this summer. What should I do?
   It is in your best interest to arrange to re-do your certifications to span the time frame until after June 30. This will avoid having to book and pay for another appointment with Synergy during the school year, which can be very disruptive to your studies. If you cannot arrange for recertification before our August 15 deadline, you need to show that you have booked an appointment for mask-fit testing on campus. We have a designated day for mask-fitting primarily for BScN students but graduate students can also participate.

NURSE REGISTRATION FOR GRADUATE STUDENTS
1. I do not have a College of Nurses of Ontario registration number because I am from British Columbia. Will you accept a copy of my registration from another jurisdiction?
   Except for certain agencies (e.g. The Ottawa Hospital), our graduate students do not need CNO registration but they still need proof they are registered nurses some place else.

IMMUNIZATION
1. Can I attach lab results to the University of Toronto’s immunization form and leave sections blank for Synergy’s evaluation? All health information must be consolidated on our health form template. We will not accept blank sections of the form and give credit for attached documentation e.g. individual lab results.

2. Is it true that if I provide a doctor’s note, I can leave parts of my form incomplete? In most cases, students with incomplete forms will be have their forms rejected. A doctor’s note indicating a student is receiving a second MMRV vaccine at a later date will not be accepted. Similarly, a doctor’s note regarding lab evidence for Hep B immunity in section A of our form cannot waive this requirement. The immunization form will not be accepted until either the date of the second dose for MMRV has occurred (or the student can provide positive blood test results) or all of Section A for Hep B is completed. However, students who have completed sections A and B for Hep B i.e. are non-immune to Hep B in Section A and HBsAg negative in Section B and must complete a 2nd series of 3 doses along with follow up lab evidence in section C will be granted an extension. They can submit your immunization/health record demonstrating they are receiving a second series but have not yet completed the 3 doses (i.e. show the first date and attach documentation to indicate the dates of next shots). Please consult our examples posted on our website for guidance on how to complete your form https://bloomberg.nursing.utoronto.ca/current-students/student-forms#content4. Only a few exceptions apply for rare and extenuating circumstances e.g. a student is receiving medical treatment for a condition that prohibits vaccination.

3. Can I submit results of a QuantiFERON-TB Gold test? If students provide a physician’s note that acknowledges the physician is aware the student is entering a Nursing program, will be required to complete clinical placements, and states that the physician deems the results of the QuantiFERON-TB Gold test sufficient, then the student will not be required a two-step. The physician’s letter must indicate that he/she considers the student fit for clinical settings.

4. If I had the TB test done in my first year and it was negative, do I need to do it again this year before I start Year 2? We require updated immunization records for students who tested negative for TB. An annual Mantoux test is required if the result of a previous test was negative. A negative TB test result is valid for 12 months only. After starting the program, please have your health care provider complete the Returning Student Immunization/Health Record for TB and upload this to your Synergy profile. If a student is tested before end of June, it means that their TB test results expire during the
academic year and an additional cost is associated with updating your Synergy profile during the academic year. The “Returning Student Immunization/Health Record for TB” form is posted on our website https://bloomberg.nursing.utoronto.ca/wp-content/uploads/2018/02/CHSES-template-immunization-Returning-Students-Feb-23-2018.pdf

ACCOMMODATIONS DURING THE PROGRAM
1. **What if I require accommodations for my placement?** Students who need accommodations should register with the university’s Accessibility Services in advance of the start of practicum. Appropriate assessment documentation can be provided to the Program Lead, Program Director, and placement site. Students must still complete the prescribed number of hours required for each practicum. For more information, visit https://www.studentlife.utoronto.ca/as

PRACTICUM PLACEMENTS
1. **How are graduate program (MN and Post-Master’s NP) practicum placements arranged?** We use our existing pool of potential preceptors to try to secure placements. However, we recognize that sometimes students may have certain places in mind. There are some agencies such as Sick Kids, The Ottawa Hospital, Niagara Health, and Alberta Health Services that do not want students to approach their staff to ask them to be preceptors. If there are other agencies, particularly outside of the GTA that you want to approach, you can check with our Clinical Education Office to see if these agencies have any communication restrictions. If not, you can approach them to try to plan for placements that align with your own interests keeping in mind placements still need to satisfy the learning objectives of our program. If you have a placement agency in mind and we do not have an existing agreement, we ask that you complete a short online form for us at https://bloomberg.nursing.utoronto.ca/current-students/placements/new-student-placement-agreement-requests. We will make our best effort to accommodate students. However, sometimes it not possible to secure a new student placement agreement.

2. **What is HSPnet and why do I need access to this system?** Students need to complete agency-specific orientation materials prior to the first day of practicum. The HSPnet system helps communicate orientation requirements to students. Agencies initiate their own agency-specific onboarding/orientation in one of three ways:
   a. Agencies post the information in HSPnet themselves (if they are HSPnet users)
   b. Agencies email the student directly with instructions
   c. Agencies email the information to our Clinical Education Office and our staff forward this to the student.

We will begin to grant access BScN Year 1 students following August 15, who are approved for their student preparedness permit AND have active utoronto email addresses. Year 1 MN-HLSA and Year 1 NP/PMNP students will receive access in December to help prepare for subsequent placements. Year 2 MN-Clinical students will be given access in December of their second year.