Windham Educational Observer Program Fact Sheet – **Keep this sheet for your reference**

The Educational Observer Program (EOP) provides community members from the Windham Hospital service area interested in a healthcare career a chance to observe a healthcare employee in a workplace setting. The EOP is designed to be a one-time observation experience. The educational observer experience does not fulfill any clinical or internship requirements; nor does it provide hands-on experiences; for individual participants only, not available for groups; and does not pay participants for their time.

**Eligibility to participate**
- Community member age 16 or older
- College students
- Individuals exploring a 2nd career

**Program Goals**
The goals are to assist individuals in accomplishing the following:
- Observe daily routines of a healthcare worker
- Begin to identify career interests in healthcare
- Gain awareness of the academic, technical and personal skills required in healthcare professions
- Gain an understanding of the work environment that can be unique to a particular profession
- Develop an understanding of the critical connections between school, work and goal attainment

**Requirements**
- Complete pages 1 - 2 of the Educational Observer Application and attached Health Screening Form
- Healthcare provider written documentation of *either* two negative Tuberculin Skin Tests (TST) (also known as PPDs) within twelve months, at least one of which must be within 30 days prior to the observation or one negative IGRA (Quantiferon or TSPOT) within twelve months prior to the observation. Any positive test must contact Colleague Health for clearance.
- Healthcare provider written documentation of first and second MMR vaccinations or positive titer results
- Healthcare provider written documentation of first and second Varicella vaccinations, or documented history of chicken pox or positive titer results
- Healthcare provider written documentation of Flu vaccination (for the current season when in flu season)
- Documentation of full vaccination against COVID-19 including Booster if eligible
- Educational Observers are to dress in proper professional attire: dress slacks or knee-length skirt (no jeans or shorts), collared shirt with sleeves, socks and closed-toe/closed-heel shoes (no sandals). Observers not dressed professionally may be sent home at host’s discretion.
- A hospital-issued mask must be worn at all times, with a face shield or goggle when required.
- Educational Observers are required to wear a hospital-issued ID badge upon entry to the hospital and must return the badge to the information desk at the conclusion of the observation.
- After the observation, observers must email windhamvolunteers@hhchealth.org with the host’s name(s) and department, and the duration of the observation.

Email Volunteer Services at windhamvolunteers@hhchealth.org with questions or to begin the EOP process. Once your completed application and required health forms have been received, reviewed for accuracy and approved, you will be contacted within three weeks.

*Please note: Observer experiences are limited. In addition, there are occasional circumstances beyond our control that may disallow or cancel a schedule observer experience.*
The Educational Observer Program (EOP) provides community members from the Windham Hospital service area interested in a healthcare career a chance to observe a healthcare employee in a workplace setting. The EOP is designed to be a one-time observation experience. The educational observer experience does not fulfill any clinical or internship requirements, nor does it provide hands-on experience. EOP is for individual participants only, is not available for groups, and does not pay participants for their time.

This application and required documentation must be received and approved by Manager of Volunteer Services and the Colleague Health Nurse prior to scheduling an Educational Observer Program experience. If applicant is under 18 years of age, a parent/guardian is required to sign for permission.

Please print neatly or type:

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailing Address</td>
<td>Town, St, Zip</td>
</tr>
<tr>
<td>Daytime phone number</td>
<td>Grade</td>
</tr>
<tr>
<td>Email address</td>
<td>Age, if minor</td>
</tr>
<tr>
<td>Emergency contact</td>
<td>Phone</td>
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</tbody>
</table>

Optional: List any known allergies or medical conditions:

Current school/college

Specific class or college requiring observation: Number of observation hours required:

Career interest

The person/specialty you would like to observe (be specific)

Why is this observation important to you? Use back of sheet if needed

Preferred days and times

OR

Specific calendar dates and times:

Return completed EOP application to Volunteer Services, 112 Mansfield Ave, Willimantic, CT 06226 or email to windhamvolunteers@hhchealth.org. Incomplete applications will be returned to you which will delay the approval process.

Once your completed application and required forms have been approved, you will be contacted by e-mail.

Please note: Educational Observer experiences are limited. In addition, there are occasional circumstances beyond our control that may disallow or cancel a schedule observer experience.
The Educational Observer understands and agrees to the following:

- Keep all patient information confidential and understand that breaches in our patients' confidentiality can be prosecuted.
- Dress in proper professional attire (dress slacks, collared shirt with sleeves, socks, and closed-toe shoes), wear hospital-issued face mask or other PPE as deemed appropriate, identifying EOP badge and no perfume/cologne.
- Use of cellular devices, cameras or computers is prohibited.
- Follow masking and hand hygiene guidelines as instructed by Sponsor.
- Wear personal protective equipment if there is a potential of contacting blood or other body fluids.
- Inform Sponsor or staff if nauseous, dizzy or ill at any time during the observer experience.
- Arrive promptly and remain flexible to allow for extenuating circumstances or interruption of the schedule.
- Remain at all times where directed; leave areas when instructed by physician, nurse, or administration.
- Recognize that observing in the healthcare setting and any complication therein may be emotionally distressing.
- Recognize the primary responsibility of the physicians and staff is to the patient; therefore, it may not be possible to provide immediate attention to the observer should the need arise.
- Understand the EOP is a one-time experience; does not fulfill any clinical or neither internship requirements; nor does it provide any hands-on experience.
- Understand staff may revoke this permission at any time during the observation period.

**Educational Observers Confidentiality and Responsibility Statement**

It is the policy of Windham Hospital that patient information and records are strictly confidential and access to them is limited to those whose job responsibilities require the need of the information. Confidential patient information includes official records, information on paper or in electronic form, verbal communication and any situation that may be observed or witnessed. Patient information must never be discussed in public areas or outside the Hospital. Information discussed should be limited to that which relates to patient care. No information may be offered without the patient consents.

I, ____________________________, (educational observer) agree to respect and preserve the confidential nature of all medical and personal information relating to the patients of Windham Hospital and its proprietary information. If questioned about information relating to patients, I will refer those inquiries to my sponsor.

In consideration of the permission granted, I, ____________________________, (educational observer) hereby release the physicians, the organization, and its employees from any claims or liability, physical injury and/or damage including emotional distress or injury or mental anguish which may be sustained by me as a result my presence in the Hospital.

<table>
<thead>
<tr>
<th>Educational Observer Name</th>
<th>School</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational Observer Signature</td>
<td>Date</td>
</tr>
<tr>
<td>Parent/Guardian Signature if minor</td>
<td>Date</td>
</tr>
</tbody>
</table>

OFFICE USE ONLY – DO NOT WRITE BELOW THIS LINE

<table>
<thead>
<tr>
<th>Host Department</th>
<th>Administrative approval</th>
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<tbody>
<tr>
<td>Sponsor name</td>
<td>Date and duration of observation</td>
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OBSERVATION TIPS

Preparing for your observation day
- Eat a good breakfast!
- Arrive 10 minutes early
- Park in the visitors parking lot
- Lock valuables in your car. We cannot take responsibility for your personal items
- Dress appropriately for a professional healthcare environment
  - Clean and neat appearance
  - Closed-toed/closed-heeled shoes, clean sneakers are best
  - Collared shirt or blouse
  - Slacks, Dockers, knee-length skirt
  - You will be provided with a locker should your observation require you to wear hospital-issued scrubs

During your educational experience
- Enter the hospital through the main entrance. At the info desk, identify yourself as an Educational Observer, obtain an ID badge, and follow instructions to meet your host.
- Always wear your mask unless you are eating or drinking.
- Only eat in designated areas (not in patient care areas).
- Avoid touching your face, nose and eyes.
- Maintain social distancing of 6 feet.
- Wash/sanitize your hands every time you enter/exit patient's room and after you touch public surfaces or items.
- Do not routinely wear gloves unless you are instructed to do so.
- Avoid using your cell phone or other personal items to minimize cross contamination.

After your observation
- Confirm the name of your host(s)
- Return the Educational Observer ID badge to the main entrance info desk
- Tell us about your experience by e-mailing windhamvolunteers@hhchealth.org with your host’s name(s) and department, and the duration of your observation. We want to know what was meaningful for you, what you learned, areas for improvement, and general thoughts.