

High School Co-operative Education Placement Description

Department/Program:	Outpatient Pharmacy (Retail)	Location	Charlton
Manager	Tessa Morris	Placement Supervisor	Tessa Morris
Hours for Fall/Winter placement	AM and/or PM	Dress code	Security ID Badge Professional Image Standard
Department/Program Description			
<p>The Outpatient (or Retail) Pharmacy is located in the Main Lobby at the Charlton Campus.</p> <p>A small, friendly team of staff – the pharmacy manager, pharmacists and pharmacy technicians - work closely together to provide prescriptions, non-prescription medications, professional advice and other services such as vaccinations to patients, staff and the general public. The pharmacy staff specializes in care for kidney dialysis and transplant patients, complex discharge regimens, injectable and compounded medications.</p> <p>This co-op placement would be ideal for a motivated student, with good interpersonal skills, considering a career as a pharmacist or pharmacy technician.</p>			
Duties & Responsibilities		Learning Opportunities	
<ul style="list-style-type: none"> - <i>Customer service:</i> assisting customers with purchases at the cash, answering general customer questions, referring queries to technicians or pharmacists as appropriate, taking the initiative to help customers locate items in the store - <i>Inventory control:</i> assist staff with ordering, receiving, returning and stocking medications, supplies and front shop items - <i>Store appearance:</i> assist with merchandising front shop and creating front window displays - <i>Safety:</i> assist with expiry date checking and safe disposal of expired medications - Learn typical duties of pharmacists and technicians, learn about medications and common disease states 		<ul style="list-style-type: none"> - Experience working in a fast-paced retail (outpatient) pharmacy - Observe staff in varying roles: pharmacists, pharmacy technicians - Experiential learning: perform many tasks in the pharmacy with supervision - Learn about customer service and inventory control - Learn about medications and how they work - Work as part of a team, taking responsibility for a defined role - Complete an independent project, as assigned by co-op teacher or pharmacy 	
Desired Skills		Student Expectations	
<ul style="list-style-type: none"> - High level of English (verbal and written) additional languages may be beneficial - Good manual dexterity, extended standing and walking, pushing a cart, lifting moderately heavy boxes, reaching overhead - Ability to stay calm and work in a busy/stressful environment - Excellent observational skills - Good hearing and visual acuity - Maturity to recognize need for sensitivity to the patients' privacy and to provide support for patients, families and visitors - Ability to follow directions and function with minimal supervision at all times - Attention to detail ensuring accuracy at all 		<ul style="list-style-type: none"> - Complete and submit organization's immunization form by the given deadline. If form is not submitted on time, placement start date is delayed - Attend and participate in a general hospital orientation prior to the beginning of your co-op placement - Review and sign a confidentiality agreement. Ensure that you are upholding the confidentiality of our patients, visitors and family. - Complete the Unpaid Learner Safety & Training Compliance Record and return to Co-op Coordinator within 5 days of start of placement - Follow proper hand hygiene protocols and practices while at placement - Be aware of emergency response plans. Be a part of code drills as well as be aware of emergency 	

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<p>times</p> <ul style="list-style-type: none">- Maintains professional /mature behaviours (i.e., no texting or use of personal or program computers for MSN etc.)- Confidentiality is vital whether it be pertaining to the duties or overhearing personal information, treatment, care etc.- Willingness to learn and follow standard operating procedures- Excellent communication skills in person and over the phone	<p>preparedness procedures of your unit/clinic/placement</p> <ul style="list-style-type: none">- Follow directions given by co-op coordinator and placement supervisor, asking for clarification when needed- Do not give advice regarding treatment or care- Follow policies and procedures outlined in Co-op Reference Guide, given through email before the orientation- Follow corporate professional image standard- Arrive on time ready to begin and leave at the end of allotted placement time- Take full advantage of learning opportunities while completing placement- The intent of co-op placements is to provide students interested in careers in healthcare with an opportunity to learn about a wide variety of careers and therefore are not intended to replace staff.		
Learning Map (Subject to change throughout placement)			
<p><u>Week 1 – Orientation:</u></p> <ul style="list-style-type: none">-Tour, code instructions-Specific information regarding privacy of information and patients’ rights-Infection control measures-Schedule for placement – start/finish/break times-Absence, accident, incident process-Appearance requirements, policies (scent, footwear, etc)-Introduction to basic tasks in the pharmacy: front shop organization and facing up, processing credit/debit/cash purchases, helping customers <p><u>Week 2 -4:</u></p> <ul style="list-style-type: none">-Orientation to dispensary: jog shadowing, learning names of common medications, how to locate items, assist technician with filling prescriptions, printing labels, packaging, unpacking, stocking shelves <p><u>Week 5:</u></p> <ul style="list-style-type: none">-Orientation to multi-step tasks such as assisting with their blister packaging, hospital discharge prescriptions, observing non-sterile and/or sterile compounding of medications, ordering and receiving medications <p><u>Week 6 – end of term:</u></p> <ul style="list-style-type: none">-Continue assisting with many of the above duties, as assigned, focusing on improving speed, accuracy and knowledge. Gain information regarding careers in pharmacy, reflection on placement and continuum of learning based on placement evaluation. Project work as assigned.			
Approved By:		Date:	
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