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](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 Director, Clinical Education 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?** You must 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 (e.g. booster shot), 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 should 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 synergy 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, how do I request a Toronto Police Record request form? Toronto residents will receive an email around mid-June from a Student Placement Coordinator (Kong Ng – nursingplacementoffice@utoronto.ca for Undergraduate students; Sharon Lee – nursingstudentpracticum@utoronto.ca for Graduate students) with detailed instructions about the process. Students who live outside of Toronto do not need to complete the Toronto Police Form.

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. 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, Kong Ng - nursingplacementoffice@utoronto.ca for Undergraduate students; Sharon Lee - nursingstudentpracticum@utoronto.ca for Graduate students.

BLS

1. What type of CPR certification do I need? The CPR requirement for entry into our nursing programs is BLS (Basic Life Support). Some agencies may still be offering BCLS level C, CPR Level C + AED certification, or CPR HCP (Health Care Provider) instead of BLS, which will still meet the requirement. The Canadian Red Cross discontinued the HCP (Health Care Provider) level of CPR in 2019 and replaced it with BLS (Basic Life Support). Graduate students who have taken advanced resuscitation courses like ACLS or PALS can provide their ACLS or PALS certification to Synergy in order to meet the CPR requirement. We do not require First Aid. BScN students will require annual CPR re-certification.

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? You should arrange to re-do your certifications to span the time frame until after June 30. If you cannot arrange for recertification before our August 1 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](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. All placements must be arranged by the Clinical Education Office.

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.

   Students who are approved for their student preparedness permit AND have active utoronto email addresses will gain access to HSPnet ahead of their first clinical placement.

FURTHER INQUIRIES

1. **What if I have questions related to the health form/immunizations?** Contact Kavita Kandhai, RN - Practicum Placement and Professional Development Officer, Clinical Education ([kavita.kandhai@utoronto.ca](mailto:kavita.kandhai@utoronto.ca)) or Kathy Delic, RN – Clinical Education Office Support Team ([kathy.vizmegdelic@utoronto.ca](mailto:kathy.vizmegdelic@utoronto.ca)).

2. **What if I have general questions related to the Student Preparedness Permit?** Contact one of our Student Placement Coordinators: Kong Ng - [nursingplacementoffice@utoronto.ca](mailto:nursingplacementoffice@utoronto.ca) for Undergraduate students; Sharon Lee - [nursingstudentpracticum@utoronto.ca](mailto:nursingstudentpracticum@utoronto.ca) for Graduate students.