

Student Corporate Orientation Guide

2023 – 2024

Professional Practice Department



**Brockville
General Hospital**

Right here, with you.

Welcome to BGH

This module was developed to help answer some of your questions and give you necessary information that will help support you during your rotation.

We hope you enjoy your clinical experience at BGH!





**Brockville
General Hospital**

Right here, with you.



**Brockville General
Hospital**

Right here, with you.

We are Brockville General, your community hospital. Together, we are dedicated to the health and wellbeing of our friends, families, and neighbours.

Our hospital has a long history of rising to the challenge when the community is in need. Whether we're pioneering local access to care, building modern diagnostic, surgical, and healing spaces, or tackling the pressures facing our healthcare system, we're here to serve you.

Through teamwork, partnership, and the support of our community, we proudly offer a range of services and quality, compassionate care right here in Leeds and Grenville.

We are the heart of community health.
We are Brockville General.





**Brockville
General Hospital**

Our mission: Driven by the needs of our community, we collaborate with our patients, their families and our partners to deliver the best healthcare experience.

Our vision: Achieving excellence together.

Our values: We believe...

Together, we are **accountable** to deliver excellent healthcare.

Everyone deserves **compassion** and **respect**.

Professionalism matters: be proud and be actively present.

Teamwork is key to our success.

When each of us live these values, we fulfill our mission with **integrity** and move closer to achieving our vision.



**Brockville
General Hospital**
Right here, with you.




Student Nurse Expectations and Roles

- Promote the safety, privacy, and dignity of the patients who are allowing you to care for them
- Display a professional attitude to patients, their families, and other members of the health care team
- Provide patient care in a collaborative manner with the most responsible nurse; working toward the goals of the patient



Student Nurse Expectations and Roles

- Communicate directly with patients as well as all members of the healthcare team
 - Perform a head-to-toe patient assessment.
 - Provide and receive verbal reports, prepare and administer medication, document care appropriately, provide emotional support and patient education, and deliver culturally competent care that respects each patient's individual beliefs.
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Brockville General Hospital


- Charles Street Site houses 160 beds for the following programs: Acute Care, Complex Care, Palliative Care, Rehabilitation, Mental Health and Addictions
- Front Avenue Resource Centre houses our assertive community treatment and outpatient mental health programs and is located at 25 Front Ave.
- Strowger Blvd Site houses our Infant Child Development programs and the Assault Response and Care Centre and is located at 100 Strowger Blvd.




Code of Conduct

Our Code of Conduct outlines the behaviour that we expect from all persons within the Brockville General Hospital. Our Code of Conduct applies to any individual (patient, client, visitor, staff, physician, community partner, volunteer or student) who gives or receives service in this organization. Our Code of Conduct sets the parameters by which we treat each other, as well as those we serve.

All employees, staff, students, and volunteers uphold the core values of the Hospital and will sustain a community characterized by inclusiveness and civility.

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Code of Conduct

- 1) We will maintain confidentiality.
 - 2) We will be mindful of what is said, where it is said and the impact it has on others.
 - 3) We will treat everyone in a professional manner that demonstrates respect, dignity, caring and compassion for each individual.
 - 4) We will communicate with everyone in a clear, timely, honest manner and demonstrate attentiveness through choosing the appropriate environment, responding and using a calm and helpful tone.
 - 5) We will offer assistance to anyone within the building or on the hospital grounds who appears to be in need of help.
 - 6) We will not tolerate discrimination in any form.
 - 7) If we do not have the answer to a question or an issue, we will obtain the information as soon as possible.
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Patient Privacy


- Every patient has a right to privacy
- It is the responsibility of every employee, contract worker or student to protect that privacy
- This means keeping information about patients and their health care private
- A privacy breach occurs when personal information is compromised, that is when it is collected, retained, used or disclosed in ways that are not consistent with privacy legislation.



Patient Privacy

- PHIPPA and Ontario Provincial law require the protection of all Patient Information including:
 - All identifiers, images and other information which could be used to determine the identity of a patient
- Privacy breaches can result in:
 - Disciplinary action
 - Notification to the Privacy Commissioner of Ontario
 - Potential fines


Guidelines to Protecting Patient Privacy

- Protect all patient records
 - Keep all patient information covered
 - Do not talk about patients in public
 - Use care with telephones, fax machines and emails
 - Dispose confidential patient information in secured shredders
 - Do not look up any information not required for your placement
 - Protect your computer passwords and never share them with anyone else
 - Log off when you leave your workstation
- 

Patient Assignments

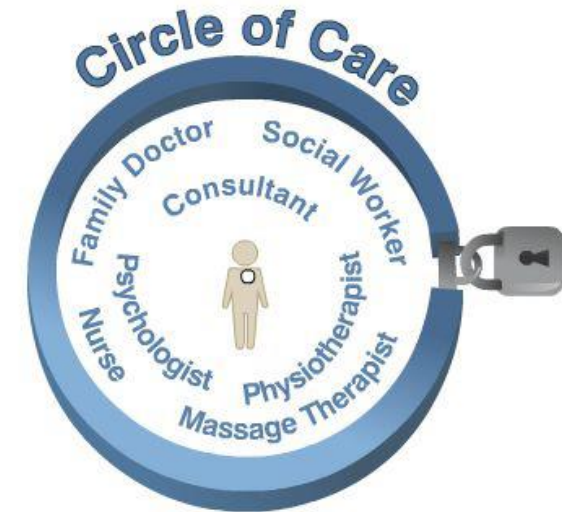
Your Clinical Instructor will research your patient assignment prior to your placement shift and may email you with the patient's diagnosis, medication and any other pertinent medical history.

Emails are not to contain any patient identifiers. Students are not to come to the hospital prior to their placement shift to research their assignment.



Circle of Care

- Refers to those in the health care team who actively provide direct care to patients. If you are not **currently** providing care or to a patient, you are not in the circle of care. Accessing any information of patients (including names) whom you are not part of the circle of care may constitute a privacy breach.



Social Media Guidelines

BGH's Social Media Policy states that:

- Do not post any materials or comments that could be read as offensive, hurtful, insulting or demeaning to your co-workers, our staff, our community partners or BGH itself
- Protect your personal privacy and the name and reputation of BGH, and its stakeholders.

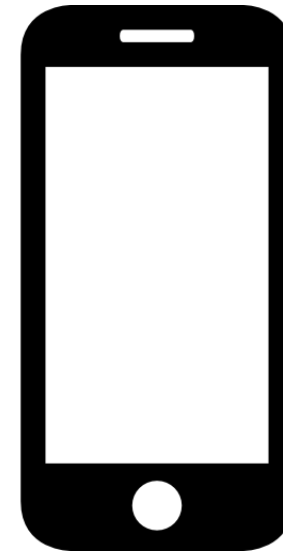
Think before you post – remember that even with security features, your comments may be viewed by countless people

Respect the privacy of others – you should never use your social media to post inappropriate information about or photos of others, including co-workers or patients



Cell Phones

- Cellular phones are to be only used on the unit for purposes directly related to your clinical placement and are dependent on that unit's cell phone use policy.
- Cell phones otherwise are to be on silent.
- The use of phones for personal use is confined to breaks and away from direct patient care areas.



Smoking

- BGH is a smoke free facility.
- Smoking is not allowed on BGH grounds, this includes parking lots.



Senior Friendly Guidelines

Avoid making assumptions about an elderly patient's loss of abilities, but anticipate the following:

- Short term memory loss
- Decline in the speed of learning and retention
- Loss of ability to discriminate sounds
- Decreased visual acuity
- Slowed cognitive function
- Decreased heat regulation of the body
- Provide support for coping with any impairments
- Prevent isolation, promote physical, mental and social activity
- Provide information to promote safety



Top 5 Workplace Hazards

According to the Ministry of Labour, the 5 most serious occupational hazards in health care are:

- Musculoskeletal Disorders (MSDs)
- Exposure to hazardous biological, chemicals and physical agents
- Slips, trips and falls
- Contact with/struck by injuries
- Workplace Violence



Rights of the Worker

No matter your role in the organization, it's important that you know the three (3) basic rights:

- The Right to **Know** about hazards (*Initial and on the job training)
- The Right to **Participate** in health and safety activities (*training, JHSC/ or Rep, ID hazards & solutions)
- The Right to **Refuse** work that you believe is dangerous to yourself or others

Exception: Hospital staff fall under s. 43 (1) of the Act. Hazards that are inherent in worker's work or normal conditions of work, cannot be refused. Cannot refuse when the worker's refusal to work would directly endanger the life, health, and safety of another person.

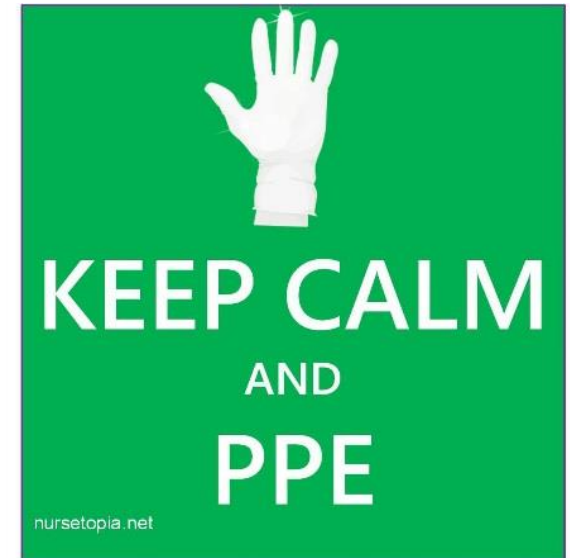
Please discuss with your Clinical Instructor if you have concerns about your Health and Safety rights as students!



Duties of the Worker

In accordance with the Occupational Health and Safety Act, workers must:

1. Work in compliance with the provisions of the OHSA and the regulations.
2. Report to their employer or supervisor the absence of, or defects in, any equipment or protective device that may endanger them or another worker, if they are aware of any.
3. Use or wear the equipment, protective devices or clothing that the employer requires to be worn.
4. Report to their employer or supervisor any contravention of this Act or its regulations or the existence of any hazard. **OHSA s. 28**



Remember....Safety begins with YOU!!!



Duties of the Employer

Here are some of the things the OHSA says every employer has to do as part of their job:

- 1) Make sure workers know about hazards and dangers in the workplace and how to work safely.
- 2) Make sure every supervisor knows how to take care of health and safety on the job.
- 3) Create health and safety policies and procedures for the workplace.
- 4) Make sure everyone knows and follows the health and safety procedures.
- 5) Make sure workers wear and use the right protective equipment.
- 6) Take every precaution reasonable in the circumstances for the protection of the worker (DUE DILIGENCE clause).



Duties of the Supervisor

Some things the OHSA says every supervisor has to do as part of their job:

- 1) Tell workers about hazards and dangers in the workplace and show them how to work safely.
- 2) Make sure workers follow the law and the workplace health and safety policies and procedures.
- 3) Make sure workers wear and use the right protective equipment.
- 4) Take every precaution reasonable in the circumstances for the protection of the worker (DUE DILIGENCE clause)



Health and Safety Training

ASK QUESTIONS if you don't know how to do something!

- What are the hazards of this job?
- Is there any special type of training I require to perform this task?
- Do I have the right safety gear?
 - Where are the fire extinguishers, eyewash stations and emergency exits?
- What do I do if I get hurt?



I've hurt myself on the job... What do I do?

- Notify your Clinical instructor or Preceptor
- Obtain First Aid or Medical Aid
- Fill out an Employee Incident form
- Call Occupational Health to report your injury



The form is titled "Employee Incident Report" and is part of the "Public Services Health & Safety Association" documentation. It contains various sections for reporting an incident, including fields for employee information, incident details, and a checklist of potential hazards. The form is designed to be filled out by the employee or a supervisor after an incident has occurred.

**** Reporting and completing incident reports is very important ****

****We need to know about the hazards so we can work to fix them!****

Standards of Appearance

- 1) Professional attire or, if required, uniforms that are clean and properly fitted.
- 2) School I.D. badges that are clearly visible.
- 3) Appropriate footwear.
- 4) Footwear in patient care areas:
Wear shoes that have a closed toe (no holes in toe area of shoe), closed heel or heel strap, heel with no more than 1 $\frac{1}{2}$ " (38mm) heel and at least a $\frac{1}{8}$ " (5mm) slip resistant sole.



General Health and Safety Rules for the Workplace

- Keep all surface areas free of obstructions and hazards.
- Exits and accesses to egress shall be unobstructed and well lit. At all times, the minimum unobstructed width of a corridor is 110 cm.
- No food, drink, tobacco, or cosmetics shall be consumed, applied or kept in areas where infectious materials, hazardous chemicals or hazardous drugs are used, handled or stored.
- Coffee cups, water bottles, etc. shall not be kept on medication carts or computer carts



Reduced Scent Policy

- BGH is a reduced scent facility and will work to reduce the use of scented products and to encourage all persons entering the facility to be scent free
- The wearing of scented products is not permitted for staff within the hospital
- Staff are to notify their manager if they are sensitive to scented products



**Please do not wear or bring scented
personal products into the hospital.**

Outbreaks

- In the event of a closure of an in-patient unit due to an illness outbreak situation, student placements may be temporarily suspended.
- The decision to suspend student placements will be made by BGH Infection Control Committee and would be communicated to the Clinical Instructor by Professional Practice.



Emergency Codes at BGH

BGH Emergency Codes X1333	
CODE	INCIDENT
AMBER	INFANT SECURITY PREVENTION OF ABDUCTION
BLACK	BOMB THREAT
BLUE	CARDIAC ARREST
BROWN	INTERNAL HAZARDOUS SPILL
GREEN	EVACUATION (PRECAUTION)
GREEN-STAT	EVACUATION (CRISIS)
GREY	AIR EXCLUSION PLAN
IMMEDIATE RESPONSE	IMMEDIATE ASSISTANCE- NOT IN PATIENT CARE AREA
ORANGE	EXTERNAL DISASTER
PINK	PEDIATRIC LIFE-THREATENING CONDITION
PURPLE	HOSTAGE TAKING
RED	FIRE
SILVER	LOCKDOWN, ACTIVE SHOOTER/ PERSON WITH A WEAPON
WHITE	VIOLENT/ BEHAVIOURAL SITUATION
YELLOW	MISSING PATIENT

- **CSS** – For all codes dial x **55555**
- **FARC & Strowger Building** call **911**

Code Purple- Hostage Taking or Person with Weapon

- Ensure your safety first. Proceed to a telephone away from hostage-taking area.
- Call switchboard at 55555, advise of the situation
- Call 9-911 and provide the operator with as many of the following details as possible:
 - location of the incident
 - any visible signs of a weapon
 - number and description of hostage takers
 - number and description of hostages
 - whether hostage takers and hostages are contained within a specific room or area or whether they are mobile
- Keep others from entering the area and wait for security

Code Grey- Air Exclusion Plan

- Code Grey is initiated when there is a danger of harmful outside contaminants entering the Hospital and causing deterioration of air quality inside the building. Ex. Transport spill of toxic chemicals, or a large smoky fire.
- Upon announcement of a Code Grey, immediately shut down/ close:
 - All windows
 - Exit doors (to be shut by Security staff)
- Stay in work area until advised further (if you are away from your placement area, report back to your unit)
- Do not operate external doors or elevators
- Assist in returning all patients to their rooms
- Do not leave the facility

Code Blue- Cardiac Arrest

- The first person who discovers a “cardiac arrest: should call for help and start CPR
- At Charles St. Site call ext. 55555. State Code Blue and Room number. Switchboard will announce over the PA three times. All available Code Blue team members will respond immediately to the area.
- We ask that nursing students not respond to an overhead page of Code Blue



Code Green- Precaution Evacuation

- Evacuation of all persons from part or all of the facility/site.
 - Horizontal Evacuation- movement on the same level within the facility (e.g. beyond corridor fire doors and/or into an adjacent secure wing)
 - Vertical Evacuation- movement to another level, healthcare site or safe area within the community
- Return to your placement area to assist with patient evacuation.
- Elevators are not to be used unless specific instructions are given. Use stairwells.
- Do not evacuate until instructions for Control Centre have been received. Follow the direction of department manager/director

Code Orange- External Disaster

- A catastrophic situation or disaster in which the needs for immediate healthcare exceed the resources normally available.
- 3 stages:
- **Stage 1 Alert, preparation & limited response**
 - **Stage 2 Comprehensive hospital response**
 - **Stage 3 External support response**
- Continue with normal duties unless specifically involved in disaster response.
 - Do not leave hospital unless authorized by clinical instructor

Code Yellow- Missing Patient

- Nursing students may assist with searching for missing patients on their designated clinical unit only
- Complete the search in pairs.
- Search all washrooms, storerooms, closets, tv rooms and patient rooms for the missing patient and report to the unit clerk areas that have been searched.

Code White- Violent Episode

If a person is demonstrating verbal, potential or actual violence;

- Give the person space.
- Speak in a calm, non-threatening manner
- Go for help.
- Call a Code White to bring trained staff to the situation
- Stop any unnecessary person from entering the affected area.

Code Black- Bomb Threat

If you answer the phone call:

- Stay calm, treat the call seriously
- Speak in a normal voice, do not interrupt caller
- Record date, time, duration of call & exact wording
- Ask call for the size, shape, location, and time setting of bomb
- Call 55555

Code Amber- Missing Child

- Notify security STAT
- Dial **55555** to report to Switchboard and provide brief description of infant or child and of suspect
- Initiate unit search including non-patient areas, utility rooms, washrooms, cupboards
- All other areas – be alert for person carrying an infant/child, note description of suspect and notify security immediately

Code Pink- Pediatric Cardiac Arrest

- Code Pink is the designated Code for actual or impending cardiac and/or respiratory arrest for newborns and children
- The first person who discovers an impending or actual “cardiac arrest” should commence CPR and/or other necessary interventions and summon help
- Call **55555** and state “Code Pink and Room number”
- All available team members will respond immediately to the area to assist with resuscitation. We ask that nursing students not respond to overhead page of a Code Pink

Code Red- Fire

Upon discovery of fire or smoke in your area: R.E.A.C.T

- **R**emove persons in immediate danger if possible
- **E**nsure the door(s) is closed to confine the fire and smoke
- **A**ctivate the fire alarm system using the nearest pull station
- **C**all **55555**, state the site and location of the fire
- **T**ry to extinguish/ evacuate- Try to extinguish small fires. Evacuate all persons horizontally beyond fire separation doors.
 - The sequence of these steps will vary depending on the circumstances.

Code Red-

Upon Hearing the Fire Alarm

- 1) Search your area for any signs of smoke or fire
- 2) Listen to overhead announcement for the location of the Code Red
- 3) If the code red is not in your area, remain in your area and stay vigilant, continue to check for signs of smoke/fire, listen for further announcements/ alarms.



Fire Safety

Take a few minutes on your first day of clinical rotation to locate the:

- Fire exits
- Fire extinguishers
- Fire alarm pull stations
- Fire doors



How to Use a Fire Extinguisher

While holding the fire extinguisher upright:

- **P**ull pin
- **A**im at the base of the fire
- **S**queeze lever
- **S**weep side to side



Code Silver- Active Shooter/Dangerous Weapon

- Code Silver is used for an active shooter/ dangerous weapon situation
- If you discover an active shooter/dangerous weapon call 1333 and give as much information as possible including (location, number of assailants, type of weapon, and physical description)
- Code Silver Lockdown will be paged overhead
- There are 3 response options during a code silver:
 - Run
 - Hide
 - Fight



**Do not attempt to
confront the active
shooter if you can run or
hide!**

Code Silver- Run

Run

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help other escape (if possible)
- Prevent others from entering an area where the active shooter/dangerous weapon may be
- Keep your hands visible
- Follow the instructions of Police Officers
- Call 1333 or use panic button to make the emergency notification when you are safe



Code Silver- Hide

Hide: if evacuation is not possible, find a place to hide where the active shooter is less likely to find you and call 55555 or 9-911

- Your hiding place should be:
 - Be out of the active shooters view
 - Provide protection if shots are fired in your direction
 - Not trap you or restrict your options for movements
- To prevent an active shooter from entering your hiding place:
 - Lock the door
 - Block the door with heavy furniture
- If the active shooter is nearby:
 - Silence your phone
 - Turn off any sources of noise
 - Hide behind a large object
 - Remain quiet



Code Silver- Fight

Fight: **as a last resort** and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter/dangerous weapon by:

- Acting as aggressively as possible
- Throwing items and improvising weapons
- Yelling
- Committing to your actions
- If others are available work together to distract the assailant as fiercely as possible



Immediate Response

To be used in circumstances where a person is discovered outside of a patient care area, and is in need of help (i.e., who has fallen, collapsed, slipped, etc.). This response does not replace a code blue or code pink response. An Immediate Response code is not to be called for inpatients.

CSS & GSS: If you are aware of/ or discover someone requiring immediate assistance, and it is beyond your capabilities:

Call extension 55555, providing:

- Your name
- Location of the incident
- If the incident involves an inpatient, out- patient, staff member, visitor, etc.
- Provide the nature of the emergency (e.g. collapse, fall, injury, bleeding, etc.)

Upon initiating an Immediate Response call, stay with the individual requiring the assistance



Musculoskeletal Injury Prevention

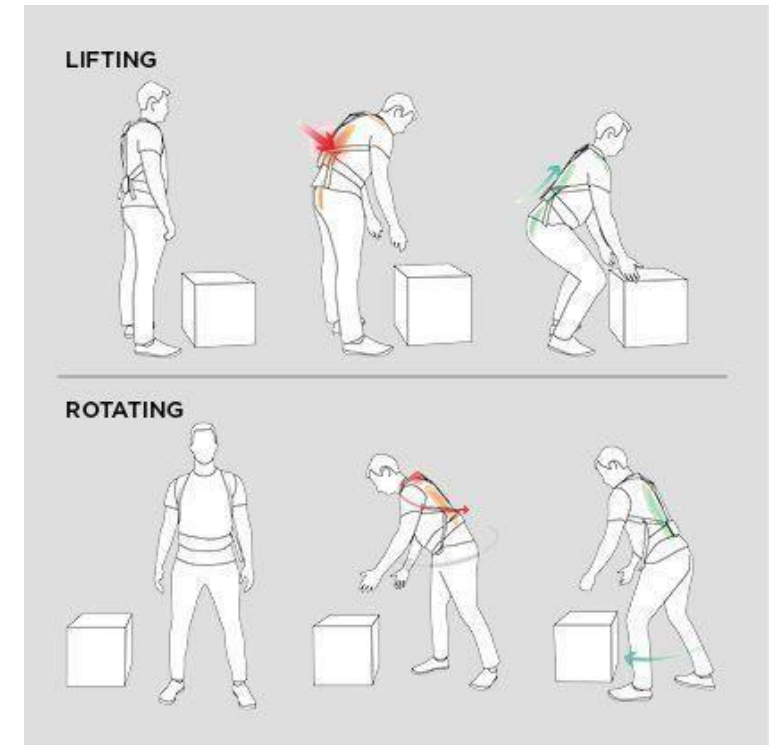
- Musculoskeletal disorders (MSDs) are injuries and disorders affecting muscles, tendons, ligaments, joints and nerves.
- MSDs result from 4 main hazards:
 - Forceful exertions (weight, distance, pushing, pulling, etc.)
 - Awkward Postures (body positions)
 - Repetitive/ Sustained effort
 - Other (vibration, reaction forces, cold/ heat, contact stress, finger movements, no rest, psycho- social factors)



Ergonomic Safe Work Techniques

Safe ergonomic techniques and practices:

- Single person lift technique
 - 2 person lift technique
 - Pivot turns and step turns
 - Use of manual material handling equipment
 - Job rotation
 - Task variability
 - Adjustability of work-stations
 - Stretches/ exercise
-
- Two persons shall transport/ move beds (with or without a patient). A stretcher can be transported/ moved by one person. Assistance must be sought if there is a safety concern with the movement of a bed or stretcher.



Single Person Lifting (Non-Patient)

Remember the **B.A.C.K** acronym!

Back Straight: Discs can tolerate larger loads when the back is straight. Discs are weaker when lifting in an awkward position.

Avoid Twisting: Discs weaken and become inflamed when lifting is combined with twisting.

Close to Body: The greater distance away, the more the back muscles and joints have to work to lift the load

Keep Smooth: Shaking/ jolting increases disc load.




Safe Patient Handling

Mechanical lifting equipment must be used for the lifting of any patient whose total body weight is in excess of **20 kg (44 lbs.)** and;

- When the patient cannot weight bear on at least one lower extremity or;
- Weight bear through both upper extremities or;
- When a patient demonstrates poor judgment, cognitive concerns or is non-compliant such that safety is compromised during the procedure.

Patients weighing less than 20kg (44 lbs.) and are assessed as being capable and cooperative may be lifted by one person i.e. babies and children.



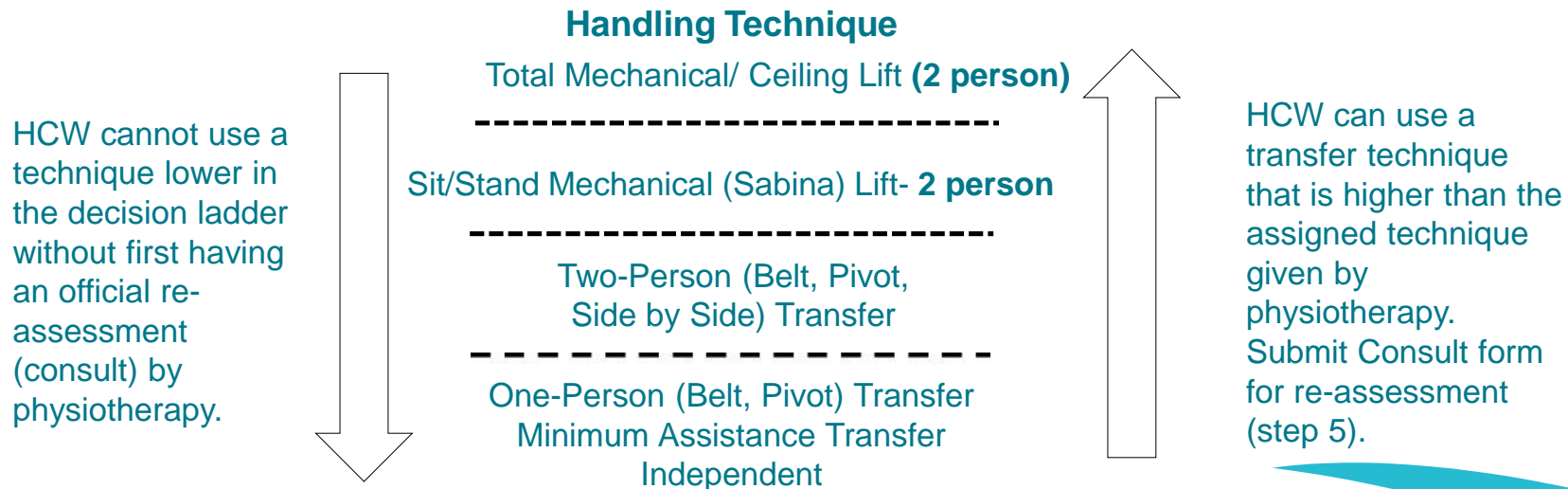
Lift Equipment at BGH

Lift	Type/ Use	Manufacturer
Likorall	Ceiling	Liko (Hill Rom)
Golvo 7007 ES	Portable	Liko (Hill Rom)
Viking M	Portable	Liko (Hill Rom)
Sabina II	Sit/ Stand	Liko (Hill Rom)
Transactive Plus	Ceiling	Waverly Glen (Prism Medical)
Alenti	Bathing	Arjohuntleigh
Reliant 450	Portable	Invacare
TR 9650	Mobile Bath Lift	TR Equipment



Safe Patient Handling

Patients must be moved according to the handling technique identified on their chart. Healthcare workers cannot use a technique lower in the decision ladder without first having an official reassessment (consult) by physiotherapy. Healthcare workers can use a transfer technique that is higher than the assigned technique given by physiotherapy.



Inspection and Testing of Equipment

All lift equipment must be inspected prior to use.

- Equipment operating effectively?
- Machine guards in place?
- Appropriate for the job/ task?
- Has equipment has been safely stored?

Patient Lifts:

- First person to use a lift in a given day, **must complete the pre-use safety inspection form**. If the lift is not utilized that day, a pre- use safety inspection form is not required to be filled out.
- Pre-use safety inspection records must be attached or in close proximity to each patient lift.
- In the event that the lift fails the pre inspection, report to the nurse who will label the equipment as out of service and when appropriate remove from the patient care area and complete an E- work order.

Workplace Violence and Harassment


Don't Ignore it. Report it. Prevent it.

- Workplace violence is one of the top 5 most serious occupational hazards in health care.
- Workplace harassment can escalate to threats or acts of physical violence, or a targeted worker may react violently to prolonged harassment in the workplace, **if it is not dealt with promptly and effectively.**



Workplace Violence and Harassment

Every BGH employee and affiliate is entitled to a workplace free from violence and harassment!


- Brockville General Hospital is committed to providing a working environment in which all individuals are treated with respect and dignity in accordance with the provisions of the Occupational Health & Safety Act and Ontario Human Rights Code.
 - Violence, harassment, and discrimination will not be tolerated by any person in the workplace, including from workers, supervisors, employers, clients/ patients, the public, strangers, affiliates or domestic/ intimate partners.
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What is Workplace Violence?

- The exercise of physical force by a person against a worker
- An attempt to exercise physical force against a worker, OR
- A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker



What is Workplace Harassment?

- Engaging in vexatious (annoying, irritating, upsetting, aggravating, bothersome) comments or conduct against a worker that is known or ought reasonably to be known to be unwelcome, or workplace sexual harassment.
 - Workplace sexual harassment is defined as engaging in unwelcome, upsetting comment or conduct against a worker because of sex, sexual orientation, gender identity or gender expression, or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.
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Examples of Workplace Harassment?

The following behaviours are examples of workplace harassment:

- offensive or intimidating comments or jokes
- bullying or aggressive behaviour
- displaying or circulating offensive pictures or materials
- inappropriate staring
- workplace sexual harassment
- isolating or making fun of a worker because of gender identity



– Wavebreakmedia/iStock

What is Discrimination?

Wrongful discrimination is any act, system, or behaviour that has the effect of unreasonably denying equal treatment or opportunity through the differential imposition of obligations, penalties or restrictive conditions on 17 protected grounds.



Protected Grounds:

- Age
- Ancestry
- Colour
- Race
- Citizenship
- Ethnic Origin
- Place of Origin
- Creed
- Disability
- Family Status
- Marital Status
- Gender Identity
- Gender Expression
- Receipt of Public assistance (housing only)
- Record of Offences
- Sex
- Sexual Orientation



**Brockville
General Hospital**

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ZERO TOLERANCE

Brockville General Hospital is committed to a
SAFE WORKING ENVIRONMENT
for our employees. Abusive and/or aggressive behaviour, course
language,
WILL NOT BE TOLERATED
Report violence and/or harassment to your Clinical Instructor

Congratulations

Thank you for completing the 2023-2024
Student Orientation
Please screen shot this page and email it to
your instructor!

