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# RESIDENT WELLNESS

PROGRAM & RESOURCES

RESIDENT AFFAIRS / LEARNER SUPPORT SERVICES

[pgewellness@nosm.ca](mailto:pgewellness@nosm.ca)

[nosm.ca/residency-programs/resident-wellness](https://nosm.ca/residency-programs/resident-wellness)

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# WHAT WE DO

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Residency provides a unique opportunity to learn, to grow and to set the stage for the rest of your career. Residency also has its challenges. While you will face high expectations, the NOSM University Resident Wellness program aims to ensure that you also have a high degree of support.

Our mission is to support you in achieving the knowledge and skills necessary to develop healthy and productive professional identities during this important transitional time. The framework of the program includes occupational/academic health, physical health, emotional health, and social health.

Our highest priority is providing and coordinating supports for residents who have specific health needs, whether pre-existing or arising, during residency.

Wellness Program personnel will assist residents with finding and coordinating health resources i.e. physician referral, counselling supports, as well as working with residency programs to develop accommodations for the learning and training environment, if needed.

**ALL RESIDENT WELLNESS SERVICES ARE CONFIDENTIAL.**

**RESIDENT WELLNESS PROGRAM CONFIDENTIALITY POLICY**

(AVAILABLE UNDER PGME POLICIES ON THE NOSM U WEBSITE OR NOSM U WELL APP)

# WHO WE ARE

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The program also includes proactive components for all residents such as: a wellness curriculum, promoting safe housing and transportation, ensuring resident's duty hours and leave protections are respected, providing cultural supports, and ensuring guidance with developing a healthy and productive professional identity.

The Resident Wellness Program is NOT a crisis service, however residents have access to 24/7 crisis support- see below.

## **24-Hour Crisis Contacts Quick Glance Summary:**

### **PARO 24-Hour Helpline.**

A confidential support service for residents, and their families.

Immediate support 24/7/365, anywhere in Ontario

PARO Help Line: **1-866-HELP- DOC (1-866-435-7362)**

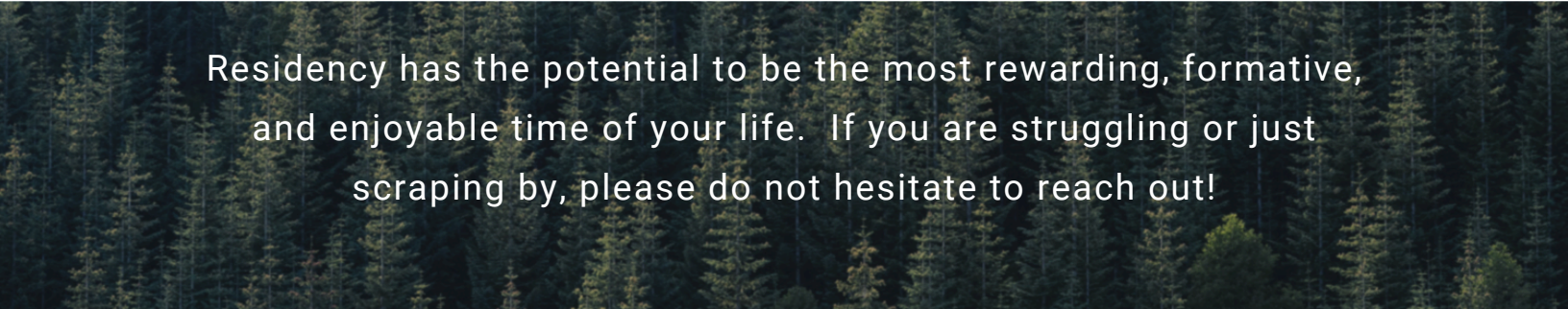
### **Homewood Health Student Assistance Program (SAP)**

A confidential support service for residents, and their families.

Immediate support 24/7/365, anywhere in Ontario

Homewood SAP:

**1-800-663-1142** (English), **1-866-398-9505** (en français)



Residency has the potential to be the most rewarding, formative, and enjoyable time of your life. If you are struggling or just scraping by, please do not hesitate to reach out!

# WHO WE ARE

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## **Learner Affairs Officers (LAOs)**

Nick Alderton, Laura Csontos, Nicole Fera and Kathleen Wells  
([pgewellness@nosm.ca](mailto:pgewellness@nosm.ca))

Our team of Learner Affairs Officers (LAOs) are the main contacts for all stakeholders of the program, including medical residents, faculty, staff, academic teaching centers and community partners. Under the guidance of the Assistant Dean of Resident Affairs (ADRA), the LAOs provide intake services for residents seeking support from the Wellness Program.

The LAOs provide support and coaching, as well as helping with system navigation and connection with resources. They can assist with facilitating referrals to our clinical psychologist, family physicians, the ADRA and the accessibility advisor as needed.

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## **Assistant Dean, Resident Affairs (ADRA)**

Dr. Sean Sullivan, MD CCFP ([residentwellness@nosm.ca](mailto:residentwellness@nosm.ca))

The ADRA is available to residents to provide direct and confidential support. He is available for coaching and advice pertaining to wellness issues and residency, along with arranging referrals to other supports as needed. The ADRA assists residents who are requiring workplace accommodations due to a disability or health issue and co-chairs the NOSM University Accommodations Committee.

He works closely with the LAOs, Accessibility Advisor and other Learner Support Services staff. He represents the wellness interests of all residents and NOSM University PGME programs, which includes providing education, consultation, and support to faculty and administrators.

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# WHO WE ARE

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## **Accessibility Advisor**

Melissa Pafford ([mpafford@nosm.ca](mailto:mpafford@nosm.ca))

The accessibility advisor is responsible for the administration, implementation, and quality control of accommodations, including accommodated testing and note-taking. She advises the Accommodations Committee and assists learners with accessing academic and clinical accommodations at NOSM University.

If you require workplace accommodations due to a disability or health concern, please reach out to Melissa. For more information, you can access: [culture.nosm.ca/learner-accommodations-and-accessibility-services-2/](https://culture.nosm.ca/learner-accommodations-and-accessibility-services-2/)

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## **NOSM University Clinical Psychologist**

Dr. Caroline Charette ([info@charettepsychology.com](mailto:info@charettepsychology.com))

Dr. Caroline Charette is a Clinical Psychologist contracted by NOSM U to provide confidential support to our residents. She is available to residents for individual therapy, as well as for small and large group resident sessions. Residents can self-refer themselves or they can contact the Wellness Program at [pgewellness@nosm.ca](mailto:pgewellness@nosm.ca) for a referral.

There is no fee for NOSM University residents to access Dr. Charette's services.

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# WHO WE ARE

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## **International Medical Graduate (IMG) Coordinator**

Dr. Chiebere Onyebuchi Ogbuneke ([cogbuneke@nosm.ca](mailto:cogbuneke@nosm.ca))

The IMG Coordinator is a confidential support for all internationally trained physicians and families throughout residency for both educational and personal support. They are a liaison for IMG residents and families prior to arrival in northern communities and help in addressing concerns brought forward by IMG residents throughout residency.

The IMG Coordinator also collaborates with various programs to share resources and support for IMG residents and collaborates with NOSM University faculty to promote and improve the educational experiences for IMGs.

for more information regarding the IMG Supports that are available, please visit [nosm.ca/pgme-office/img-support/](https://nosm.ca/pgme-office/img-support/)

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# OTHER RESOURCES & INFORMATION

## LEARNER MISTREATMENT

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Information and resources can be found by clicking on the “I need help button” found on the wellness website and NOSM U Well App or you can visit the webpage directly [culture.nosm.ca/residents-help/](https://culture.nosm.ca/residents-help/).

Here you will find:

- The Report / Disclose Mistreatment Form
- Addressing Learner Mistreatment
- Learner Support
- Human Rights, Anti-Discrimination and Harassment Policy
- Responding to Resident Concerns of Mistreatment Procedures

NOSM University is committed to creating a climate where learners, faculty, staff, and patients can expect the highest standards of respect, kindness and professional collegiality and civility.

## THE NOSM U WELL APP

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This free app created by NOSM U has a “Residents” section and offers information on the wellness program, Student Assistance Program, resources, and an option for residents to self-refer to their LAO, the ADRA, accessibility advisor and/or the clinical psychologist. The NOSM U Well App delivers easily accessible, secure, up-to-date wellness information to you 24/7, in any setting! The App is free to download, with additional features to support wellness such as: arranging a cab, providing emergency information, links to the PARO-CAHO Collective Agreement, PGME policies, housing safety, travel safety, and a wellness calendar. [nosm.apparmor.com/clients/nosm.ca/](https://nosm.apparmor.com/clients/nosm.ca/)

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## ONTARIO MEDICAL ASSOCIATION PHYSICIAN HEALTH PROGRAM (OMA PHP)

The OMA PHP provides a range of direct services to physicians, residents, and medical students, as well as supportive services to family members. They provide support to individuals struggling with substance use and mental health concerns, as well as other conditions that have a personal and professional impact. All OMA PHP services are confidential, and residents are referred to appropriate services geared to physicians in their own community, or one nearby if preferred.

The OMA PHP confidential phone number is 1-800-851-6606 (Ontario only). Additional info is available online at [\\_php.oma.org/](http://php.oma.org/).



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## THE PROFESSIONAL ASSOCIATION OF RESIDENTS OF ONTARIO (PARO) 24-HOUR HELPLINE

This is a 24-Hour toll-free Helpline available to residents, their partners and family members, as well as medical students. Their 24-hour helpline is a support service for residents and their families. The toll-free number is accessible anywhere in Ontario. To provide this service, PARO has partnered with Distress Centers of Toronto. All calls are strictly confidential and cannot be traced. When residents call the toll-free number, they will be directly connected to a Helpline volunteer.

**PARO HELP LINE:**  
**1-866-HELP-DOC**  
**(1-866-435-7362)**

[MYPARO.CA/HELPLINE/](http://MYPARO.CA/HELPLINE/)



These volunteers have had extensive training in acute crisis intervention, depression, anxiety, and many other conditions. They have also received special training relating specifically to residents including information about hours of work, working conditions and common stressors.

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## HOMEWOOD HEALTH STUDENT ASSISTANCE PROGRAM (SAP)

For professional counselling and therapy, NOSM University has invested in an Assistance Program through Homewood. All NOSM University residents and immediate family members have access at no personal cost. Services are confidential within the limits of the law. Visit [nosm.ca/education/current-learners/homewood-health/](https://nosm.ca/education/current-learners/homewood-health/) for more information.

SAP benefits include:

- Short-term Professional Counselling
- Coaching Services including career, relationship, legal and grief support
- Online Resources including CBT, E-learning courses on wellness and a health library
- Financial Counselling

Employee and Family Assistance Program for all NOSM U learners

Immediate support 24/7/365:

1-800-663-1142 (English)

1-866-398-9505 (en français)



[Homeweb.ca](https://Homeweb.ca)

(Access code provided by [pgewellness@nosm.ca](mailto:pgewellness@nosm.ca))

