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COLLEGE OF NURSING

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Sacred Heart University

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## **Lab Manual**

**Academic Year 2020-2021**



## Author Acknowledgements

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## Table of Contents

Author Acknowledgements .....	2
Administration .....	2
Simulation Specialist .....	2
Laboratory Assistants.....	2
Administrative Assistant .....	2
1. General Information .....	10
1.1 Mission and Vision Statement .....	10
Mission .....	10
Vision.....	10
1.2 Governance .....	11
1.3 Decision-Making Process .....	11
1.4 Required Event or Course Acknowledgements .....	11
1.5 Simulation Brand Use Policy .....	12
1.6 Privacy Policy.....	12
1.7 Hours of Operation .....	12
1.8 DHCON Simulation Center Terminology .....	12
1.9 Food and Drink Policy .....	15
1.9.1 Failure to Comply .....	15
1.10 Computer Usage Policy .....	15
Control Room Computers .....	15
1.11 Dress Code .....	16
Students .....	16
Basic Uniform for Undergraduate Students .....	16
Juniors/Seniors Lab Coat.....	16
Proper Identification .....	16
Faculty/Staff .....	16
1.11.1 Failure to Comply .....	17
1.12 Access to Information .....	17
1.13 Illness .....	17
Student/Learner Illness.....	17
Staff/Faculty Illness .....	17
1.14 Alcohol and Substance Abuse .....	18
Staff .....	18
General Policy on Drugs.....	18
General Policy on Alcohol .....	18

Student.....	19
1.15 Disability.....	19
1.16 Occupational Exposure and Injuries .....	19
1.17 Medical Emergencies .....	20
1.18 Policy and Procedure Manual Update .....	20
2. Personnel .....	20
2.1 Policies and Guidelines .....	20
2.2 Personnel & Human Resource Contact.....	20
2.3 Personnel Job Descriptions .....	21
2.3.1 Director, Nursing Simulation and Clinical Laboratories .....	21
2.3.2 Director of Simulation Technology Oversight .....	21
2.3.3 Lab Assistant .....	21
2.3.4 Administrative Assistant .....	21
3. Administration Information .....	21
3.1 Support Staff and Contact Tree .....	21
3.2 Overtime Policy .....	21
3.3 Organizational Chart .....	22
4. Course Directors & Lab Faculty .....	22
4.1 Nursing Program Faculty & Staff.....	22
4.2 Faculty Training.....	22
4.3 Code of Conduct.....	22
4.4 Equipment Utilization .....	22
Responsibilities .....	23
Replacement Fees .....	23
5. Course Information .....	24
5.1 Simulation Development Policy .....	24
5.2 Simulation Preparation .....	24
5.3 Simulation Registration.....	24
5.4 Course Evaluation Policy .....	24
General.....	24
Course Specific .....	25
Faculty .....	25
6. Student Participation Guidelines .....	25
6.1 Code of Conduct.....	25
6.2 Cellular Phone Usage .....	25
6.3 Dress Code and Other Requirements .....	25
6.4 Fiction Contract.....	25

6.5 Participant Tardiness.....	26
Student Tardiness Defined.....	26
Rationale .....	26
Policy .....	26
6.6 Evaluations and Surveys.....	27
7. Scheduling Courses & Rooms.....	27
7.1 Approval Process.....	27
7.1.1 New Course .....	27
7.1.2 Recurring Course.....	27
7.1.3 Recurring Course with New or Different Scenarios .....	27
7.1.4 Identifying scenarios for a routine course .....	27
7.2 Scheduling Process.....	27
7.2.1 Annual department scheduling.....	27
7.2.2 FNP Advanced Health Assessment Lab and Equipment Scheduling (Room: N227) .....	28
7.3 Notification .....	28
7.4 Cancellation Policy .....	28
7.5 Priority.....	28
7.6 Recording of Scheduled Events.....	29
7.6.1 General.....	29
7.6.2 Photographic, Video, and Audio .....	29
7.6.3 Research.....	29
7.7 Severe Weather Policy .....	29
7.8 Utility/Electrical Failure.....	29
7.9 Parking Permits .....	29
8. Tours, Demonstrations & Outreach.....	29
8.1 Tour Request.....	29
8.2 Requirements.....	30
Tours .....	30
Demonstration .....	30
Outreach .....	30
8.3 Cancellation.....	30
8.4 Right to Refuse/Terminate.....	31
9. Equipment.....	31
9.1 Equipment Loan Policy.....	31
Responsibilities .....	31
Replacement Fees .....	31
9.2 Standard Center Equipment .....	32

9.3 Budget Source .....	32
9.4 Acquisition Policy and Process .....	32
9.5 Equipment Maintenance and Care .....	33
9.6 Breakage and Repair .....	33
Equipment Loan .....	34
9.7 Off Site Utilization (in-situ).....	34
10. Supplies .....	34
10.1 Budget Source .....	34
10.2 Acquisition Policy and Process .....	34
10.3 Organization.....	34
10.4 Usage and Re-Usage .....	35
10.5 Skin Replacement.....	35
College of Health Professions Courses.....	35
External Group/other.....	35
11. Scenarios .....	35
11.1 Scenario Development.....	35
11.2 Scenario Structure.....	35
Section 1: Demographics .....	35
Section 2: Curricular Information .....	35
Section 3: Preparation .....	36
11.3 Authorship .....	36
11.4 Audio/visual Storage .....	36
11.5 Utilization of Scenarios .....	36
11.6 Quality Assurance .....	36
11.7 Debriefing.....	36
11.8 Scenario Media Requirements.....	36
11.9 Scenario Programming Requirements .....	37
11.10 Scenario Piloting .....	37
12. Operations .....	37
12.1 DHCON Simulation Center Staff.....	37
12.2 Start-up and Shut-Down Process .....	37
12.3 Security of Information .....	37
Printed Materials .....	37
Electronic Materials: Video .....	38
12.4 Simulator/Task Trainer Maintenance .....	38
12.5 Course Supplies .....	38
12.5.1 Course Supplies Setup Policy .....	38

12.6 Course Preparation .....	39
12.6.1 First Professional Degree Simulation Sessions .....	39
12.6.2 External Courses/Symposiums.....	39
12.6.3 Tours/Demonstrations/Outreach .....	39
12.7 Course Turnover.....	39
12.8 After Hours and Holiday Access .....	40
13. Video Recording & Photo Release .....	40
13.1 Confidentiality.....	40
13.2 Forms .....	40
13.3 Videotaping and Audio Recording Policy .....	41
13.4 Video Distribution Policy.....	41
13.5 File Destruction Policy.....	41
13.5.1 Breach of Policy.....	41
14. Fiscal.....	41
14.1 External Simulation Fee Structure .....	41
14.2 Required Reporting .....	41
14.2.1 Mandatory Monthly Reporting.....	41
14.2.2 Mandatory Yearly Reporting.....	42
14.3 Annual Budget Reporting Requirements .....	42
14.4 Required Academic Year End Documentation .....	42
14.5 Purchase and Acquisition Procedure .....	42
14.6 Reimbursement Process .....	42
15. Customer Relations Policies.....	42
15.1 Dispute Resolution.....	42
15.1.1 Staff .....	42
15.1.2 Staff and Faculty .....	42
15.1.3 Staff and Student .....	42
15.1.4 Staff and Other.....	43
15.2 Marketing of Program.....	43
Talking to News Media.....	43
15.3 Use of DHCON Simulation Center Name .....	43
15.4 Web Usage .....	43
15.5 Information Dissemination .....	43
Email.....	43
15.6 Official Media Policy .....	43
16. Travel & Meeting Attendance.....	44
16.1 Meetings/Conferences.....	44

16.2 Reimbursement Policy .....	44
16.3 Covered Expenses .....	44
Transportation .....	44
Air .....	44
Car Rental .....	45
Private Automobile .....	45
Other Ground Transportation.....	45
Lodging.....	46
Conference Registration Fees .....	46
Meals.....	46
Business Entertainment .....	47
Other Reimbursable Travel Expenses .....	47
16.4 Non-Reimbursable Travel Expenses.....	47
16.5 Documentation Requirements.....	48
Prior to Travel .....	48
After Travel .....	49
17. Research.....	49
17.1 IRB Policy .....	49
17.2 General Guidelines.....	49
17.3 Safeguarding .....	50
17.4 Fee for Use .....	50
Funded Research (grant/departmental) .....	50
Unfunded Research.....	51
Arriving at a Fee .....	51
Exception to Policy .....	51
18. Security & Safety .....	51
18.1 Physical and Psychological Safety of Students.....	51
Psychological Safety .....	51
Facilitators.....	51
Director of Simulation Technology Oversight.....	51
Learners .....	51
Physical Safety/security .....	51
18.2 Emergency Procedures and Evacuation.....	51
18.2.1 Defibrillators/AED .....	52
18.2.2 Medical and Nonmedical .....	52
18.3 Identification Badges .....	52
Appendix A: Job Descriptions .....	53



A1.1 Lab Director .....	53
A1.2 Director of Simulation Technology Oversight.....	55
A1.3 Lab Assistant Job Description .....	59
A1.4 Administrative Assistant .....	60
Appendix B Confidentiality & Video Release .....	61
Appendix C: DHCON Fee Schedule.....	62

# 1. General Information

## 1.1 Mission and Vision Statement



### Mission

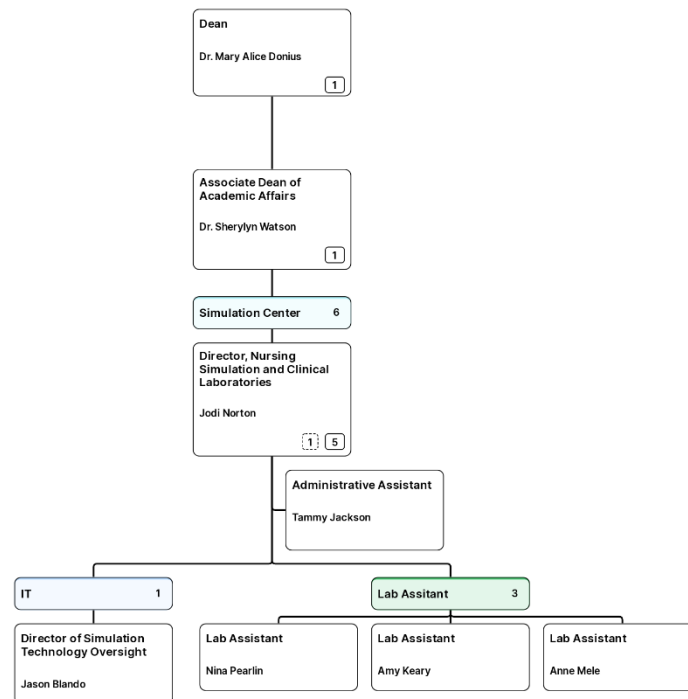
The mission and philosophy of the Dr. Susan L. Davis, RN & Richard J. Henley College of Nursing (DHCON) at Sacred Heart University (SHU) is found in **Section I of each program's Student Guide and published on the College's website**. Additionally, the mission of the DHCON at SHU Clinical/DHCON Simulation Center is to improve patient safety and clinical outcomes by integrating simulation based teaching/learning methodologies in the educational curriculum for all students, nurses, and other health care professionals and staff.

### Vision

Improve patient care through simulation- based teaching/learning methodologies to advance student-learning outcomes. The Nursing Clinical/Simulation Laboratories are an educational entity focused on using and developing the field of simulation-based nursing education with a faculty and staff committed to:

- Be learner-focused, service-oriented educational organization.
- Design and implement simulation training that incorporate state-of-the-art training techniques and equipment.
- Incorporate simulation into the training curriculum for students, faculty, and staff for all academic levels in all clinical specialties.
- Contribute to the published field of research regarding simulation based educational methodologies.
- Demonstrate the validity and predictive value of simulation as a competency assessment evaluation instrument.
- Further the development of medical simulation training and technology through collaboration with corporate sponsors and academic professionals from various non-medical specialties.
- Serve as a resource for other healthcare professionals, educators, and researchers in the field of simulation based educational methodologies.
- Become a regional leader in the delivery of simulation training to local organizations that lack the facility, equipment and personnel of their own to do so.

## 1.2 Governance



## 1.3 Decision-Making Process

This DHCON Simulation Center operates within a hierarchical organizational structure within the DHCON. All decisions are made by the Director, the DHCON Dean and/or the Associate Dean of Academic Affairs. Day-to-day operations are the responsibility of the Director, Clinical and Simulation Laboratories. All scheduling is directed to the Director for evaluation. Scheduling conflicts, customer service issues, questions with policy or other similar decisions are the responsibility of the Director. If such issues cannot be resolved, the issue(s) will be elevated up the chain of command. Decisions regarding equipment purchases and prioritizing projects rests with the Director and the deans with counsel from the Director of Simulation Technology Oversight.

## 1.4 Required Event or Course Acknowledgements

The Sacred Heart University DHCON Simulation Center will be acknowledged in all photographs, research, abstracts, publications, presentations where the DHCON Simulation Center had a part. The DHCON Simulation Center shall be acknowledged as “The DHCON Simulation Center for Excellence in Laboratory Learning.” *Any and all photographs, research, abstracts, publications, presentations, where the DHCON Simulation Center had a part, will be submitted minimum two (2) months prior to external customer reveal to the Director, Nursing Simulation and Clinical Laboratories.* This is to ensure that the DHCON Simulation Center has quality representation and is in the best interest of both the Davis and Henley College of Nursing, and the DHCON Simulation Center for Excellence in Laboratory Learning.

Non-faculty use of the DHCON Simulation Center for Excellence in Laboratory Learning or SHU branding or presentations that have or implicate the SHU DHCON Simulation Center for Excellence in Laboratory Learning will require approval by the director or dean.

### 1.5 Simulation Brand Use Policy

The DHCON Simulation Center will be acknowledged in all photographs, research, abstracts, publications, presentations where the DHCON Simulation Center had a part. The DHCON Simulation Center shall be acknowledged as “The DHCON Simulation Center for Excellence in Laboratory Learning.” *Any and all photographs, research, abstracts, publications, presentations, where the DHCON Simulation Center had a part, will be submitted minimum two (2) months prior to external customer reveal to the Director of Simulation and Clinical Laboratories .* This is to ensure that the DHCON Simulation Center has quality representation and is in the best interest of both the Davis and Henley College of Nursing, and the DHCON Simulation Center for Excellence in Laboratory Learning.

### 1.6 Privacy Policy

The Sacred Heart University DHCON Simulation Center abides by and follows SHU Office of The President policies regarding privacy. We do abide by HIPAA and FERPA wherever applicable.

The Center will, on occasion, collect personal information from a variety of sources for simulation and/or curriculum operations to include: name, address, contact details, gender, and occupation. The Center reserves the right to use the information collected for the specific primary purpose it was collected. The Center will not sell or distribute the collected information to third party or marketing agencies.

### 1.7 Hours of Operation

The Simulation Center operates normally from 8 am to 4 pm, Monday – Friday duty schedule. There may be times when the center may be open or in operation outside those normal duty hours with prior approval from the Director. There may also be times when the center will not be available during duty hours because of some other meeting, event or prior commitment. Customers/clients will be charged appropriately for all sessions outside the normal duty schedule to include cost of overhead and overtime associated with their session.

The DHCON Simulation Center is closed on all federal holidays and school holidays. The holidays that the DHCON Simulation Center is closed are:

- New Year’s Holiday
- Martin Luther King Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Holiday
- Christmas Holiday

**The campus is closed from December 23-January 1.**

### 1.8 DHCON Simulation Center Terminology

This section sets forth the guidance on terminology going forward in this manual.

From here forward the Sacred Heart University Dr. Susan L. Davis, R.N. and Richard J. Henley College of Nursing DHCON Simulation Center may be referred to as the “center,” or “DHCON Simulation Center.”

Below is a list of commonly used terminology in healthcare simulation. Please note that not all terms will be used in this manual.

**Assessment**

A judgment on whether someone’s performance reaches a certain level, measured against criteria.

**Collaboration**

The process where two or more people or organizations work together to realize shared goals.

**Communication**

The exchange of thoughts, messages, or information.

**Competency**

A state or quality of being adequately or well qualified to do a job properly.

**Confederate**

An individual other than the patient who is scripted in a simulation to provide realism, additional challenges, or additional information.

**Crisis Resource Management**

Originally defined by the airline industry as “crew resource management,” promotes safety through the use of both non-technical skills: teamwork and communication, with that of the technical skills.

**Debriefing**

This is a conversation that typically revolves around a particular session for the purpose of examining and reflecting behavior and/or performance.

**Educational Theory**

The theory of education that guides, explains, or describes educational practice.

**Facilitation**

Term used to describe an activity which makes tasks for others easy, or tasks that are assisted.

**In Situ Simulation**

A particular form of simulation, that is distinct from simulation that is conducted in a DHCON Simulation Center. May be described as, “Simulations that occur in the actual clinical environment and whose participants are on duty clinical providers during their actual workday”.

**Learning**

Acquiring new or modifying existing, knowledge, behaviors, skills, values, or preferences.

**Memorandum of Understanding**

This is a binding document or contract signed between at least two parties.

**Personally Identifiable Information**

Data used to distinguish individual identity. Examples include: name, address, email, phone number, inpatient record number, social security number, driver's license number, date of birth, etc.

**Research**

Creative work undertaken systematically to increase the stock of knowledge. It is often used to confirm facts, reaffirm results, or refute facts.

**Scenario (AKA Simulated Clinical Experience)**

The predetermined schedule of events that are planned and programmed to assist in achieving learning outcomes/goals.

**Session**

A group of one or more scenarios followed by a debriefing exercise.

**Simulated Participant**

The participants or learner involved in the simulation.

**Simulated Patient (Standardized Patient)**

An individual who is trained to act as a real patient in order to simulate a set of symptoms or problems.

**Simulation**

The imitation of the operation of a real-world process or situation over time.

**DHCON Simulation Center**

An area designed to conduct simulation, simulated events, debriefings, and educational activities.

**Simulation Areas**

This is defined as the Ambulatory Clinic Lab, Primary Care Rooms, Specialty Care Rooms and Bedside Care Lab or simulation space.

**Simulation Facilitator**

An individual who is involved in the implementation and/or delivery of simulation activities. For example, faculty, educators, etc. An individual that helps to bring about an outcome (such as

learning, productivity, or communication) by providing indirect or unobtrusive assistance, guidance, or supervision. For example: The debriefing facilitator kept the discussion flowing smoothly.

### **Stress**

The feeling of strain and pressure, feelings of anxiety and being overwhelmed.

### **Students**

A learner, or someone who attends an education activity.

#### **1.9 Food and Drink Policy**

No food items (solid or liquid) are allowed in the simulation areas at any time for any reason. All food is restricted to the debriefing rooms. This includes coffee or other liquids with lids and in spill proof containers.

Faculty, staff, and standardized patients helping to run simulation sessions may have food and drink in the control room. All food and drink must remain on the back counter and away from computers.

This policy also applies to group/organization/department sessions if outside food is brought in.

It is the responsibility of the group/organization/department to clean up food items and any paper wear after their session. Large items such as catering boxes, cake boxes, coffee containers, and or bagel containers or cream or dairy based foodstuff must be taken to the large trash cans outside the DHCON Simulation Center and may not be left in the DHCON Simulation Center debriefing room.

##### **1.9.1 Failure to Comply**

First offense, the group/organization/department will be notified, by the director, of breach in policy and the food and drink policy will be reiterated.

Second offense, the group/organization/department will be notified, by the director, of breach in policy and the food and drink policy will be reiterated. A Cc will be sent to the dean.

Third offense, the group/organization/department will be notified that, going forward, they will not be allowed to bring food or drink into the DHCON Simulation Center and they will be asked to leave the simulation area immediately.

#### **1.10 Computer Usage Policy**

##### **Control Room Computers**

The computers in the control room are there to facilitate operation and coordination of simulation functions. The computers in the control room require log in for use. The use should directly relate to their position at SHU, and not to be used for personal enjoyment/business. This includes, but not limited to: social media, personal email, other business entity work, identified gaming websites, pornographic materials, and banking or other business not pertaining to the user's position at SHU.

Any use of the computers for use other than intended are subject to [SHU policies and practices concerning electronic communication](#).

Any violation of these practices may result in denial of use of DHCON Simulation Center computer equipment or denial of the right to utilize the DHCON Simulation Center. Violations are subject to Federal Electronic Communication and Privacy Act of 1986.

This includes the laptops designated for the simulators.

### 1.11 Dress Code

#### Students

Nursing students are expected to follow the established dress code and uniform policy detailed below as part of their demonstration of Professional Role Behaviors (see policy under this name in the student guide).

The SHU uniform and badge are to be worn by students in structured clinical, lab, volunteer experiences, or special events determined and approved by the DHCON.

Clinical/lab faculty have the responsibility to inspect and approve uniforms. Students who fail to abide by the uniform guidelines will be asked to leave simulation and return appropriately dressed. Questions or concerns regarding these guidelines should be addressed with the clinical course faculty prior to attending the clinical, lab, or professional activity.

#### Basic Uniform for Undergraduate Students

The basic uniform consists of a red scrub set (unisex pant and V-neck shirt). A solid white long sleeved cotton shirt or turtleneck may be worn under the red scrub top. Solid-colored nursing shoes are preferred. White sneakers and closed back clogs are permitted. Open toe or open back shoes are not permitted. A stethoscope, black ink pen, and small notebook are also required. Additional equipment (bandage scissors, forceps, penlight) are recommended for upperclassmen.

#### Juniors/Seniors Lab Coat

A white lab coat (short length) or scrub jacket may be purchased at the bookstore and worn to assigned clinical settings, laboratory activities, and SHU nursing program events. Lab coats are embroidered with the SHU logo. Name pins are worn on the upper left side of the lab coat.

#### Proper Identification

Name pins and/or ID badges are required for any activities where students are participating and representing DHCON. Picture ID's are required for all clinical settings and must be visible at all times. Students may place his/her SHU ID in a plastic sleeve or badge holder. Students may be asked to leave the clinical area if proper identification is not displayed.

#### Faculty/Staff

Dress professionally in clean black scrubs and wear SHU DHCON white coats. *No shorts, hats, beachwear, or flip-flops are allowed in the DHCON Simulation Center.*



### 1.11.1 Failure to Comply

The student/participant/instructor may be asked to leave the DHCON Simulation Center until they can procure the appropriate attire.

### 1.12 Access to Information

There are also certain [Family Educational Rights and Privacy Act \(FERPA\) regulations](#) that come into play when dealing with students and records. Generally, schools must have written permission from the student in order to release any information from a student's education record to a parent or third party. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

A Student is any individual who has been admitted to and is enrolled in or registered with, any academic program of SHU. For purposes of clarification, "registered with an academic program of SHU" occurs at the time of submission of the application.

### 1.13 Illness

#### Student/Learner Illness

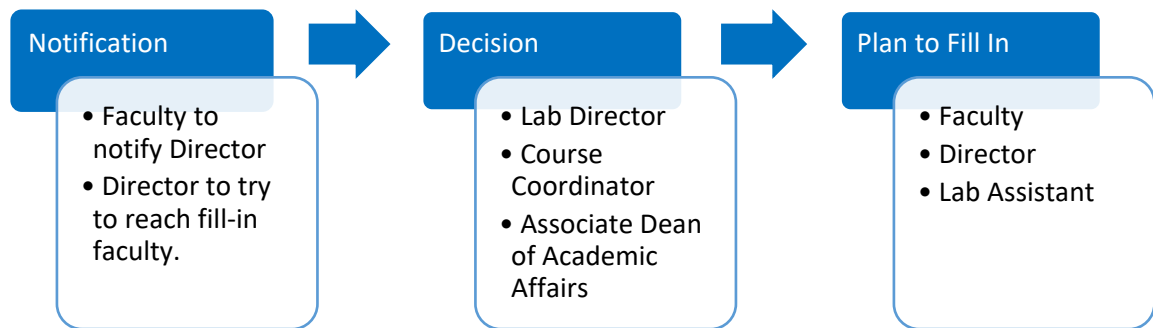
If a student notifies the director or any of the designated faculty as being ill, the student will be excused from the simulation. The director will notify the course coordinator that the student left the session due to illness. The simulation staff may be able to reschedule the student for another simulation day.

#### Staff/Faculty Illness

The staff will notify the director via email, text, or phone call correspondence in the event that they "call out sick." Sick leave in excess of three business days will be required to submit satisfactory proof of inability to work, via physician's note.

Faculty who are unable to attend the simulation session are required to call the DHCON Simulation Center as far in advance as possible. The DHCON Simulation Center will attempt to find a faculty replacement. If no replacement can be found, the simulation session will be cancelled. At no time will the session commence without a faculty/facilitator.

Figure 1 Instructor NO SHOW Contingency



## 1.14 Alcohol and Substance Abuse

### Staff

It is SHU's policy to comply with the law to provide all employees with a safe working environment and to promote the safe and efficient performance of all job duties. SHU has established certain rules and procedures regarding the use and possession of intoxicants, including drugs and alcohol. The university's policy is stated below.

#### General Policy on Drugs

As a condition of consideration for initial and continued employment, Sacred Heart University requires all employees to report to work and perform their duties without any drugs present in their systems that are either unlawful or may diminish physical or mental job performance requirements. We will not tolerate employees possessing, selling, using, manufacturing, distributing, assisting in distribution, or making arrangements to distribute drugs while on University property.

Although the proper use of medication that does not affect job performance is permitted, the abuse or misuse of prescription medication is a violation of policy. No employee may take another employee's prescription medication.

Any employees who are legitimately using prescription medication must consult with their supervisor when they have reason to believe, if the prescription information indicates, that their medication may affect safety or performance.

#### General Policy on Alcohol

SHU prohibits employees from possessing or drinking alcohol or being in any way impaired by alcohol while at work, during working hours, or on University property including while in vehicles. Employees may not consume alcohol at lunch, breaks or other occasions while working or during working time.

The University recognizes that at a limited number of SHU-related social functions, employees may be permitted to consume alcohol in moderation without violating these restrictions. Any such function must have the prior approval of the Division or department head. Even during these limited occasions when consumption is allowed, employees must act professionally at all times, may not be intoxicated, and may not operate a vehicle if they are in any way affected by alcohol.

## Student

SHU is dedicated to creating an environment that allows students to achieve their educational goals and grow spiritually, intellectually and socially. The University is also committed to supporting students in demonstrating responsible conduct in the best interest of their personal health and well-being, the community's general welfare, and the rights of others.

The University does not condone the illegal or otherwise irresponsible use of alcohol and other drugs. Every member of the University community is encouraged and expected to be aware the risks associated with alcohol and drug use and abuse. This responsibility obligates students to know relevant University policies and federal, state, and local laws and to conduct themselves in accordance with these laws and policies. Students are expected to assume responsibility for their behavior and must understand that being under the influence of alcohol/drugs in no way lessens accountability for their actions.

SHU complies with and enforces all federal, state, and local laws that regulate or prohibit the possession, use or distribution of alcoholic beverages or drugs. To these ends, the University publishes the following information regarding University policies and sanctions; laws and penalties concerning substance use and abuse; health and behavioral risks of drug use, and resources for treatment and educational programming. Sacred Heart University acknowledges the fact that alcohol is a part of society, and supports the contention that use and abuse of alcohol is one of the most serious issues facing University students nationwide. Therefore, SHU strives to educate students about alcohol effects and the prevention of alcohol abuse.

See the student handbook for more details on alcohol guidelines & regulations.

### 1.15 Disability

Students with disabilities who request or qualify for reasonable accommodations must have the appropriate documentation on file at Office of Student Accessibility (OSA). This documentation is confidential. The OSA is responsible for determining the appropriate accommodations after consultation with the student and DHCON.

Students are responsible for directly contacting their faculty during the first week of each semester/trimester to identify themselves, the nature of their disability, and accommodation needs. Students are not expected or required to provide faculty with detailed documentation about their disabilities. Faculty will receive a letter from OSA that describes the required accommodations for the course.

### 1.16 Occupational Exposure and Injuries

All SHU employees have the right to a safe and healthful workplace. SHU is committed to excellence in health, safety and environmental performance and strives to achieve:

- Zero injuries or illnesses
- Zero environmental incidents
- Zero property loss or damage

The DHCON Simulation Center is not a functional patient care environment, thus does not have the same requirements as a clinical environment.

The DHCON Simulation Center does have a number of identified potential and actual hazards. The occupational exposure and injuries located in the DHCON Simulation Center are:

- Compressed Oxygen
- Fall Risk
- Ergonomic Risk
- Musculoskeletal Injury Risk
- Sani Wipes
- Sharps (needles/scalpels)

### 1.17 Medical Emergencies

The DHCON Simulation Center is not a patient care environment and does not stock the necessary equipment to handle the myriad of medical emergencies that could potentially exist. In general, any medical emergency, the DHCON Simulation Center staff will activate emergency medical services by calling SHU's public safety emergency number 203-371-7911.

### 1.18 Policy and Procedure Manual Update

The policy and procedure manual will be reviewed and updated annually by the director or designee to reflect current operations. Changes will be published each July.

## 2. Personnel

The Director will report to the Associate Dean of Academic Affairs, Davis & Henley College of Nursing.

Director of Simulation Technology Oversight and Lab Assistants will report to the Director, Nursing Simulation and Clinical Laboratories. The Director of Simulation Technology Oversight and Lab Assistants' positions are not deemed supervisory positions and do not have direct reports; therefore, no one specialist or assistant is ahead or above the other staff.

*All interactions between staff and faculty, staff students must be in a professional manner only.*

### 2.1 Policies and Guidelines

All employees are governed by SHU policies.

*Please refer to the Sacred Heart Policies for Faculty and Staff Members.*

### 2.2 Personnel & Human Resource Contact

**Sina Binkowitz**

HR Generalist

Tel: 203-365-4856

Fax: 203-365-7527

[binkowitzs@sacredheart.edu](mailto:binkowitzs@sacredheart.edu)

## 2.3 Personnel Job Descriptions

### 2.3.1 Director, Nursing Simulation and Clinical Laboratories

[See Appendix A1.1](#)

### 2.3.2 Director of Simulation Technology Oversight

[See Appendix A1.2](#)

### 2.3.3 Lab Assistant

[See Appendix A1.3](#)

### 2.3.4 Administrative Assistant

[See Appendix A1.4](#)

## 3. Administration Information

### 3.1 Support Staff and Contact Tree

**Mary Alice Donius**

Dean, DHCON

203-365-7578

**Sherylyn Watson**

Associate Dean of Academic Affairs, DHCON

203-416-3792

**Jodi Norton**

Director, Nursing Simulation and Clinical Skills Laboratories

203-371-7835

**Jason Blando**

Director of Simulation Technology Oversight

203-371-7835

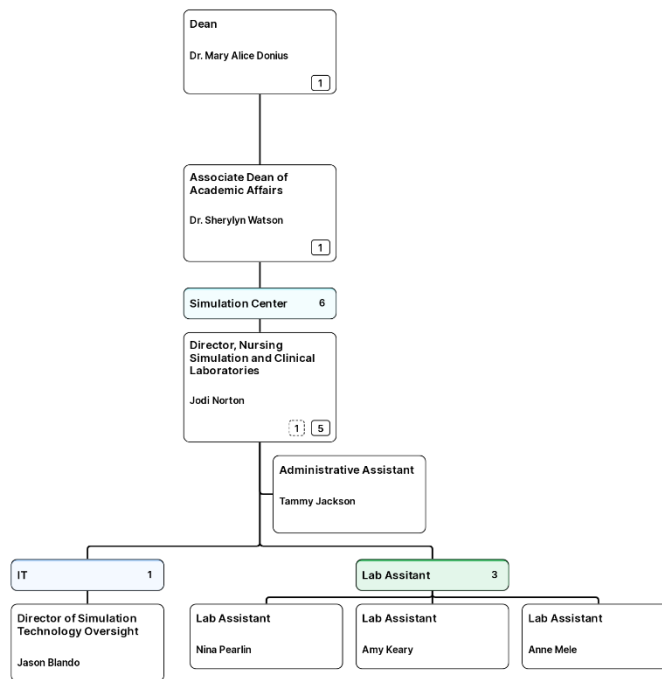
### 3.2 Overtime Policy

This policy is governed by the SHU human resource policies.

The Fair Labor Standards Act requires that overtime be paid to non-exempt employees for hours worked over 40 in a work week. Non-exempt employees who work over their scheduled 35 hours a week will be paid straight time up to 40 hours. For overtime purposes, vacation, holidays and jury duty are counted as hours worked; sick time, bereavement and personal time are not counted.

All employees may be required to work their fair share of overtime based on the business needs of the University. All overtime work must receive the Supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work. An employee is not eligible for overtime if the position is considered exempt from the overtime pay provisions of the Fair Labor Standards Act. Exempt employees are paid a salary for carrying out a particular function over a period of time rather than for completing assigned tasks during a 40-hour workweek. Therefore, the number of hours necessary for an exempt employee may vary from week to week.

### 3.3 Organizational Chart



## 4. Course Directors & Lab Faculty

Jodi Norton MSN, BSN, RNC-NIC, Director, Nursing Simulation and Clinical Skills Laboratories

### 4.1 Nursing Program Faculty & Staff

Refer to the [colleges website](#).

### 4.2 Faculty Training

All faculty who desire to teach within the DHCON Simulation Center will be required to go through and successfully complete the center's training course, or have proof of attending a simulation instructor course elsewhere.

### 4.3 Code of Conduct

The DHCON Simulation Center is aligned and governed by SHU DHCON. All university code of conduct policies are applicable and will be followed.

Nurses are held to the highest standards of professionalism. It is expected that the learning environment for student nurses will facilitate and reinforce behaviors and attitudes of mutual respect between faculty, staff, and nursing student learners.

### 4.4 Equipment Utilization

All equipment utilization is strictly maintained and observed by the simulation staff. A simulation staff member will always be present when simulation equipment is being used. The following rules apply when simulation equipment is in use.

- No ink pens near the simulators or task trainers
- No newspapers or papers with easily removable ink near the simulators or task trainers
- No food or drink near the simulators or task trainers

DHCON Simulation Center will loan certain task trainers if available based on criteria listed below.

1. Must be affiliated with SHU
2. Must have placed a request for equipment through the nursing lab director.
3. Agrees to provide a recharge code, in case of damage to equipment

If all the above criteria are met, the approval will be given through the Director's office. The Director will have 7 days to review and respond. This is to confirm that the piece of equipment is available, will not be needed for that timeframe, and is in good working order.

If the request is placed with less than 7 days' notice, it is up to the Director if the request can be met.

All requests and approvals will be generated through email.

If the request is approved, specific instructions for pickup and return of equipment will be provided at that time. At time of pick up, the receiver must fill out the required information on the log. This log serves as attestation to return the equipment clean and in good working order.

#### Responsibilities

- **Director, Nursing Simulation and Clinical Skills Laboratories:** Process request, process pick up and return, and ensure proper documentation
- **Director of Simulation Technology Oversight:** Ensure that the piece of equipment is in good working order.
- **Lab Assistant:** Ensure the piece of equipment is clean, and placed in sim central or the director's office on the day for pick up. Inspect the equipment upon return for damage.

At no time will the simulation staff be responsible for delivering equipment to individuals, classrooms, or automobiles.

#### Replacement Fees

Depending on the item borrowed, Fees for recharging or replacement will be assessed. Fees will be charged based on actual procurement value + applicable shipping costs. The director will evaluate if the borrowing individual/organization will be assessed based on certain criteria:

1. Item to be borrowed
2. Fidelity of the manikin
3. Will any invasive instruments be applied to the trainer (IV's, chest tubes, trachs, etc.)
4. Number of people training on and/or using the equipment.

The borrower will be told up front by the simulation staff of the charges that will be incurred. Additionally, if the borrowed equipment is received back to the DHCON Simulation Center in non-operational condition, the borrowing agency will be charged for additional repair or replacement.

No charges will be sought before service; however, a recharge number must be on file with the DHCON Simulation Center office.

## 5. Course Information

Course participants and faculty must be respectful of the DHCON Simulation Center environment and personnel at all times.

### 5.1 Simulation Development Policy

The DHCON Simulation Center strives to provide exemplary customer service and support development of new courses for its faculty and students. This policy, along with procedures, is designed to provide the clients and stakeholders all the necessary information that is required to develop a new simulation for implementation at the DHCON Simulation Center.

Per this policy, any and all new simulation requests will be required to fill out a new course request that is conveniently located on Sharepoint. Once the request is submitted, the center has 7 working days to look over the information and approve or bounce back the request for more information.

The DHCON Simulation Center requires a pilot test of all new courses.

Note: Simulation approval does not automatically mean courses will be scheduled. Simulation scenario submissions are required to schedule a pilot. This can occur no earlier than 2 weeks after submission approval of proposed simulation scenarios. This time is essential in allowing the lab assistants time to program and prep for the piloting session.

External customers will be changed for piloting session and administrative overhead.

Scenario development can be accomplished by the DHCON Simulation Center on a fee basis.

### 5.2 Simulation Preparation

Students will be directed via email or by blackboard for any assigned pre-class instructions. Students are expected to arrive on time for the assigned simulation session. It is the student's responsibility to contact the course faculty if there is an issue with scheduling or an emergency prevents attendance.

### 5.3 Simulation Registration

The course coordinators will route all simulations through the director's office for final approval.

### 5.4 Course Evaluation Policy

#### General

Students in all simulation sessions have the opportunity to provide feedback to the staff, faculty, and director regarding the experience in person or via email.



### Course Specific

Evaluations such as, pre and posttests-checklists and surveys are provided to the learner/students based on the program goals, course content, and faculty preference for a specific session. The evaluation method must be vetted during the new course development phase or at the piloting phase prior to inclusion in the simulation session.

The Creighton Simulation Evaluation Instrument (C-SEI) tool as well as the Simulation Effectiveness Tool Modified (SET-M) will be utilized in all undergraduate simulations.

The Mini Clinical Evaluation Exercise (CEX) evaluation tool will be utilized for graduate level simulations and Objective Structured Clinical Examinations (OSCE).

### Faculty

Debriefing clinical simulation experiences is increasingly understood as a crucial step in clarifying and consolidating insights and lessons learned from simulations experiences.

Each faculty member will be trained to use the Debriefing for Meaningful Learning debriefing method and will be evaluated during the academic school year.

## 6. Student Participation Guidelines

### 6.1 Code of Conduct

The DHCON Simulation Center is aligned and governed by SHU and DHCON. All codes of conduct policies are applicable and will be enforced. An electronic copy of the Code of Conduct is available upon request. Additionally, the nursing students must abide by academic honor system of the college.

### 6.2 Cellular Phone Usage

While participating in simulation sessions, all cellphones must be placed on vibrate and students and faculty may only take emergency calls. Students may be excused take/make an emergency call. The call must be taken outside of the DHCON Simulation Center as not to disturb the learning environment of others.

At no time will cellular phones and/or tablets be used to record audio, video, or photography.

See Nursing Student Guide for more information.

### 6.3 Dress Code and Other Requirements

See Section 1.12, Dress Code

### 6.4 Fiction Contract

The simulation staff has set up simulated encounters that are as realistic as possible with the resources available. During the simulation session, the student will encounter electronic manikin patients, trainers to help with practice procedural skills, and various people (actors/standardized patients) in the environment. During the session, the actors and or standardized patients will take this very seriously and the simulation staff ask that the students do as well.

The manikins have heart sounds, lung sounds, and some have bowel sounds. The adult patients have palpable carotid, brachial, radial, femoral, and pedal pulses. The pediatric manikins will have different pulses depending on the age of the patient.

Clinical monitors are available for various clinical setting.

For example, the manikin may or may not have IV access at the beginning of the student's scenario. If not explicitly told, it should not be assumed there is venous access. The IV fluid will be placed on an IV pole and the tubing will have a stopcock where all IV medications can be administered. The student must actually administer fluid to produce the desired effect. The student will need to specify the type of fluid and the amount to be administered. The student **MUST** administer the desired medication in order to get the desired effect.

The manikin can breathe spontaneously, has chest movement, responds to O<sub>2</sub>, and can be mechanically ventilated if necessary. The manikin's pulmonary compliance can change. Chest compressions can be performed on a poorly perfusing patient and must be done correctly to have a beneficial effect.

*The defibrillators in the DHCON Simulation Center are real and will deliver live energy.* Placing the pads on the metal discs on the patient's chest will display the cardiogram on the defibrillator screen. The manikin can be shocked or paced, but the manikin will not "jump".

## 6.5 Participant Tardiness

In an effort to provide a quality simulation experience for both students and faculty, the DHCON Simulation Center has enacted a student tardiness policy.

### Student Tardiness Defined

Student tardiness is defined as the student has missed the entire simulation orientation at the beginning of the session.

### Rationale

An orientation to the simulation space and equipment is an essential part of the simulation curriculum and session. An orientation is conducted at the beginning of every session for reasons of safety, adaptation to environment, center/session rules, and any specific session-specific information. Having students arrive after orientation has been concluded, is not only a safety concern, but is disruptive to the other students and instructors, and also has the potential cause for the session to not complete a number of terminal and/or enabling objectives.

### Policy

The DHCON Simulation Center's policy of student tardiness is such that if the student is sufficiently late that they miss the entire simulation orientation, then the student will be directed to return to their course faculty for further instructions. If the student arrives during the simulation orientation, then he/she will be allowed to stay.

## 6.6 Evaluations and Surveys

See section 5

## 7. Scheduling Courses & Rooms

### 7.1 Approval Process

#### 7.1.1 New Course

All scheduling is approved through the director's office. Per policy, any and all new course requests will be required to fill out a new course request that is located on Sharepoint. Once the request is submitted, the center has 7 working days to review the information and approve or request for more information. Once the course is approved, the assigned course number will be used to reserve space.

The DHCON Simulation Center requires a pilot test of all new courses.

External customers will be charged a fee for a piloting session and administrative overhead.

Scenario development may be accomplished by the DHCON Simulation Center on a fee basis.

Please see new course development procedures.

#### 7.1.2 Recurring Course

All scheduling is approved through the director's office. Once a session request is received, the director will determine if there is space available at the time requested. If the space is available, the director will approve and a confirmation e-mail will be sent to the requestor.

#### 7.1.3 Recurring Course with New or Different Scenarios

New scenarios must be submitted to the director ten (10) business days prior to session if programming is required. Requests for media for the session must be submitted five (5) business days prior to the session.

#### 7.1.4 Identifying scenarios for a routine course

Many courses rotate simulation scenarios for their sessions. The DHCON Simulation Center must be notified seven business days prior to the scheduled session to ensure the simulation staff has sufficient time to prepare for the session.

### 7.2 Scheduling Process

All scheduling is approved through the director's office.

Tour Scheduling is approved through the director's office. *Tour schedules are limited and may not interfere with the simulation education schedule.* With rare exception, tours will be scheduled at a time when there are no educational activities occurring in the DHCON Simulation Center. See also 7.1

#### 7.2.1 Annual department scheduling

Any department may send in scheduling requests at any time; however, all department requests will be held in queue until the DHCON releases the lab schedule. The director's office

will work to populate other requests in the available time slots. The DHCON is responsible for setting up the session and scheduling their students.

See Section 7.5 for priority

*Exception to policy: If there are no scheduled DHCON sessions, summer camps/outreach/tours and other academic programs that occur in June and July may be scheduled when the request is submitted.*

#### 7.2.2 FNP Advanced Health Assessment Lab and Equipment Scheduling (Room: N227)

The primary lab for FNP Advanced Health Assessment, houses the Anatomage Table is available to faculty in DHCON, CHP and CAS for classroom instruction. Faculty who use the Anatomage Table must be trained and approved prior to student instruction by the Director of Simulation Technology Oversight or designee of the director. No students are permitted in the FNP Advanced Health Assessment Lab or permitted to use the Anatomage Table without an approved faculty member present at all times. Faculty who are teaching must schedule the lab for class and practice through the director. No food or drink are allowed in the FNP Advanced Health Assessment Lab at any time. No objects may be placed on the Anatomage Table at any time.

#### 7.3 Notification

Scheduling of rooms and equipment in the clinical and simulation labs is the responsibility of the director. Requests for use of space and equipment must be made through the director. The lab Director will generate notification/approval/disapproval of session. Any and all departments requiring communication with the DHCON Simulation Center can call the lab Director's office or email the lab Director.

#### 7.4 Cancellation Policy

Faculty who identify a scheduling conflict they must notify the director. Please cancel sessions 24 hours prior. The staff will work to reschedule the session.

#### 7.5 Priority

Generally, the priority for scheduling use of the laboratories in the DHCON Simulation Center is for the courses offered in the DHCON. Other requests will be honored as they are received. The priority order is listed below:

1. DHCON Lab Classes (NU205/220L, NU215L, NU300, NU330, NU340, NU360, NU374)
2. DHCON Meetings
3. Other SHU Departments
4. External (Tours, outreach, etc...)

## 7.6 Recording of Scheduled Events

### 7.6.1 General

The DHCON Simulation Center staff will keep record of the date, group/group name, length of the session, and the number of people attended. This information will be used to calculate metrics for center operations.

### 7.6.2 Photographic, Video, and Audio

Photographic, video and audio recordings will only be used with the signed consent for video and audio recordings. This will need to be expressed by the session faculty at any time prior to the start of the session.

### 7.6.3 Research

The use of photographic, video, and audio recording, which are written into research protocols, must require expressed written consent from the participants. The research staff must keep copies of the consent and research data in a locked file in the DHCON.

## 7.7 Severe Weather Policy

In the unlikely event of adverse weather conditions, the DHCON Simulation Center will follow all SHU guidelines and directions regarding emergency procedures. If there is warning of potential severe weather, the DHCON Simulation Center will attempt to notify all faculty who are scheduled for a session. Every attempt will be made to reschedule the session if possible. Also, see section 20, Security and Safety.

## 7.8 Utility/Electrical Failure

If there is a utility/electrical issue that may impact a scheduled session, the DHCON Simulation Center will attempt to notify all faculty who are scheduled for a session. Every attempt will be made to reschedule the session if possible.

## 7.9 Parking Permits

Please refer to SHU policy for parking at the CHE building.

# 8. Tours, Demonstrations & Outreach

The goal of the DHCON Simulation Center is to provide quality education and training for students in DHCON, other colleges within the university, and community agencies or organizations. While the center welcomes the opportunity to showcase the DHCON Simulation Center and share its potential capabilities with those who are interested, DHCON teaching/learning are the priority of the center.

## 8.1 Tour Request

Due to the high volume of educational activities that require the undivided attention of the simulation staff, faculty, and the students, policies for tours, observations, and colleague visits must be requested and scheduled in advance through the director via email. The director will confirm the scheduled request if the day and time can be accommodated. *Please allow a minimum of 14 days for the lab Director to receive, review and make a determination of your*

*application*. It is imperative that non-educational activities not interfere with the scheduled training sessions.

There will be no audio or video recordings of the tour, visitors, or spaces without prior consent of each member of the group.

## 8.2 Requirements

### Tours

Defined: Tours are brief walk-throughs of the DHCON Simulation Center highlighting the space and the capabilities, and if time allows, a brief discussion and if possible, an interactive example of student learning experience(s).

Tours must be scheduled through director's office. Tours groups of 15 individuals will be scheduled in increments of 30 minutes with 10 minutes between groups. Tours will be guided by the director or the director's designee. Simulation specialists and lab assistants may be required to assist the individual tours.

Tour events will follow the same priority as other requests.

Tours are scheduled, generally Monday through Friday, 8:00AM-4:00PM.

### Demonstration

Defined: demonstration is defined as groups or organizations that would like to utilize the centers for a set number of hours and actively do simulation activities. This may include summer camps and university classes. Demonstrations must be scheduled through the director's office.

Demonstration session requests are subject to the same policy for requested events.

A cost quote/invoice will be provided to the demonstration group or organization at the point of contact to cover expenses.

### Outreach

Defined: Outreach is defined as groups or organizations that would like to utilize the center for a set number of hours and may include simulation activities and/or task- training. This includes high school groups. Outreach must be scheduled through the -director's office.

Outreach session requests are subject to the same policy as requested events.

Demonstration session requests are subject to the same policy for requested events.

## 8.3 Cancellation

Tours, demonstrations, and/or outreach groups must be cancelled at least 24 hours prior to the event. If the event is cancelled with less than 24 hours notification, an administrative fee will be assessed.

## 8.4 Right to Refuse/Terminate

The DHCON Simulation Center reserves the right to terminate the session for safety and misuse of equipment and/or staff.

## 9. Equipment

### 9.1 Equipment Loan Policy

DHCON Simulation Center will loan certain task trainers based on the following criteria:

- Must be affiliated with Sacred Heart University
- Must have written faculty approval to take responsibility
- Must have placed a request for equipment through director's office)
- Provides a recharge code, in case of damage to equipment
- Must have a trainer is available

If all the above criteria are met, the director will review and respond within 7 days of the request. If the request is placed with less than 7 days' notice, it is the discretion of the director to grant the request. This is to confirm that the piece of equipment is available, will not be needed for that timeframe, and is in good working order.

All approvals will be generated through emails to provide written documentation of requests and events.

Upon approval, specific instructions will be sent to the requester for a time to pick the loaned equipment. The pick-up location will be the director's office (CHCE bldg., room N387). At time of pick up, the requestor must complete the information on the log. This confirms their agreement to bring the equipment back clean and in good working order.

### Responsibilities

- **Director, Nursing Simulation and Clinical Laboratories:** Process request, process pick up and return, and ensure proper documentation
- **Director of Simulation Technology Oversight:** Ensure equipment is in good working order.
- **Lab Assistant:** Ensure equipment is clean, and placed in Sim Central or the director's office on the pickup day. Inspect the equipment upon return for damage. The simulation staff will not deliver equipment to individual office, classrooms, or automobiles, as this presents a safety and ergonomic risk to the employees.

### Replacement Fees

Depending on the equipment borrowed, there will be replacement fees assessed/recharged. Fees will be charged based on actual procurement value + applicable shipping. The director will determine the charges based on criteria listed below.

1. Item to be borrowed
2. Fidelity of the manikin
3. Will any invasive instruments be applied to the trainer (IV's, chest tubes, trachs, etc.)
4. Number of people training on and/or using the equipment.

Charges are made known at the time of the request. If the equipment is damaged, the borrowing agency will be charged for additional repair or replacement.

## 9.2 Standard Center Equipment

Table 1: Inventory standard equipment for the DHCON clinical and simulation laboratories.

Item	Quantity	Can Be Loaned	Off/On Site
<b>Simulator-High Fidelity</b>			
Laerdal SimMan 3G	1	No	N/A
Laerdal Nursing Anne Simulator	2	No	N/A
Laerdal SimJr	2	No	N/A
Gaumard Hal	1	No	N/A
Gaumard Pediatric Hal	1	No	N/A
Gaumard Victoria	2	No	N/A
Gaumard Super Tory	1	No	N/A
Gaumard Tory	1	No	N/A
<b>Simulator- Mid Fidelity</b>			
Laerdal-ACLS	2	Yes	On-Site Only
Laerdal-Nursing Anne	9	Yes	On-Site Only
Laerdal- Nursing Kelly	5	Yes	On-Site Only
Laerdal-Nursing baby	2	Yes	On-Site Only
Laerdal-Nursing Kid	1	Yes	On-Site Only
Nasco-Geriatric	2	Yes	On-Site Only
<b>Task Trainers</b>			
Seymour Butts	2	Yes	Both
Foot Wound Trainer	1	Yes	Both
Female Exam Trainer	5	Yes	Both
Male Exam Trainer	4	Yes	Both
Testicular Exam Trainer	6	Yes	Both
Breast Exam Trainer	8	Yes	Both
Cervical Exam	3	Yes	Both
Ear Model	2	Yes	Both
Chester Chest	1	Yes	Both
Sim Chest	1	Yes	Both
<b>Other Items</b>			
Lecat's Ventriloscope	1	Yes	On-Site Only

## 9.3 Budget Source

The primary budgeting source for equipment, maintenance, and replacement is the annual laboratory operating budget funded by student fees. Additional capital expenditures to upgrade or acquire other equipment is commonly funded by the dean's budget.

## 9.4 Acquisition Policy and Process

Purchase of any equipment for the Sim Center requires a proposal of need and at least three competitive bids. Projected expense for replacement simulators is a line item of the operating budget.

To purchase equipment >\$1,000, the following process is required:

- Submit dated cost quote from the company



- Submit cost quotes from two other similar manufactures

To purchase equipment <\$1,000, the following process is required:

- Submit dated cost quote from the preferred company

Once the information is prepared, the request for all purchases >\$1000, is forwarded to the DHCON Associate Dean of Academic Affairs for approval prior to purchase. A purchase order (PO) will be generated. The director is responsible for ensuring the PO sent to the selected company in order to purchase the equipment. The Director will keep the Associate Dean of Academic Affairs informed of the status requests, purchase, and receipt of equipment. Under certain circumstances, the director has the ability to purchase items <\$1000 using the university P-Card.

### 9.5 Equipment Maintenance and Care

There is allotted specific time is set aside each week for routine maintenance and cleaning of simulators and equipment. During the summer extensive maintenance and annual preventive maintenance on the manikins is scheduled.

The simulation staff will perform maintenance and cleaning when needed or directed due to operation requirements.

### 9.6 Breakage and Repair

The DHCON Simulation Center maintains a budgeted expense line item for simulator equipment repairs. The center realizes that normal wear and tear occurs during the course of simulation activities throughout the year. If a simulator or piece of equipment breaks or is unusable, the staff will make every effort to get it functioning within the timeframe. If this cannot be done, the session may have to be altered or cancelled and rescheduled. The director will immediately be notified if this occurs.

If damage to equipment or space occurs due to negligence or malicious intent by anyone, the DHCON Simulation Center will immediately remove that individual and notify the appropriate administrators as noted below.

*Table 2: Who gets notified if damage to equipment or space occurs*

Learner Group	Notification
DHCON FPD Students	Director FPD Director DHCON Associate Dean
DHCON Grad Students	Director Program Director DHCON Associate Dean
CHP Student	Director CHP Program Director CHP Dean DHCON Dean
SHU Students	Director DHCON Dean

Learner Group	Notification
	Group Point of Contact
External	Director Group Point of Contact

The DHCON Simulation Center may seek monetary compensation for costs associate to repair or replace equipment due to damage. Charges for repair or replacement will be at market value at cost.

#### Equipment Loan

If the borrowed equipment is returned broken or damaged in any way that renders the equipment unusable, in non-operational condition, the borrowing agent will be charged for the repair or replacement.

No charges will be sought before service; however, a recharge number must be on file with the director. Charges will be assessed for damaged equipment.

#### 9.7 Off Site Utilization (in-situ)

The DHCON Simulation Center may provide simulation activities in locations other than the DHCON Simulation Center. The Director will transport all DHCON Simulation Center equipment. The Simulation Specialist or Lab Director will be the only ones to operate the simulation equipment at off sites, which includes set-up and tear down. Additional, untrained staff may assist in setup and/or tear down, but it will be under the supervision of the Simulation Specialist or Lab Director.

## 10. Supplies

### 10.1 Budget Source

The DHCON Simulation Center has a budget for laboratory supplies and purchases that are anticipated each academic year or needed during the academic year for full functioning of the skills and simulation labs. Lab supplies may be ordered for external agencies and other SHU colleges/departments at their requests. The external agencies or SHU colleges/department will reimburse the DHCON lab budget for the supplies used. External agencies and SHU colleges/departments my purchase their own supplies for use in the DHCON labs.

### 10.2 Acquisition Policy and Process

Non-medical supplies should be ordered through eBay. Any new vendors not used previously by SHU, will require the vendor to submit a W-9 with the requisition. All medical supplies and manikins are ordered directly through the vendor.

### 10.3 Organization

The DHCON Simulation Center will be setup and stocked by the lab assistants. Currently, all computer equipment is located and stored in the control room. There are carts in each of the simulation bays that have a minimal amount of equipment to include standard equipment and supplies. All reusable supplies that are used on a routine basis are housed/stored within the DHCON Simulation Center on the 3<sup>rd</sup> floor of the CHE building. All the supplies have a

designated area in the stock room and are labeled if possible/applicable. There are auxiliary storage spaces on the 3rd floor of this building for storage of addition equipment and supplies.

#### 10.4 Usage and Re-Usage

Every effort will be made to re-use supplies even though it may be a consumable medical supply. However, sharps such as needles and scalpel are never reused. IV bags will be re-used and refilled whenever possible.

#### 10.5 Skin Replacement

The DHCON Simulation Center will charge the individual department for replacement skins that are used during the course of their simulations.

##### College of Health Professions Courses

At cost fee of the replacement skin +S/H

##### External Group/other

At cost fee of the replacement skin +S/H

## 11. Scenarios

### 11.1 Scenario Development

The DHCON Simulation Center utilizes the *Duke Template* as the basis for all scenarios. This scenario template will be used by course coordinators to develop simulation -based cases. Once completed, the scenario template may be used by the center's staff to program the equipment and the lab assistants to prepare for the course. *For new courses, it is recommended that the scenario template be received no later than one (1) month prior to course/session date. The DHCON Simulation Center requires a pilot of scenarios for newly created courses and for all newly created scenarios for existing approved courses. This pilot will be completed at least two (2) weeks (10 working day) prior to course/session date.* This will allow for revisions and further tests prior to session date.

### 11.2 Scenario Structure

The structure of the scenario template must encompass all aspects and pertinent physiologies of the patient, equipment, supplies, and necessary case information. The Duke Template includes:

#### Section 1: Demographics

- Case Title
- Patient Name
- Scenario Name
- Author
- Date(s) of Development
- Learner Group

#### Section 2: Curricular Information

- Learning Objectives
- Guided Study Questions
- References

- Didactics
- Assessment Instruments

### Section 3: Preparation

- Equipment, supplies, supporting files, time
- Case Stem
- Patient Data Background and Baseline State
- Scenario States

#### 11.3 Authorship

Any scenario created will list the primary author first. Additional authorship additions and/or co-authors will be dependent on level of added work/value to the scenario. The last authorship spot is usually reserved for the senior author or mentor.

#### 11.4 Audio/visual Storage

All stored video is stored in the CAE network. This storage array is located on a separate network within the university network. The data stored at this location is also behind firewall software. A limited amount of people have access to CAE.

The DHCON Simulation Center adheres to the SHU and DHCON policies and records management.

#### 11.5 Utilization of Scenarios

It is the responsibility of the primary author of the scenario and director to ensure the case follows current, acceptable standards of care and reflect applicable hospital policy.

#### 11.6 Quality Assurance

Each scenario developed “in house” or externally will follow current clinical practice guidelines or standards of care. As these standards change, changes/modifications to the scenario will be updated. Whenever possible, these changes will be performed by the primary author, course coordinator and/or director. On occasion, other faculty may be asked to review the scenarios for appropriateness and accuracy.

#### 11.7 Debriefing

Debriefing is the most critical component of simulation. It is the policy of the DHCON Simulation Center that each faculty member who wishes to provide simulation sessions at the DHCON Simulation Center have attended the Simulation Instructor Training Course. The DHCON Simulation Center faculty understands that there are different levels of learning associated with simulation. Therefore, debriefing methods may vary based on learner subset and level of faculty training. Audiovisual technology and playback may be used as part of the debriefing process.

#### 11.8 Scenario Media Requirements

Faculty requests to use media (e.g. chest x-rays, CT scans, etc.), need to be communicate to the director at least 5 business days prior to the scheduled session. All campus/federal holidays are excluded. The preferable format for photo media is in JPEG or .JPG format. The preferred

format for video media is MPEG, .MPG, or .MOV. Any media requested after that deadline cannot be guaranteed for the session.

### 11.9 Scenario Programming Requirements

In general, the scenarios are typically programmed prior to or after the pilot, depending on the type of scenario. If a course is adding new scenarios, the author/faculty needs to have any new or modified programming requirements at least 10 business prior to the scheduled session. This is to ensure that the scenario can be programmed properly and can be tested with the simulation software.

### 11.10 Scenario Piloting

The DHCON Simulation Center requires piloting for new scenarios under approved courses; however, the media and programming deadlines still apply; see 11.8 and 11.9.

## 12. Operations

### 12.1 DHCON Simulation Center Staff

The simulation staff are employed to support operations of the DHCON Simulation Center. Each staff member has specific roles and responsibilities as outlined in the job description and performance standards. Any variation must be approved by the director in accordance with Human Resource policies. DHCON faculty and staff may not assign tasks or projects to the DHCON Simulation Center staff beyond the scope of the individual simulation session. All operational direction of staff assigned to the clinical and simulation labs will reside with the director.

### 12.2 Start-up and Shut-Down Process

Responsibilities for operational functions of DHCON clinical and simulation laboratories are as follows:

- Individuals qualified to start-up and shut-down operations in the DHCON Simulation Center are director, lab assistants and simulation specialist.
- Opening the DHCON Simulation Center: director, simulation specialist and lab assistants. Administrative assistant will only open the center if others are unavailable.
- Turning on/off simulators: director, lab assistants, simulation specialists, or properly trained adjunct employees.
- Audio/visual Recording: simulation specialists

### 12.3 Security of Information

#### Printed Materials

All printed materials to include student rosters, surveys, evaluations, and attendance records are stored in the program office. Any information that has or the potential to have identifiable information will be stored in a locked file in the director's office.

### Electronic Materials: Video

All stored video is stored in the CAE storage array. This storage array is located on a separate network than the university network. The data stored at this location is also behind firewall software.

### 12.4 Simulator/Task Trainer Maintenance

The DHCON Simulation Center routinely schedules care for simulator or other related maintenance.

See 9.5, equipment maintenance and care.

### 12.5 Course Supplies

Lab Assistants are responsible for the set-up of each simulation session to include equipment and supplies as requested. A preparation check sheet has been created to help assist in assuring that all needed equipment and supplies are anticipated and ready for the session. There are carts in each of the simulation bays that house a standard equipment and basic supplies. All reusable supplies that are used on a routine basis are stored in the DHCON Simulation Center. All the supplies are stored in designated area and are labeled if possible and applicable.

Supplies designated for a particular program course, such as foundations, are procured using the just in time (JIT) model.

The lab assistants are responsible for making a list of depleted or near depleted items so that replacements can be ordered from central distribution or a local vendor in a timely manner.

#### 12.5.1 Course Supplies Setup Policy

Lab Assistants are responsible for preparing the equipment and supplies for use for all laboratory and simulation sessions on the day prior to the sessions. The Director, Nursing Simulation and Clinical Skills Laboratories and the clinical course faculty have prepared check lists of required supplies and equipment needed for each lab experience. Prior to the lab session, the Lab Assistants use the check list to set up the required supplies and equipment for use. The designated lead lab instructor will verify that all needed supplies and equipment are safe and ready for use.

Lab Assistants are expected to:

- Use the supply/equipment check lists to prepare the laboratory and simulation experiences at least the evening prior to the session.
- Sign the check list once all supplies/equipment has been prepared.
- Provide the signed check list for faculty verification.

Lead Lab Instructor are expected to:

- Review all supplies and equipment are safe and available for use.
- Sign the check list prior to the lab or simulation session.

## 12.6 Course Preparation

### 12.6.1 First Professional Degree Simulation Sessions

- **Director, Nursing Clinical and Simulation Laboratories:** It is the responsibility of the director to anticipate the simulation schedule and contact the course coordinator of the upcoming simulation session to ensure that scenarios are chosen. Additionally, each course has a preparation check sheet that has been created to help assist in assuring that all needed equipment and supply are prepared including any handouts and paperwork. The director will notify the faculty if there is an issue that they anticipate during their session (e.g. –A/V not functioning, or simulator not functioning)
- **Director of Simulation Technology Oversight:** They will ensure that the simulation technical equipment is functioning; the AV equipment is on when needed, and troubleshoot and repair as necessary.
- **Lab Assistant:** The lab assistants are responsible for setting up each simulation scenario and tearing down of scenarios and equipment at the conclusion of each session.

### 12.6.2 External Courses/Symposiums

- **Director:** It is the responsibility of the director to anticipate the simulation schedule and contact the course coordinator of the upcoming simulation session to ensure that scenarios are chosen. Additionally, each course has a preparation check sheet that has been created to help assist in assuring that all equipment and supply needs are available including any handouts and paperwork. The director will notify the faculty if there is an issue that they anticipate during their session (e.g. –A/V not functioning, or simulator not functioning)
- **Director of Simulation Technology Oversight:** The simulation specialist will ensure that the simulation technical equipment is functioning and the AV equipment is on when needed.
- **Lab Assistant:** The lab assistant will be responsible for setting up each simulation scenario and tearing down of scenarios and equipment.

### 12.6.3 Tours/Demonstrations/Outreach

- **Director, Nursing Simulation and Clinical Laboratories:** The director will be the primary contact for the group to answer questions and concerns.
- **Director of Simulation Oversight Technology:** They will help turn on equipment if necessary.
- **Lab Assistants:** The lab assistants set up for said event as directed by the lab Director.
- **Administrative Assistant:** Once approved, the Administrative assistant will prepare invoices as necessary and conduct telephone/email correspondence for DHCON Simulation Center business.

## 12.7 Course Turnover

Lab assistants are required to clean and straighten up the simulation area at the end of simulation activities. This includes wiping down the simulators so that adhesive does not remain, put away necessary supplies and equipment to ensure that the center is not in

disorder, and replace all session documents in course binders or return to DHCON Simulation Center central office. Computers must be logged off, per SHU DHCON policy, and simulator laptops or sim pads will be stowed in the cabinets.

### [12.8 After Hours and Holiday Access](#)

The DHCON Simulation Center is generally a Monday – Friday, 8:00am-4:00pm operation; however, there are times where an event will take place after normal business hours. All after hours sessions must be approved by the director only if there adequate staffing available. An invoice will be sent to cover supplies for that session.

There is access to the clinical and simulations laboratories after-hours without lab staff present.

Approved simulation faculty may access the DHCON Simulation Center after hours. This is determined by the director. The faculty assumes complete responsibility for physical space and equipment.

The DHCON Simulation Center will be closed on university holidays.

## [13. Video Recording & Photo Release](#)

### [13.1 Confidentiality](#)

Students must be aware and understand that the oral, written, or electronic disclosure of any examination materials or simulation scenarios including the nature or content of examination items, before, during, or after the examination or copying of examination items and related rationales during test review is also prohibited, and is considered a violation of academic integrity. Students who are aware of or have observed an attempt to compromise examination materials or processes should report the incident to the faculty. The student who has violated the confidentiality policy may face potentially serious consequences, up to and including dismissal from the program.

Every room in the DHCON Simulation Center is equipped with recording and listening devices. During the student's training, students may be recorded as part of the teaching/learning experience. The recordings will be immediately destroyed, unless the student has signed consent to participate in a research, which will use the recordings. At no point will the recordings be made available or be used in any capacity without the student's written consent. The recordings are held behind a SHU approved firewall with access only to select DHCON simulation staff.

### [13.2 Forms](#)

The DHCON Simulation Center uses a number of release forms depending on the situation. In general, all students will sign a confidentiality agreement, and will be made aware of the videotaping and audio recording policy as stated below. If recording will be used for research purposes, then consent forms must be signed by students.

[See Appendix B](#)



### 13.3 Videotaping and Audio Recording Policy

Videotaping and audio recording of students of the DHCON may be a required component for successful completion of courses offered in the nursing programs. The videotaping and audio recording occur in the laboratory settings or other places where learning occurs. The recordings may be viewed by course faculty and peers as appropriate.

[See Appendix B](#)

### 13.4 Video Distribution Policy

Videotaping will not be distributed.

### 13.5 File Destruction Policy

The DHCON Simulation Center adheres to SHU policies.

#### 13.5.1 Breach of Policy

Any breach in policy concerning destruction videos must be immediately reported to the director. Individuals deemed to be in violation of destruction policy will have CAE rights immediately revoked and face university administrative action for not following policy. The director will elevate the breach of policy per university policy.

## 14. Fiscal

All budgetary activities will be captured in the university system and maintained by the Lab Director and administrative assistant.

### 14.1 External Simulation Fee Structure

[See Appendix C](#)

Fee for services can be paid by either departmental recharge, or by check.

All fees are subjected to a DHCON 10% overhead fee.

Checks are payable to “SHU DHCON Labs” and mailed directly to the DHCON Simulation Center, 5151 Park Ave, Fairfield, CT 06825.

The overall DHCON Simulation Center budget is overseen by the director and approved by the Dean’s office. The director and associate dean for academic affairs are responsible for assessing, managing, projecting, and allocating funds in preparation of the annual budgetary approval process.

### 14.2 Required Reporting

#### 14.2.1 Mandatory Monthly Reporting

##### *Budget Variance Report*

This report is generated by the administrative assistant, College of Nursing and be presented on a monthly basis to the dean’s office. The director I works closely with the administrative assistant, College of Nursing to ensure accurate inflows/outflows.

#### 14.2.2 Mandatory Yearly Reporting

##### *April - Annual Report to the Dean*

The DHCON Simulation Center prepares an annual report highlighting center activities to the Dean and DHCON.

#### 14.3 Annual Budget Reporting Requirements

The DHCON Simulation Center is responsible for drafting a budget to submit to the dean. The draft budget is due by mid-February for review and discussion. This may involve further discussion and/or revisions as necessary.

#### 14.4 Required Academic Year End Documentation

All required documentation is provided in the annual report to the dean as well as any financial documents generated by the administrative assistant, College of Nursing or designee pertaining to the operations of the DHCON Simulation Center.

#### 14.5 Purchase and Acquisition Procedure

See sections 9 (*Equipment*) and 10 (*Supplies*)

#### 14.6 Reimbursement Process

Reimbursement falls under the purview of the university policies. In general, any purchase with personal funds that wish to be reimbursed must be pre-approved by the dean.

### 15. Customer Relations Policies

#### 15.1 Dispute Resolution

##### 15.1.1 Staff

Issues of dispute between staff members will try to be resolved between the parties involved. If a resolution cannot be reached, the dispute will elevate to the director. The director may handle the dispute or choose to elevate to the associate dean academic affairs and then the DHCON dean.

Typically, the director is the final decision authority in all staff functions with regard to daily operations of the DHCON Simulation Center.

##### 15.1.2 Staff and Faculty

Issues of dispute between staff members and faculty will try to be resolved between the parties involved. If a resolution cannot be reached, the dispute will elevate to the director. The director may handle the dispute, consult the associate dean of academic affairs, or choose to elevate to the program director to handle it at the program faculty level.

##### 15.1.3 Staff and Student

Issues of dispute between staff members and students will try to be resolved between the parties involved. If a resolution cannot be reached, the dispute will elevate to the director. The director may handle the dispute or choose to elevate to the course coordinator, program director, and finally the associate dean of academic affairs.

#### 15.1.4 Staff and Other

Issues of dispute between staff members and other SHU employees outside of the DHCON faculty, staff or students will try to be resolved among the parties involved. If a resolution cannot be reached, the dispute will elevate to the director. The director may handle the dispute or choose to elevate to the associate dean of academic affairs and then the DHCON dean.

### 15.2 Marketing of Program

#### Talking to News Media

The DHCON Simulation Center staff may not speak to any news media representative without prior approval from the Office of Marketing & Communications. When applicable, the member of the news media will be directed to the Office of Marketing and Communications.

At no time may any of the staff discuss individual students or data that is deemed personal identifiable information (PII) (See 1.8, terminology) without the DHCON and student consent.

### 15.3 Use of DHCON Simulation Center Name

The SHU DHCON Simulation Center brand is the tangible expression of all that that represents the university and its community. The Sacred Heart brand is used to communicate one vision and speak in one voice. It is important to stress that adherence to **all** usage instructions is critical for the components of the brand identity to work together so that audiences and shareholders understand and invest in the SHU promise and mission across the entirety of the SHU experience. Every communications touch point needs to consistently project **who we are, what we do** and **why it matters**. See guide at the marketing website.

### 15.4 Web Usage

The DHCON Simulation Center maintains a [web presence through the university website](#).

Additionally, the DHCON Simulation Center also maintains a Facebook account, which is managed by the administrative assistant, college of nursing. The university website offers up information concerning courses and operations.

### 15.5 Information Dissemination

Any and all information disseminated from the DHCON Simulation Center must be approved by the director and DHCON.

#### Email

Email correspondence in the form of marketing, on occasion, can come either from the DHCON Simulation Center office or the support staff after approval to disseminate.

### 15.6 Official Media Policy

At SHU, social media platforms like Blogger, Facebook, Google+, Twitter, Instagram, Snapchat and Flickr are recognized as important and influential communication channels.

The Marketing and Communications department has developed policies and guidelines to assist in posting content and managing social media sites.

## 16. Travel & Meeting Attendance

The DHCON Simulation Center Director and staff will travel and attend meetings for business purposes only. It is the policy of the university to comply with IRS regulations regarding the provision and reimbursement of business-related travel, and to conform to the IRS “accountable plan” rules and SHU travel policy.

**Business Purpose Defined** - The business purpose of a university traveler may include activities that contribute to any one of the university’s major functions of teaching, research, patient care, or public service, or to any other substantial and bona fide university business activity.

### 16.1 Meetings/Conferences

Meetings common to the operations of the DHCON Simulation Center and generally approved in the budget include:

- International Meeting of Simulation in HealthCare (IMSH)
- Simulation Education Network (SEN)
- International Nursing Association for Clinical Simulation & Learning (INACSL)
- Sim Ghost
- Sim OPS

Requests to attend meetings/conferences must be approved by the director to ensure that the funding and coverage is available at the department level. The director recommend the requests with the associate dean of academic affairs for final approval. Once approved, the staff going will coordinate the travel arrangements for the said meeting/conference and agree to follow reimbursement policy.

### 16.2 Reimbursement Policy

All requests for reimbursement must be submitted within 30 days of travel. Failure to submit requests within 30 days may result in non-reimbursement.

The university will reimburse individuals for necessary and reasonable travel and non-travel expenses incurred in the conduct of official university business. The person who authorizes reimbursement is responsible for verifying that expenses are, in fact, necessary and reasonable (following the [IRS Pub. 463 guidelines](#) for an accountable plan). He or she is also responsible for confirming the availability of funding sources that support the expenses and that appropriate documentation is provided. Requests for reimbursement are expected within a reasonable time frame, generally 10 business days of incurring the expense or returning from a trip.

### 16.3 Covered Expenses

#### Transportation

##### Air

Travelers are expected to book coach class airfare. Business class or first class travel will be reimbursed only upon advance approval of the president of the university.

### Car Rental

Travelers on university business may rent a vehicle with prior approval to reach their destination when driving is more economical than air travel, or when driving is necessary to transport large or bulky material or equipment. Travelers will not be reimbursed for premium category rental cars. An exception can be made if traveling with three or more people who are on university business.

Reimbursable costs include daily rental fees, gasoline charges, tolls, and reasonable parking fees. Non-reimbursable costs include, but are not limited to, vehicle repairs, parking tickets, fines, and traffic violations. Please contact purchasing for preferred vendors.

Travelers should decline any additional insurance coverage offered by rental companies; it duplicates insurance already provided by the University. If you choose to accept the daily additional insurance, these charges will not be reimbursed.

### Private Automobile

When travel by a private automobile is preferred in order to save time, transport equipment, or reduce costs when a number of persons are traveling together, reimbursement will be made at the standard university mileage rate (Standard University Mileage Rate). This rate covers the use of the vehicle and gasoline. The total auto reimbursement should not exceed equivalent air coach fare or other reasonable available transportation. Mileage reimbursement will be made on the basis of the most direct route between the point of origin and the destination of the trip. Mileage reimbursement does not apply to employees receiving an auto allowance.

Additional reimbursement will be made for tolls and reasonable parking fees. The University will not reimburse for parking tickets, fines, and traffic violations. No reimbursement will be made for the cost of repairs to the vehicle whether they result from the traveler's actions or the actions of others. It is the responsibility of the owners of the vehicle being used for business to carry adequate insurance coverage for their protection and for the protection of any passengers.

The use of a privately owned vehicle to go from one local office to another (i.e. West Campus to CHE) is not considered a travel expense and will not be reimbursed by the university. Further, the University will not reimburse for travel that is less than 5 miles one way. In addition, commuting miles are not reimbursable.

### Other Ground Transportation

Rail travel may be used whenever the traveler finds it practical and cost-efficient. Travelers will be reimbursed for ground transportation to and from airports and railroad stations plus reasonable tips when such service is not included in air and rail fares and where public transportation is not practical. This policy includes transportation between hotels, railroad stations, airports or meetings.

## Lodging

University employees traveling on business should stay at a hotel that is close to the location of business. Luxury hotels (i.e. Four Seasons, Ritz-Carlton, etc.) are not permitted and will not be reimbursed. Many times, a meeting is held in a hotel and, as part of the meeting arrangements, the hotel is included or negotiated at a discount rate. This is an acceptable alternative. Actual cost of reasonable accommodations will be reimbursed with proper documentation; however, costs in excess of the usual and customary rate for the locale will require suitable justification.

It is the traveler's responsibility to notify either the hotel or the agency through which the reservation was made when room reservations need to be canceled. Travelers should request and record the cancellation number in case of billing disputes. Travelers will not be reimbursed for "no show charges".

In general, personal expenses incurred while traveling will not be reimbursed. In particular, in-room alcoholic beverage services, babysitting, movie or game rentals and tickets for sporting or other recreational activities are not reimbursable and must be paid with personal funds. (See non-reimbursable travel expenses)

## Conference Registration Fees

Registration fees should be paid in advance of a trip by submitting a purchase requisition along with the original receipt and one copy of the registration document. Payment by Corporate Procurement Card is preferable if possible. Employees who pay a registration fee out of personal funds will be reimbursed upon documentation of proof of payment, the registration document, and record of attendance. A copy of the registration document alone is not sufficient as proof of payment.

## Meals

### *Actual and Reasonable*

Personal meals are the meal expenses of travelers who are on a business trip. Travelers will be reimbursed for personal meal expenses according to actual and reasonable costs. Original receipts are required. Photocopies and restaurant tear tabs are not acceptable as documentation. All meals must be documented as to the attendees, titles and the business purpose. Expenses for spouses in attendance at a meal are not approved unless an explanation is provided in writing that there is a university business purpose (refer to substantiation Table 2.1 IRS 463 Pub.) Expenses for a spouse must be approved by a vice president or the president of the university as appropriate. Approved expenses for spouses must be clearly identified on reimbursement/expense documentation for proper tax treatment.

## Gratuities

Travelers will be reimbursed for reasonable gratuities on meals. Tips appropriately range between 15% – 20% before local taxes. Tips over 20% will be considered excessive and will not be reimbursed. Gratuities for meals should be included as part of the cost of the meal on the expense report.

### Senior Level Attendees

The person who is most senior at a meal (or other event) should pay for those expenses so the approval for that expense is made at the highest level. For instance, if a Senior Manager is at an event attended primarily by his/her direct reports, then the Senior Manager should pay for all expenses and submit those expenses to his/her supervisor for approval. Conversely, if a Senior Manager is a guest at an event hosted by a subordinate for the subordinate's department, then it is acceptable for the subordinate to pay for the expenses and submit them to the Senior Manager for approval.

### Business Entertainment

Business entertainment expenses including sporting events, when a business discussion takes place during, immediately before, or immediately after the event that will be reimbursed:

- With prior approval from appropriate signing authority
- If the person(s) entertained has/have a potential or actual business relationship with the University; and
- If the business discussion will benefit the university.

### Other Reimbursable Travel Expenses

Travelers will be reimbursed for the following reasonable miscellaneous expenses incurred while on University business:

- Business office expenses (fax, copy services, telegrams/telexes, etc.)
- Business phone calls
- Personal phone calls-10 minute maximum
- Currency conversion fees
- Overnight delivery/postage
- International phone calls can be extremely expensive. Discretion should dictate that personal phone calls are of the shortest possible duration, not to exceed 10 minutes
- All upgrades in travel accommodations (Business or First Class air, rail, lodging) must be pre-approved by the president of the university in advance.

### 16.4 Non-Reimbursable Travel Expenses

Travelers will generally not be reimbursed for miscellaneous expenses listed below. This is not an all-inclusive list; it serves only as a sample for reference:

- Airline club membership dues
- Airline phone usage
- Auto repairs (personal)
- Babysitting
- Barbers and hairdressers
- Clothing and toiletry items
- Expenses related to vacation or personal days taken before, during, or after a business trip
- Fees for cash advances from credit cards or ATM's

- Golf fees (unless they serve a business purpose)
- Hotel health club fees
- Loss or theft of cash advance money or airline tickets
- Loss or theft of personal funds or property
- Lost baggage
- Luggage and briefcases (purchased)
- Magazines, books, newspapers, personal reading materials
- Medical expenses while traveling
- Mini-bar alcohol and refreshments
- Movies/Video game rentals (hotel in-house movies and video game charges)
- “No show” charges for hotel or car service
- Optional travel or baggage insurance
- Parking tickets or traffic violations
- Personal accident insurance (domestic)
- Personal automobile maintenance expense
- Personal entertainment, including sports events
- Personal property insurance
- Personal telephone calls in excess of reasonable calls home
- Pet care
- Saunas, massages, shoe shine
- Souvenirs or personal gifts
- U.S. traveler’s check fees

## 16.5 Documentation Requirements

### Prior to Travel

Staff requesting to travel must complete the “**Request for Travel to Conferences/Meetings**” form, attach the conference brochure and supporting travel documentation, and submit the documents to the director for approval. The director will forward her recommendation for travel to the associate dean of academic affairs) for approval. The Request for Travel form is located on the DHCON Sharepoint site.

Once the travel request has been approved, the staff member must submit the request to the administrative assistant to the dean, who will review the request for accuracy and submit to the dean for final approval. An email will be sent to the staff member with the decision of the dean.

If approved by the dean, the Administrative Assistant to the Dean will add the request to a “Conference/Meetings” excel spreadsheet to track faculty usage of allotted travel funds available. Upon receiving copies noting approval, staff should immediately update their Outlook calendar with travel dates.

The staff member is responsible for his or her own registration.



The staff member is also responsible to secure flight and hotel (if needed) and for all other fees related to the conference. The traveler will be reimbursed for all University approved expenses after the conference.

#### After Travel

Upon returning from a Conference, the faculty member will complete the “**Request for Travel Reimbursement**” and submit to the administrative assistant to the dean within **thirty (30) days**. This request form is located on the DHCON SharePoint.

## 17. Research

### 17.1 IRB Policy

Research conducted at the DHCON Simulation Center will follow the institution’s policy to require an [IRB review and approval](#).

All policies for document submission will be followed. In addition, because the DHCON Simulation Center is in the DHCON, the center requires that all research conducted with nursing students have a FERPA review.

All proposals must obtain approval from the DHCON prior to any scheduled research in the DHCON Simulation Center.

Prospective research will have to follow the same process to develop a course and scenarios through the DHCON Simulation Center (See Course Scheduling Policy).

### 17.2 General Guidelines

For research studies involving human subjects, the IRB shall determine that all of the following requirements are satisfied prior to approval.

- Risks to subjects are minimized (a) by using procedures that are consistent with sound research design and that do not unnecessarily expose subjects to risk, and (b) whenever appropriate, by using procedures already being performed on the subjects for diagnostic or treatment purposes.
- Risks to subjects are reasonable in relation to anticipated benefits, if any, to subjects, and the importance of the knowledge that may reasonably be expected to result. In evaluating risks and benefits, the IRB should consider only those risks and benefits that may result from the research (as distinguished from risks and benefits of therapies subjects would receive even if not participating in the research). The IRB should not consider possible long-range effects of applying knowledge gained in the research (for example, the possible effects of the research on public policy) as among those research risks that fall within the purview of its responsibility.
- Selection of subjects is equitable. In making this assessment the IRB should take into account the purposes of the research and the setting in which the research will be conducted and should be particularly cognizant of the special problems of research involving vulnerable populations, such as children, prisoners, pregnant women, mentally disable persons, or economically or educationally disadvantaged persons.

- Informed consent will be sought from each prospective subject or the subject's legally authorized representative, in accordance with the procedures set forth in this document.
- Informed consent will be appropriately documented as set forth in this document.
- When appropriate, the research plan makes adequate provision for monitoring the data collected to insure the safety of subjects.
- When appropriate, there are adequate provisions to protect the privacy of subjects and to maintain the confidentiality of data.
- When some or all of the subjects are likely to be vulnerable to coercion or undue influence, such as children, prisoners, pregnant women, mentally disabled persons, or economically or educationally disadvantaged persons, additional safeguards have been included in the study to protect the rights and welfare of these subjects. (See Appendix F: Additional Protections for Vulnerable Populations.) (45 CFR 46.111)

### 17.3 Safeguarding

Safeguarding information about an individual that has been obtained in the course of research investigation is a primary obligation of the investigator. When the investigator is a student, responsibility for the conduct of the research and the supervision of human subjects lies with the faculty sponsor. Such information shall not be communicated to others unless the following conditions are met: Explicit permission for the release of identifying data must be given by the individual. Information about individuals may be discussed only for professional purposes and only with persons clearly concerned with the project. Written and oral reports should present only data germane to the purposes of the project, and every effort should be made to avoid invasion of privacy.

Provisions must also be made for the maintenance of confidentiality in the preservation and ultimate disposition of any data collected. Adequate security measures must be described to the IRB and carried out by the principal investigator until the records are destroyed. Records containing personal information shall be destroyed as soon as possible in keeping with the long-range goals of the project.

Signed copies of informed consent forms must be maintained by the principal investigator and be stored in a secure manner. Unless otherwise specified by Federal and/or state regulations, retention shall be for a period of at least three years beyond the termination of the study. If the investigator resigns from the university before the end of the designated period, the informed consent forms must be submitted to the IRB unless otherwise specified. (45 CFR 46.115)

### 17.4 Fee for Use

Funded Research (grant/departamental)

A fee for funded Research will be assessed for access or use of the lab and equipment. See [Appendix C](#) for fee schedule.

### Unfunded Research

A fee for unfunded research may or may not be assessed for access or use of the lab and equipment. This will be determined by the director of the DHCON Simulation Center.

### Arriving at a Fee

The DHCON Simulation Center will assess a fee based consistent with the published fee structure ([Appendix C](#)), which is based on the scope of work required by the DHCON Simulation Center staff.

### Exception to Policy

Exceptions to policy will be at the discretion of the director of the DHCON Simulation Center.

## 18. Security & Safety

The DHCON Simulation Center follows the campus emergency management policies.

### 18.1 Physical and Psychological Safety of Students

Psychological safety is a shared belief that the team is safe for interpersonal risk taking. In psychologically safe teams, team members feel accepted and respected. It is also the most studied enabling condition in group dynamics and team learning research.

#### Psychological Safety

Psychological safety impacts the learners' ability to engage in simulated events and critical reflection. Engagement in these activities is essential in fostering changes in critical behaviors.

#### Facilitators

The facilitators must complete the Simulation Instructor Training Course, or equivalent to effectively facilitate and manage debrief sessions. Facilitators are to be vigilant to identify individuals who may be having trouble with a particular session or scenario.

#### Director of Simulation Technology Oversight

They routinely observe the learner in the normal course of their work. If they identify a potential problem (i.e. equipment break down, safe use, etc.), they will notify the faculty and the director.

#### Learners

If a learner has obvious or expressed emotional distress because of an event that occurred during the simulation or if the simulation led them to a "real life" emotional frame, the learner will be excused from the simulation activity; the facilitator will have a one to one discussion with the learner, or the learner will be referred to the Maureen Hamilton Wellness Center.

#### Physical Safety/security

The DHCON Simulation Center follows the campus emergency management policies.

### 18.2 Emergency Procedures and Evacuation

Emergency procedures and evacuation procedures are outlined on the SHU website.

### 18.2.1 Defibrillators/AED

**The AED is located outside of room S336 to the left of The Factory.**

**The defibrillators in the DHCON Simulation Center are real and will deliver live energy.** Placing the pads on the metal discs on the manikin's chest will display the cardiogram on the defibrillator screen. These are not to be used on real people.

### 18.2.2 Medical and Nonmedical

#### *Separation of real vs. simulation equipment*

The DHCON DHCON Simulation Center is located in the CHCE building and physically separated from SHU main campus. There is no need to separate real and simulated equipment. Several of the equipment items in the DHCON Simulation Center are real/operational items that are used for simulation activities. To the extent possible, these equipment items have been labeled.

#### *Real medication vs. simulation medication*

The lab assistants will routinely audit the medications in the various carts to ensure that no actual medications have been added to the simulation inventory.

#### *Latex Allergy*

The DHCON Simulation Center may receive supplies from the hospital that may be expired or extra supplies. In rare cases, there may be latex supplies in the DHCON Simulation Center. (Example: sterile gloves). There are signs posted throughout the center asking learners to self-identify a latex allergy so that director, faculty, or lab assistants to an alternative may be provided if possible.

### 18.3 Identification Badges

All students, faculty, and staff must wear their identification badges at all times while in the DHCON Simulation Center. See nursing handbook on student dress code.

## Appendix A: Job Descriptions

### A1.1 Lab Director

**Position Title:** Director, Nursing Simulation and Clinical Skills Laboratories

**Division:** Davis and Henley College of Nursing

**Department:** Nursing

**Reports To:** Associate Dean of Academic Affairs of the Davis and Henley College of Nursing

**Purpose of Position:** This position will provide leadership and management of Nursing Simulation and Laboratories.

**Unusual Working Conditions:** This position is located at the Center for Healthcare Education. Flexible working hours to accommodate College of Nursing needs.

**Principal Duties & Responsibilities:**

- Implements the strategic plan for the nursing simulation and clinical laboratories in collaboration with undergraduate, graduate and online faculty.
- Provides ongoing assessments and oversight of current and future needs for maintenance, replacement and purchase of laboratory equipment and supplies for all laboratory learning activities.
- Provides overall coordination, scheduling, and management of the nursing simulation and clinical laboratories.
- Coordinates with the Director of Simulation Technology Oversight to support efficient lab and simulation usage of the Anatomage table, mannikins, and CAE system.
- Leads the development, implementation, and evaluation of simulation-based learning across the curriculum and coordinates with course faculty.
- Collaborates with program directors and faculty to formulate policies for the labs integrating new technology and evidence-based practice.
- Collaborates with CON Program Directors to develop IPE simulation.
- Collaborates with CON Program Directors to schedule use of IPE clinical labs and equipment.
- Teaches course faculty, including adjunct faculty in the use of equipment in the Nursing simulation and clinical laboratories in collaboration with Director, Simulation Technology Oversight.
- Provide vision and leadership in faculty development to advance the knowledge related to simulation to improve educational outcomes and meet curriculum objectives.
- Guides use of simulation-based education for research
- Assists Program Directors with determining needs for lab adjunct faculty.
- Collaborates with Nursing undergraduate/graduate course faculty to coordinate practicum examinations including lab preparation and scheduling students/examiners.
- Provides coordination, oversight, and staffing for open labs.
- Oversees the Nursing Laboratory operating budget and makes recommendations for capital and operational expenses.

- Completes evaluations on lab adjuncts for undergraduate program and open labs.
- Collaborates with Program Directors and Admissions for Open House/Admitted Student Day / prospective student tours.
- Provides undergraduate student orientation for proper use of labs and simulations.
- Supervises the Director of Simulation Technology Oversight for the DHCON and nursing lab assistants.
- Creates lab assistant schedule to provide appropriate coverage for the labs.

**Classification:** ☒ Exempt ☐ Non-Exempt

**Supervisory:** ☒ Yes ☐ No

**Job Grade:** \_\_\_\_\_

## A1.2 Director of Simulation Technology Oversight

**Position Title:** Director of Simulation Technology Oversight

**Division:** Academic Affairs

**Department:** Davis & Henley College of Nursing and College of Health Professions

**Reports To:** Dean, College of Health Professions and Director, Nursing Simulation and Clinical Skills Laboratories

**Purpose of Position:** The Director of Simulation Technology Oversight is responsible for management, maintenance, and oversight of the technological aspects of realistic, highly complex clinical scenarios using sophisticated simulation equipment and analytics including high fidelity manikins, CAE technology, Anatomage, and standardized patients. The director collaborates with CHP faculty and DHCON Director, Nursing Simulation and Clinical Skills Laboratories and faculty on clinical simulation scenarios to meet curricular, student assessment, and research goals. As Director, the person will collaborate with faculty and staff to apply for grant funding to support simulation and related technology for use in the CH, DHCON, and SVC.

**Unusual Working Conditions:** This position is located in the Center for Healthcare Education building and may occasionally support the PA Program located in Stamford in the use of the CAE Audiovisual Capture system. The director reports to Deans or designee of CHP and the Director, Nursing Simulation and Clinical Skills Laboratories for DHCON and collaborates with faculty from both colleges.

**Principal Duties & Responsibilities (College of Health Professions):** Director of Oversight of Simulation Technology is a technical specialist who will lead strategic technological innovation and operations for teaching, learning, training, and instructional design of healthcare simulation and technology for CHP. The Director of Simulation Technology Oversight serves as a liaison between health care professions' education and the use of current and emerging Simulation technologies across educational contexts including the classroom, online, and clinical simulation with a focus on but not limited to the policies and procedures on the use of simulation mannequins and computers, Anatomage, driving simulation, and AV Equipment. The position facilitates technology and simulation use, consults with CHP faculty regarding faculty's' simulation and technology efforts, and proposes resource allocation to the Dean CHP in support of and the full range of proper and ethical use of Simulation technologies and its components. The Director will ensure that SHU's investments in teaching and learning technologies enable, inform, and serve continuous and innovative fulfillment of the college's teaching and scholarship missions.

Director, Simulation Technology Oversight: Responsible for day-to-day operation of equipment in the DHCON Simulation Center and its use as per college needs. Works in collaboration with department chairs, program directors, faculty, CHP clinical laboratory instructors, CHP

laboratory assistants, information technology and other stakeholders to create and implement a realistic clinical environment and simulated patient care experiences for learners. The Director will use technical knowledge of the simulation environment to assist faculty to develop technological strategies and assess learner competencies needed to incorporate simulation into the curriculum. The Director will also perform periodic maintenance, repair, and troubleshooting to ensure the full functionality of all simulation equipment and supporting multimedia hardware.

- This position is responsible for the overall management and maintenance of the CHP's Simulation Technology, its day-to-day operations, and authorization of its use.
- Consults to faculty, staff and students to set CHP strategy for creating distinctive and innovative simulation experiences using technology inside and outside the classroom. Support the technological aspects of realistic, highly complex clinical patient-care scenarios. Maintain active connections with peer and industry partners to stay apprised of new and emerging academic technologies in a way that directly informs innovation and investments in education. Build relationships with curricular leadership and teaching faculty to support and further develop an institutional vision for simulation technologies.
- Supports simulation technologies, to support CHP's increasing technological simulation needs and expectations. Provide consultation, and be responsible for implementing technology that helps develop innovative course content, and new teaching & learning experiences, (includes but not limited to the use of Mannequins, AV, AI and VR) as it applies to a simulation education and advancement of student success at Sacred Heart University.
- Provide consultation to CHP faculty for the deployment of tools, solutions and platforms needed for these distinctive simulation experiences. Collaborate with programs on existing and/or needed investments to technology to develop comprehensive model for simulation use.
- Collect, organize, and complete trend analysis on clinical case scenario data related to simulation, including but not limited to records in ExamSoft, CASPA, MS, Exxat, Typhon, and SPSS and qualitative data related to simulation for CHP.
- Collaborate with faculty of CHP on collection, organization, and analysis of technological trending data for the purpose of scholarship, research, and assessment.
- Oversees all AV/IT, and CAE arrangements associated with the Simulation Technology Program.
- Collaborate with faculty and engage in research that advances knowledge about simulation, innovation, and technology
- Contribute to the improvement of educational outcomes for CHP through simulation-based education and research.
- Champion the simulation technology needs of CHP; serve as the liaison to internal and external resources and partners; represent interests in SHU's administrative systems and other services to ensure that technologies, services, and regular innovation and experimentation correspond with and support CHP.



- Analyze training needs and provide training to staff and faculty on use of equipment and software in the DHCON Simulation Center

**Principal Duties & Responsibilities (Davis & Henley College of Nursing):** The Director of Simulation Technology Oversight is a technical specialist who reports to the DHCON Director, Nursing Simulation and Clinical Skills Laboratories to lead the strategic technological innovation and operations for purchasing and training related to technology and its use in nursing and healthcare simulation. The Director of Simulation Technology Oversight is responsible for the operational aspect and maintenance of technology equipment in the clinical and simulation laboratories to facilitate its use for supporting DHCON teaching/learning needs. The Director of Simulation Technology Oversight uses technical knowledge of simulation environments to assist faculty to develop technological strategies for assessment of learner competencies need to incorporate simulation into the nursing curriculum. The Director of Simulation Technology Oversight performs periodic maintenance, repair, and troubleshooting to ensure the full functionality of all simulation equipment and CAE multimedia hardware.

The Director of Simulation Technology Oversight:

- Collaborates with the DHCON Director, Nursing Simulation and Clinical Skills Laboratories to develop and implement policies and procedures for the technical use of simulation manikins and computers, Anatomage, and CAE technology in order to ensure proper use by faculty and staff.
- Assists the DHCON Director, Nursing Simulation and Clinical Skills Laboratories, Lab Assistants, Program Directors and Faculty to identify equipment needs that meet curricular and accreditation standards for undergraduate and graduate nursing education.
- Trains DHCON faculty and staff to use new and existing simulation and CAE equipment at the direction of the Director, Nursing Simulation and Clinical Skills Laboratories.
- Manages, supports, and maintains DHCON simulation equipment and CAE technology.
- Recommends equipment repair, upgrade, and purchase to Director, Nursing Simulation and Clinical Skills Laboratories.
- Recommends new and emerging technologies that may be useful in designing nursing and interprofessional education.
- Recommends deployment of tools, solutions, and platforms needed for distinctive simulation and clinical skills for nursing and interprofessional education experiences.
- Supports the technological aspects of realistic, highly complex clinical simulated patient care scenarios.
- Prepares the equipment to support clinical simulation and classroom instruction.
- Assists DHCON faculty to collect, organize, and analyze technological trending data for the purpose of scholarship, research, and assessment.
- Oversees AV/IT and CAE arrangements associated with the Simulation Technology.

- Collaborates with DHCON faculty to advance knowledge related to simulation innovation and technology.
- Collaborates with DHCON faculty to improve educational outcomes through simulation-based education and research.

**Classification:** ☒ Exempt ☐ Non-Exempt

**Supervisory:** ☐ Yes ☒ No

**Job Grade:** \_\_\_\_\_

### A1.3 Lab Assistant Job Description

**Position Title:** Lab Assistant

**Division:** College of Nursing

**Department:** Nursing

**Reports To:** Director, Nursing Simulation and Clinical Skills Laboratories

**Purpose of Position:** This position will provide support for the skills and simulation laboratories.

**Unusual Working Conditions:** Flexible working hours to accommodate College of Nursing needs.

**Principal Duties & Responsibilities:**

- Maintains inventory of supplies and equipment.
- Provides routine maintenance of all manikins and equipment.
- Prepares labs for skills learning and practice as well as practicum exams for all programs.
- Assists Lab Coordinator and adjunct faculty with setting up/taking down labs for student experiences.
- Oversees work-study students while in labs.
- Assists with running AV/Technology in the Simulation and Skills Laboratories.
- Promotes safe practices.
- Assists with tours of laboratories and represents the College of Nursing in a professional manner.
- Maintains confidentiality of work-related information.
- Performs other duties as directed by the Lab Director.

**Classification:** ☐ Exempt ☒ Non-Exempt

**Supervisory:** ☐ Yes ☒ No

**Job Grade:** \_\_\_\_\_

## A1.4 Administrative Assistant

**Position Title:** Administrative Assistant (formerly Department Assistant)

**Division:** Academic Affairs

**Department:** Davis & Henley College of Nursing

**Reports To:** Assistant to the Dean, College of Nursing

**Purpose of Position:** Serves as receptionist and general secretarial support for the College of Nursing. Provides support to the Assistant to the Dean & administrative support to the faculty & staff to accomplish the educational mission.

**Unusual Working Conditions:** Flexible hours to accommodate the College of Nursing needs.

**Principal Duties & Responsibilities:**

1. Reception and Information Resource for Faculty, Students & Visitors
  - Serves as the greeter and reception for students, university officials and the general public.
  - Answers the main department phone line and directs calls as needed.
2. Purchasing and Resource Acquisition
  - Maintain stock level and orders supplies for College of Nursing, Laboratory & kitchen area
3. Document Preparation and Administrative Support
  - Provides administrative support to the Assistant to the Dean
  - Maintains current copies of faculty schedules
  - Reserves class/conference rooms for meetings and events
  - Regularly opens and processes the College of Nursing's mail
  - Prepares faculty and staff phone and email directory, distributes and posts as directed
  - Scans documents and exam as requested
  - Completes document preparation, duplicating, and other projects as coordinated with the Assistant to the Dean
4. Lab Assistance
  - Provides supply ordering assistance to the Lab Coordinator
  - Maintains up to date budget files for the Lab account
  - Other duties as assigned by the Lab Coordinator
5. Special Projects and Special Events
  - Assists in all aspects of projects and events as directed by the Assistant to the Dean
6. Liaison for Campus Operations, IT, Chartwells, as well as other university departments
7. Other duties as assigned by the Assistant to the Dean

**Classification:** ☐ Exempt ☒ Non-Exempt

**Supervisory:** ☐ Yes ☒ No

**Job Grade:** \_\_\_\_\_

## Appendix B: Confidentiality & Video Release

# Davis & Henley College of Nursing Simulation & Skills Lab Confidentiality and Video Release Form

**Name:** \_\_\_\_\_

I agree to adhere to the rules of academic integrity and honesty as outlined in Sacred Heart University's Davis & Henley College of Nursing student guide. Therefore, I agree to the following:

- ☐ I will not discuss the comprehensive skills evaluation practicum or simulation details with other students.
- ☐ I will also respect the privacy of others who are testing or experiencing simulation.
- ☐ I will complete my work independently. All work submitted will be authentic. No textbooks or notes taken outside of the preparation room will be used. I will only use the resources provided or allowed by my instructors. My resources are subject to review by the faculty.
- ☐ I understand that any breach of the aforementioned *will result in a zero grade*. Any violation of academic integrity and honest will not be tolerated. Program dismissal may result if violations occur.
- ☐ Faculty may video and/or audio record during simulated scenarios to use for debriefing and other learning opportunities.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Appendix C: DHCON Fee Schedule

Simulation Equipment	Fee
Defibrillator	\$15/Half Day \$25/Full Day
Code Cart	\$25/Half Day \$50/Full Day
Heart Code Simulators	\$50/Use
IV Arms	\$15/Use
Portable Suction Unit	\$10/Use
Manikins-Nursing Anne or Nursing Kelly	\$55/Half Day \$65/Full Day
Manikins-Nursing Kid	\$55/Half Day \$65/Full Day
Manikins-Nursing Baby	\$55/Half Day \$65/Full Day
Manikins-SimNewB	\$105/Half Day \$130/Full Day
Manikins-Sim Jr	\$105/Half Day \$130/Full Day
Manikins-SimMan 3G	\$130/Half Day \$190/Full Day
Manikins-Nursing Anne Simulators	\$130/Half Day \$190/Full Day
Manikins-Super Tory	\$110/Half Day \$135/Full Day
Manikins-Hal	\$130/Half Day \$190/Full Day
Manikins-Victoria	\$130/Half Day \$190/Full Day
Manikins-Pediatric Hal 5 y/o	\$130/Half Day \$190/Full Day
Manikins- Newborn Tory	\$105/Half Day \$130/Full Day
Consumables	Actual Current Price
Nursing Lab Rooms	Fee
N353 Skills Lab	\$100/Half Day \$200/Full Day
<b>Debriefing Rooms: S306, S337, S338, S339</b> <b>***if using the simulation room</b> <b>This includes:</b> <ul style="list-style-type: none"> <li>Classroom-style seating of 12 per room. S338 and S339 can be combined for 24 students.</li> <li>Audio/Visual capabilities with computer hookups</li> <li>Whiteboard with markers</li> <li>Wireless access</li> </ul>	\$50/Half Day \$100/Full Day
<b>DHCON Simulation Center Suites: S316-S323</b> <b>This includes:</b> <ul style="list-style-type: none"> <li>Up to 6 hours of use</li> <li>1 debriefing space</li> <li>Up to 12 participants</li> <li>Audio/Visual capabilities with computer hookups</li> <li>Tech Support</li> <li>Set up</li> <li>Clean up upon completion</li> </ul>	\$800/Use  <b>Extra Fees:</b> <ul style="list-style-type: none"> <li>\$50/ Manikins (Including Laerdal or Gaumard family of manikins)</li> <li>\$20/Participant for supplies</li> <li>\$25/Basic moulage each manikin</li> <li>\$40/Trauma moulage each manikin</li> <li>\$40/Task trainer needed</li> <li>\$40/Misc. equipment</li> </ul>
Coordination: Monday - Friday	Fees
Coordination	\$80/Hour
Simulation Tech	\$70/Hour
Lab Assistant	\$60/Hour
Video Fee	\$70/Hour
Set up Fee	\$150
Cancellation Fee (Less than 7 days' notice)	\$150